



## Service Coordination Practice Principles

### Guidelines for Member Agencies

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GVPCP directs its member agencies to the following documents which are a resource to support *best practice* regarding **service coordination**:

1. **Victorian Service Coordination Practice Manual** - this document provides an overarching service coordination framework applicable to a range of sectors. It contains the principles associated with best practice and agreed minimum standards across Victoria.
2. **Good Practice Guide 2012** – a summary resource of Victorian Service Coordination Practice Manual (VSCPM) including the key service coordination elements of initial contact, initial needs identification, assessment and care/case planning. It contains a diagrammatic visual consumer pathway through the model.
3. **Continuous Improvement Framework 2012** – this tool assists organisations in implementing service coordination. It can be used for quality assurance activities and is a complementary framework to pre-existing frameworks.
4. **Service Coordination Tool Templates 2012 User Guide** – this resource assists those practitioners using the tool templates in their everyday work. The tool templates are enablers of good quality service coordination.

Ref: <http://www.health.vic.gov.au/pcps/sctt.htm> (Accessed 24/04/2013)

An additional element of service coordination is the electronic medium to transfer client information. Member agencies are reminded of the following documents which provide **clear directives regarding secure messaging**:

1. **Primary Health Branch Funded Organisation Requirements 2009-10 / 2011-12**  
(Department of Health), specifically:
  - **B.3 Information/business systems** (information and communication technology) (page 13) - implement information systems, and associated hardware and communications infrastructure that support secure sharing the current version of the SCTT (e-referral);
  - **B.4 Services listing** (page 13) - all organisations must ensure that the organisation and services information associated with their organisation on the Human Services Directory is accurate;
  - **B.5 Service coordination** (page 14) - support the sharing of relevant consumer health and care information (with consumer consent) via secure information systems (e-referral).

Ref: [http://www.health.vic.gov.au/pch/service\\_providers/reporting.htm](http://www.health.vic.gov.au/pch/service_providers/reporting.htm) (Accessed 24/04/2013)



**2. Legislative documents:**

- Commonwealth Privacy Act (1988)
- Victorian Information Privacy Act (2000)
- Victorian Health Records Act (2001)

**3. Standards documents:**

- AS/NZS 17799: 2001 PRIVATE SECTOR INFORMATION SHEET 6 – 2001 Security and Personal Information;
- Information Security Management in Health using AS ISO 27799-2011 (ISO 27799:2008);
- Best Practice under -HB 174-2004 - Information Technology—Code of Practice for Information Security Management [for the Australian Health Sector];
- National Safety and Quality Health Safety Standards;
- Aged Care Standards and Accreditation Agency (ACSAA) Standards –expand;
- Community Care Common (CCC) Standards (expand) an expanded document of legislative and standards requirements are available from GVPCP upon request.

All member agencies are encouraged to provide this information with organisations who do not ensure that correspondence shared between agencies (eg referrals sent/received or client information) meets the minimum standards in accordance with best practice guidelines.