

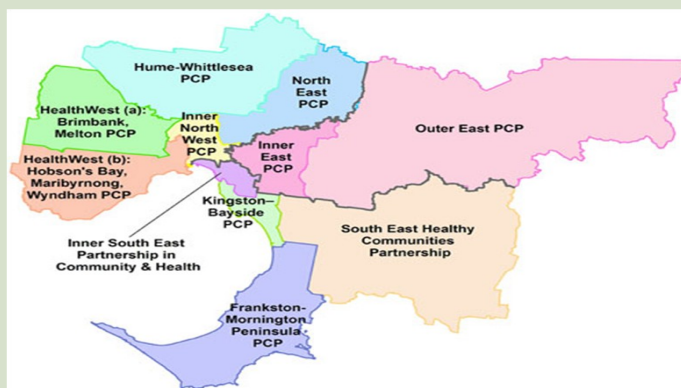
SERVICE COORDINATION

Resource Information

Primary Care Partnerships (PCPs) Victoria's Primary Care Partnership (PCP) strategy brings together local health and human service providers who work together within voluntary alliances to improve access to services and provide continuity of care for people in their community. PCP partner organisations focus on better coordination among services, management of chronic disease management, integrated prevention and health promotion, and strong partnerships.

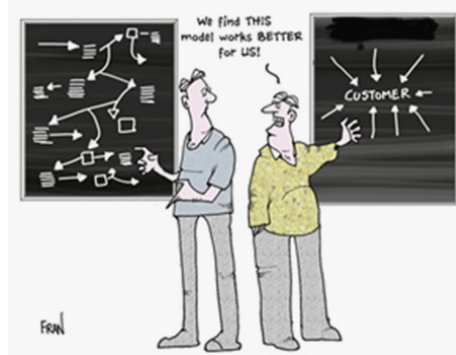
Victoria's 28 PCPs involve approximately 600 organisations, including hospitals, community health services, Primary Health Networks, local governments, mental health services, drug treatment services and disability services.

[PCP Website](#)
[Hume Whittlesea PCP Website](#)



Service Coordination Practice

Service coordination aims to place consumers at the centre of service delivery ensuring that they have access to the services they need, opportunities for early intervention and health promotion and improved health outcomes. The practice of service coordination particularly supports more effective ways of working with people with complex and multiple needs.



The Victorian Service Coordination Practice Guide & Associated Resources

- Victorian Service Coordination Practice Manual (VSCPM)**

The purpose of the VSCPM is to assist service providers across sectors to consistently implement service coordination.

[Victorian Service Coordination Practice Manual](#)



- Good Practice Guide**

The Good Practice Guide is a resource that summaries the key elements of good practice in service coordination.

[Good Practice Guide 2012](#)



- Continuous Improvement Framework**

The Continuous Improvement Framework is designed to assist organisations to implement service coordination and is based on a model for improvement, continuous quality assurance systems and self assessment performance review.

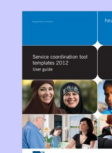
[Continuous Improvement Framework](#)



- SCTT 2012 User Guide**

The SCTT 2012 User Guide has been developed to support the implementation of the SCTT 2012. The guide is a practical resource to assist in the use of the templates.

[Service coordination tool templates 2012 User Guide](#)



Privacy and Consent

The privacy resources are designed to assist practitioners in their discussions with consumers regarding how their information will be dealt with.

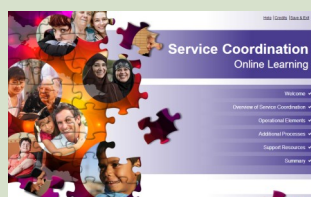
[Australian Privacy Principles](#) [Service Coordination Practice Manual](#) (Consent to share information p. 33)

Local Capacity Building & Continuous Improvement Framework

Partnerships and collaborative activities, in conjunction with state wide and local resources, support agencies to implement service coordination principles, especially to develop consistent practice, provide competent staff, protect consumer information, engage with a broad range of service sectors and promote the social models of health and disability. Activities are often based on the **Plan-Do-Study-Act** (PDSA) Continuous Improvement Model. [Continuous Improvement Framework 2012](#)

Service Coordination Online Learning Module

The Service Coordination Online Learning Module is an e-learning tool to support the practice of Service Coordination in Victoria.



[Service Coordination Online Learning Module](#)

SCTT Online Training

The SCTT Online Training is an e-learning tool to support the implementation of the SCTT in Victoria.



[SCTT online Training Module](#)

Secure Messaging and eHealth

The Hume Whittlesea PCP promotes service access and communication of consumer information via ConnectingCare -



a comprehensive directory-based secure messaging and eReferral system. This system enables health and community services to securely send and receive referrals, service requests, feedback, care coordination plans and other documents and search the online services directory. Consumer information needs to be transmitted securely in order to meet the privacy legislation and agency accreditation requirements. Unencrypted emails and faxes are not secure and transmitting consumer information in this way is a high risk practice. In addition ConnectingCare meets national e-health messaging standards. For more information and support visit [ConnectingCare Secure Messaging](#) or call **1800 913 924** or info@healthconnex.com.au.



National Health Services Directory The National Health Services Directory is a joint initiative of all Australian governments, delivered by Healthdirect Australia, to enable health professionals and consumers to access reliable and consistent information about health services.

These directories provide a range of health services including allied health, hospital and community services to support health professionals to coordinate ongoing care for patients with chronic and complex conditions. [National Health Services Directory](#) [Download the app](#)



Better Health Channel The Better Health Channel provides health and medical information to improve the health and wellbeing of people and the communities they live in. This information is quality-assured and reliable, up-to-date, locally relevant and easy to understand. The information aims to help people understand and manage their health and medical conditions. It does not replace care provided by medical practitioners and other qualified health professionals.

[Better Health Channel](#) [Download the App](#)