



The Victorian Service Coordination Manual and South West Resources to support Service Coordination

Background

The South West Region has recently adopted the **Victorian Service Coordination Practice Manual** and its associated resources: the Good Practice Guide for Practitioners and the Continuous Improvement Framework.

With the introduction of the Statewide manual some practices need updating and these are listed below. However, some local resources will co exist with the statewide manual and these are listed also listed below.

1. Practices which need updating.

Area of Practice	Statewide Standard – Good Practice Indicator
Initial Needs Identification	...The agency conducts an INI within no more than 7 working days of Initial Contact or of receiving a referral identified a 'low' or 'routine' from Initial Contact...(page 15, Victorian Service Coordination Manual - VSCM)
	...The agency conducts an INI within no more than 2 working days of Initial Contact or of receiving a referral identified as 'urgent' from Initial Contact...(page 15, VSCM)
	...The agency has in place a process for consumers who require 'urgent services' and who cannot wait for a formal assessment process to be completed...(page 15, VSCM)
Referral	...The Service Coordination Tool Templates 2006 Tool Template 2006 user guide and Service Coordination Tool Templates 2006 reference guide suggest the following priorities for processing incoming referrals: Low meaning 'hold over during peak demand' Routine , meaning 'attend in date order' This may include the consumer being placed on a waiting list Urgent , meaning the referral 'cannot wait.' It is good practice to contact an agency prior to sending an urgent referral, to ensure the referral can be handled in a timely manner...
	The agency sending a referral is expected to: <ul style="list-style-type: none"> ▪ Send 'urgent' referrals within no more than 1 working day of obtaining consumer consent. ▪ Send 'low' or 'routine' referrals within no more than 7 working days of obtaining consumer consent. ▪ Send referral information using the SCTT ▪ Make immediate referrals (eg. over the phone when a consumer is in crisis), and follow this up with a more detailed referral using the SCTT
	The agency receiving a referral is expected to: <ul style="list-style-type: none"> ▪ Respond to 'urgent' referrals within no more than 2 working days of receipt. ▪ Respond to 'low' or 'routine' referrals within no more than 7 working days of receipt. ▪ Transmit a Referral Acknowledgement (to the agency which initiated the referral) within no more than 7 working days of receiving the referral stating the referral has been received, and either the estimated date of consumer assessment or the reason why the referral is not proceeding. ▪ Transmit information about the Referral Outcome (to agency which initiated the referral) within no more than 14 working days of the consumer/carer being assessed.
	SCTT2006 – The Confidential Referral Cover Sheet is used with all referrals.

2. Local Resources which may be used in conjunction with the Victorian Statewide Manual

Area of Practice	Local Resource
Initial Needs Identification	South West Region Primary and Community Care Services' Guidelines on CORE information needs of Agencies and what ScoTT to use for Referral Booklet
Care Planning	Guidelines for the use of the Service Coordination Plan
Referral	South West Region Referral Outcome form