

Service Coordination Survey 2008

PCP Report

Banyule-Nillumbik PCP

List of Responding Agencies

Austin Health

Banyule City Council

Banyule Community Health Service Inc

Nillumbik Community Health Services

Royal District Nursing Service

Victorian Arabic Social Services

6 agencies responded to Service Coordination Survey from Banyule-Nillumbik PCP

30 agencies responded to Service Coordination Survey from North and West Metro Region

203 agencies responded to Service Coordination Survey from all DHS regions, this includes a total of 636 programs.

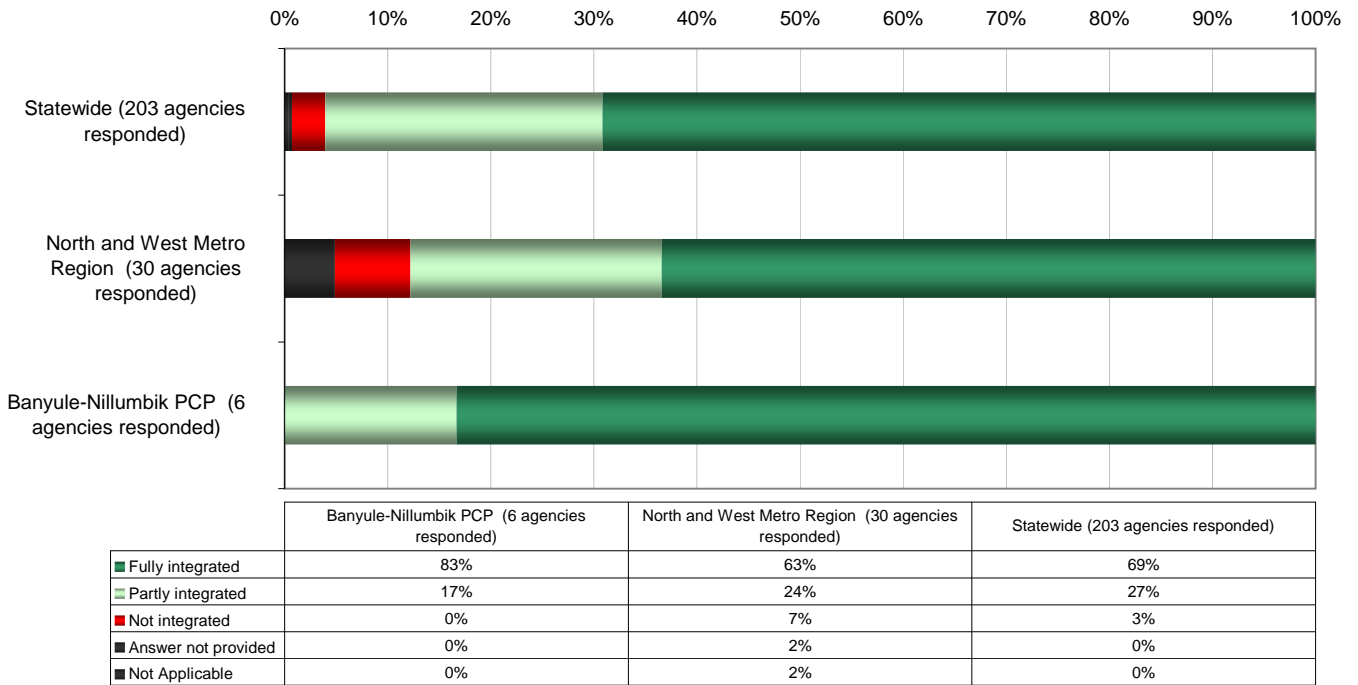
Prepared By: Primary Health Branch
Rural & Regional Health & Aged Care Services
Department of Human Services

For more information email: pcp@dhs.vic.gov.au Website: www.health.vic.gov.au/pcps

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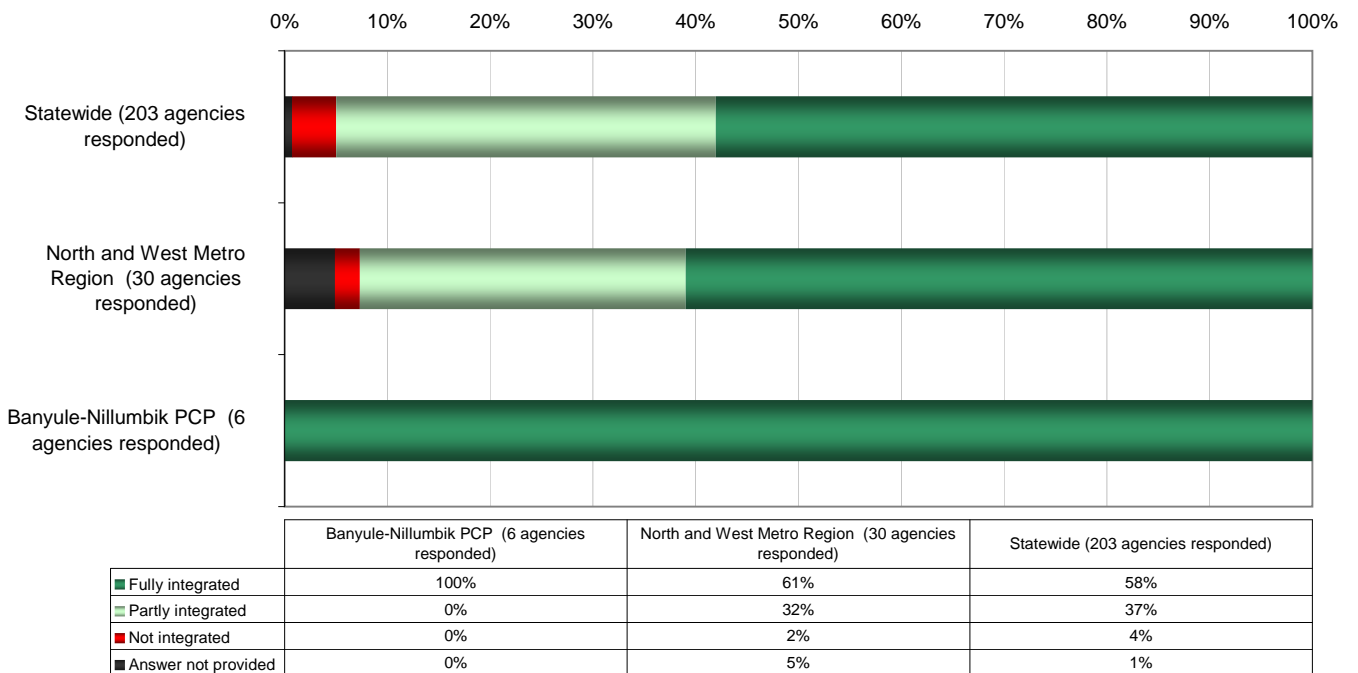
2.1 Your agency has integrated Service Coordination principles into consumer feedback systems, for example, consumer satisfaction surveys, complaints procedures, informal mechanisms.

Q 2.1



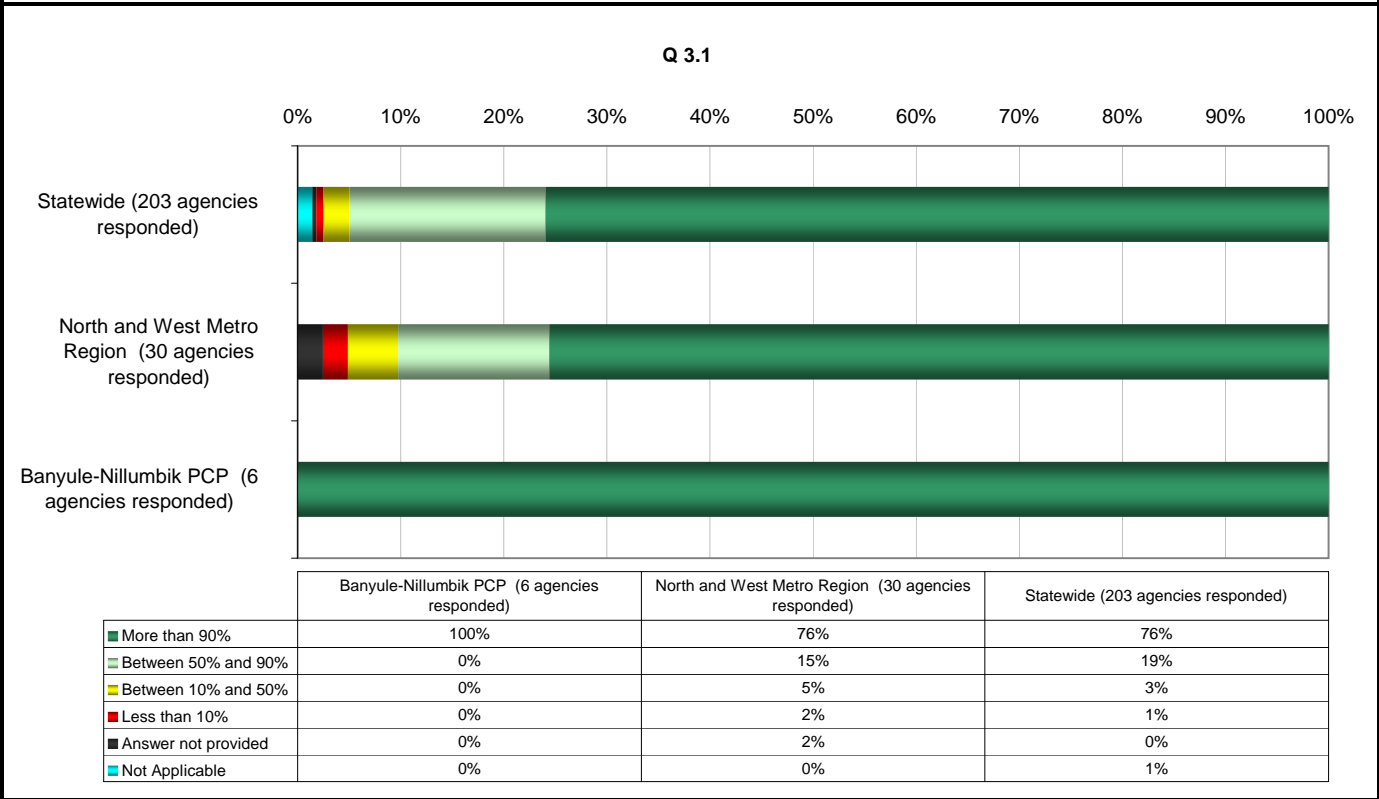
2.2 Your agency has integrated Service Coordination practice standards and program requirements into its policy, work plans and position descriptions where applicable.

Q 2.2

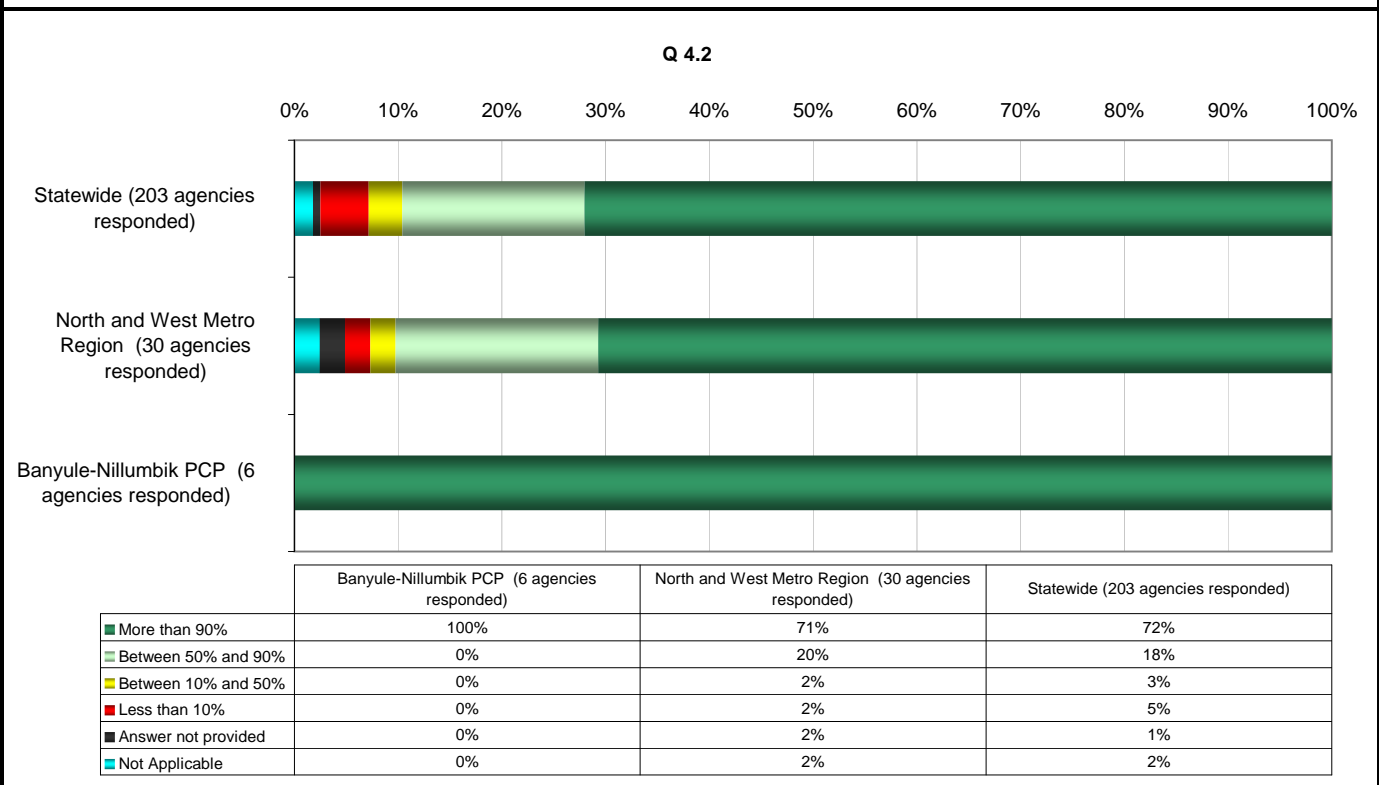


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3.1 Consumers have been given information about specific services provided by your agency in response to their enquiry (such as: when & where the service is provided, any eligibility or access criteria & how to get an appointment) within 1 working day of making contact.



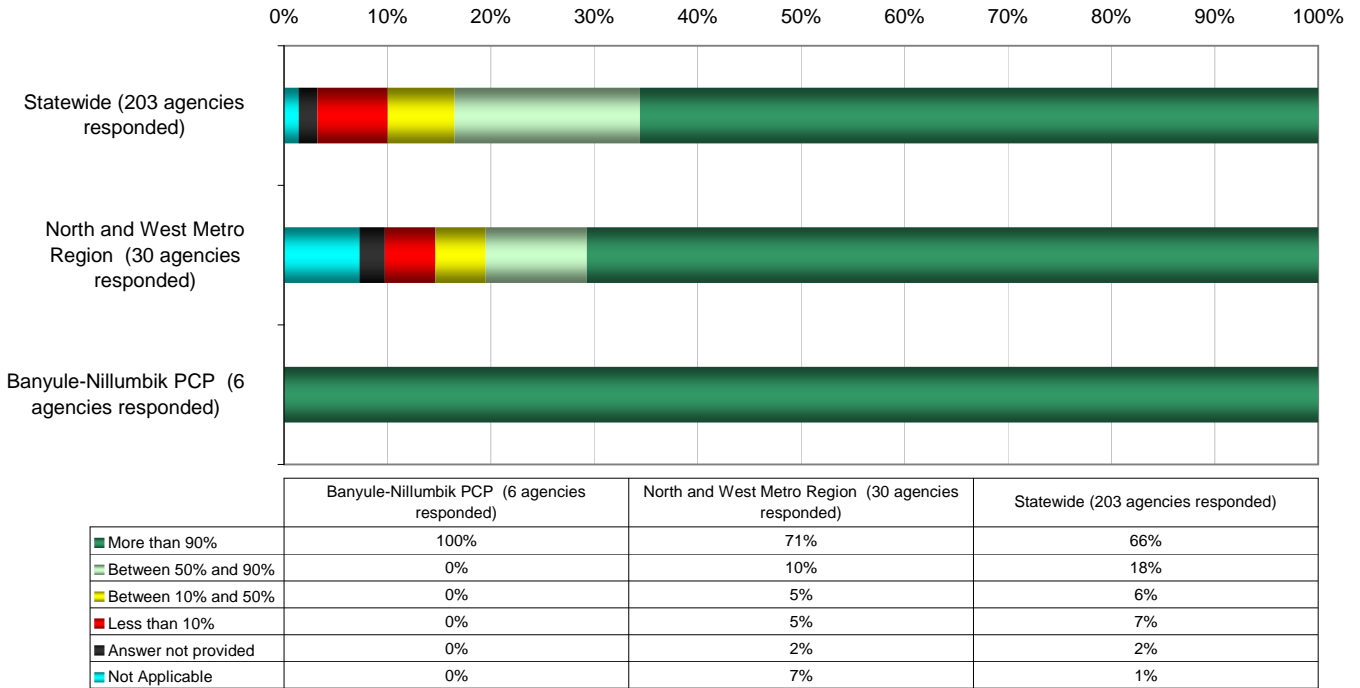
4.2 Your agency conducts Initial Needs Identification within no more than 7 working days of Initial Contact.



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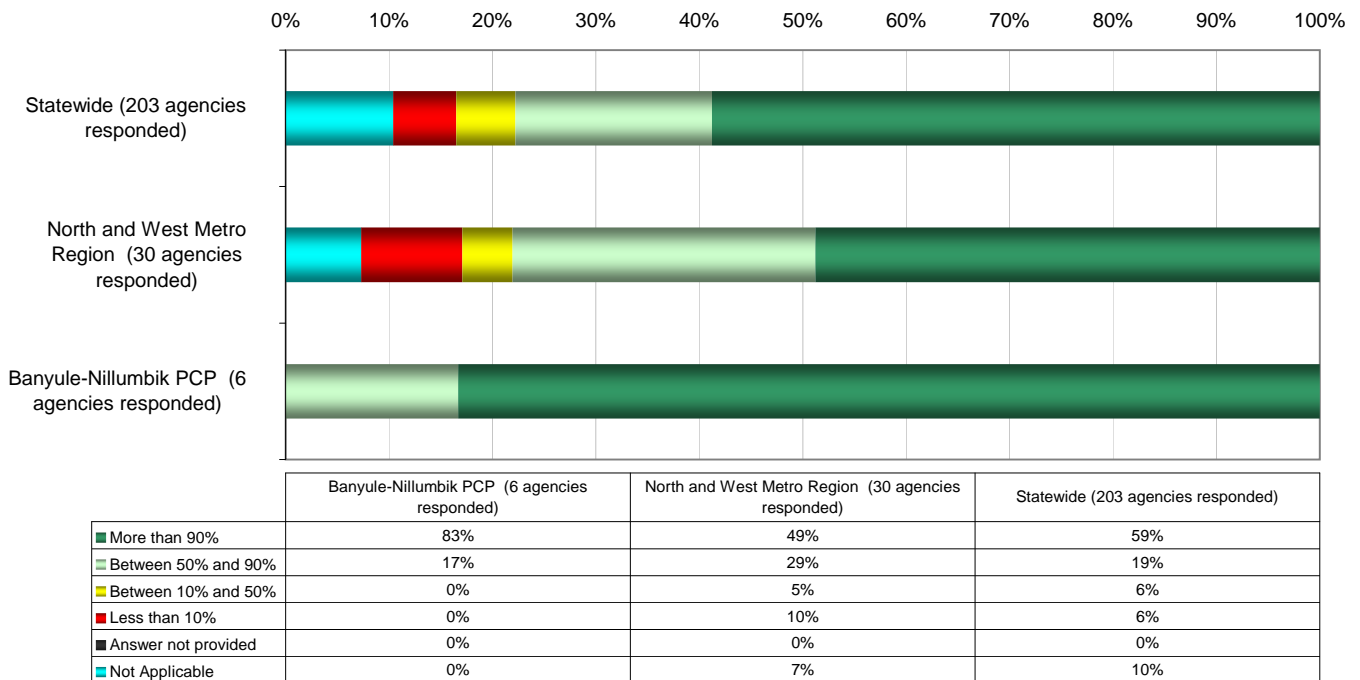
4.8 Service Coordination Tool Templates have been used for referral in accordance with policy (for example, DHS program or agency policy) and the Service Coordination Tool Templates 2006 user guide & reference guide.

Q 4.8



5.4 Where a waiting period between the referral and assessment occurs, the health and wellbeing of consumers have been monitored as appropriate, according to risk.

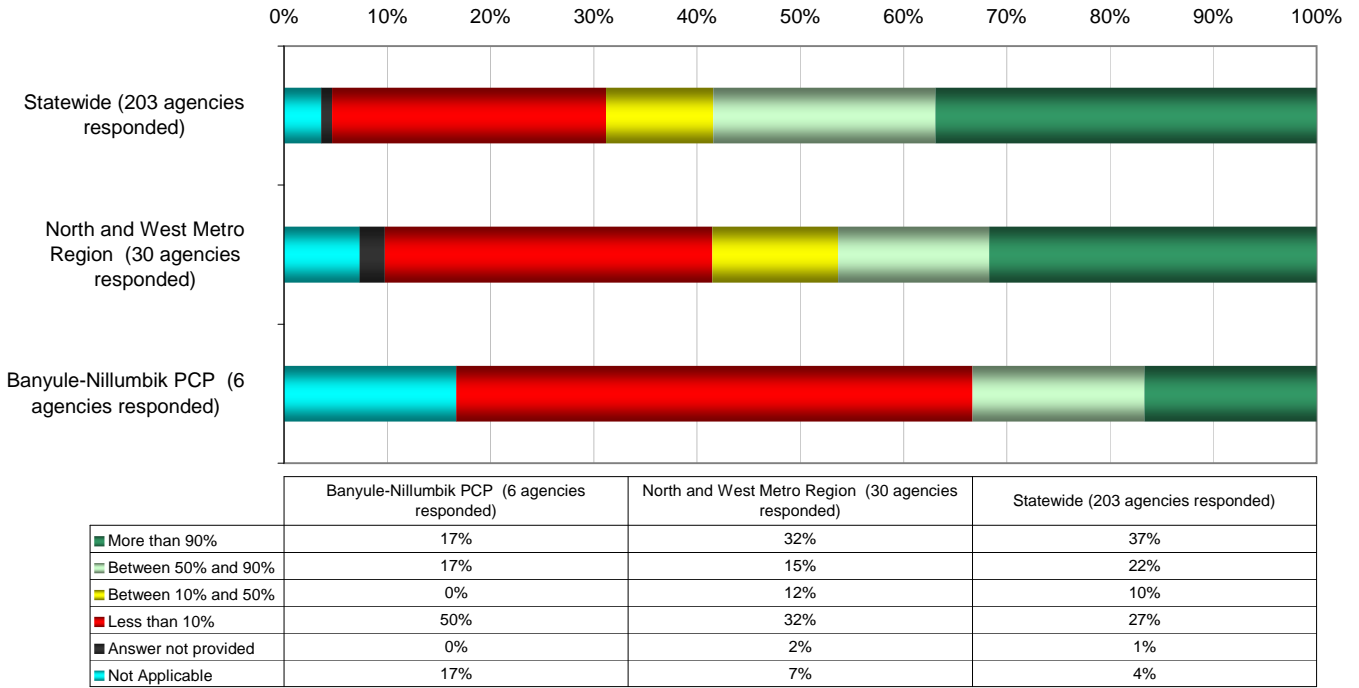
Q 5.4



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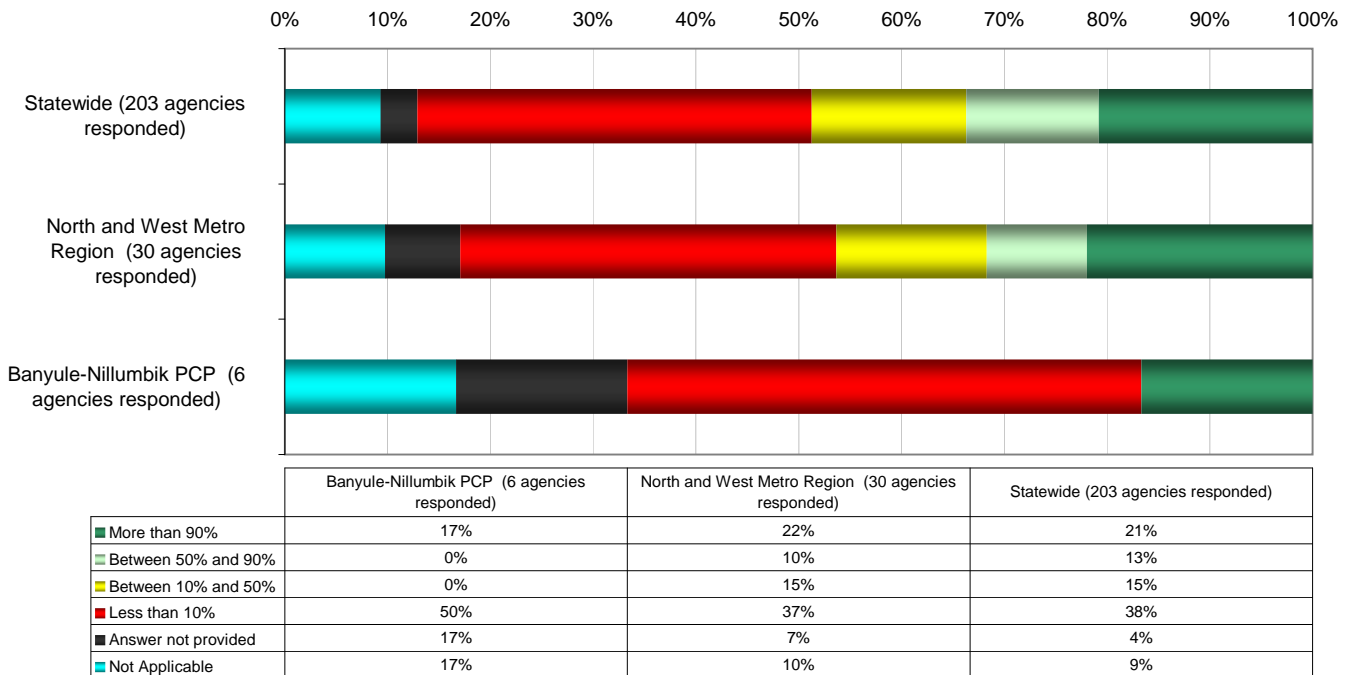
6.8 Service Coordination Plans (which provide an overarching summary care plan linking the service specific care plans and within-agency care plan) have been documented for consumers with complex or multiple needs who are receiving services from more than one agency.

Q 6.8



6.11 When there is a Service Coordination Plan, the consumer's GP has a copy of the agreed Service Coordination Plan (if appropriate).

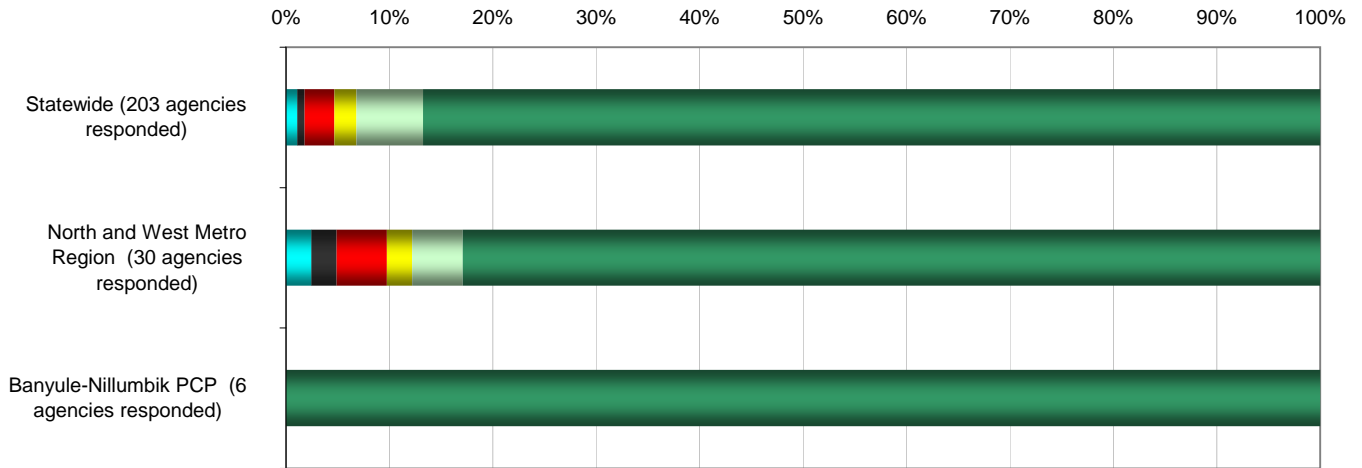
Q 6.11



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7.8 When your agency is the receiving agency, it has responded to 'urgent referrals' within 2 working days of receipt.

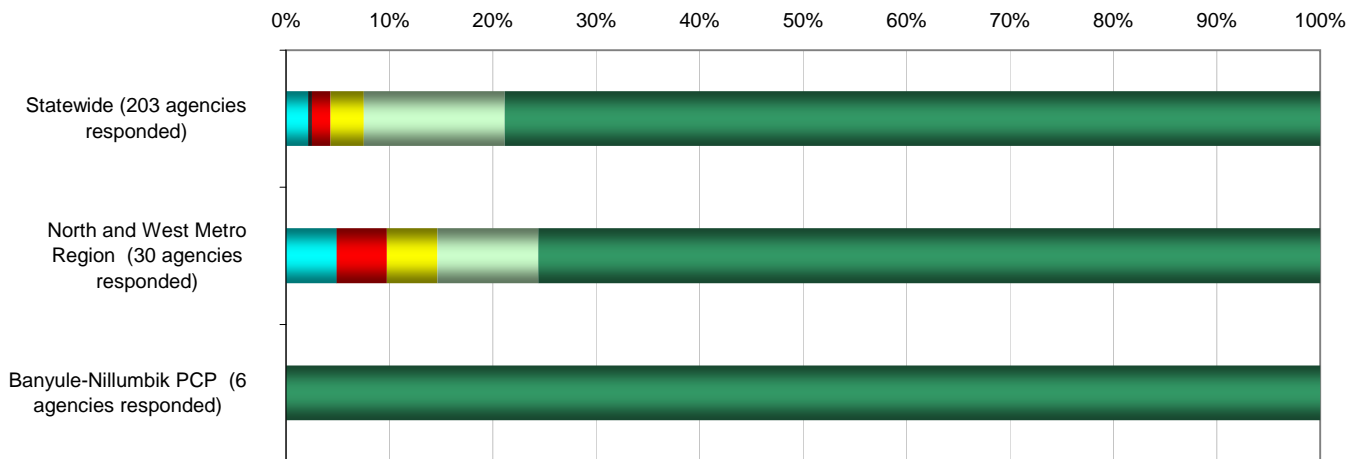
Q 7.8



	Banyule-Nillumbik PCP (6 agencies responded)	North and West Metro Region (30 agencies responded)	Statewide (203 agencies responded)
More than 90%	100%	83%	87%
Between 50% and 90%	0%	5%	6%
Between 10% and 50%	0%	2%	2%
Less than 10%	0%	5%	3%
Answer not provided	0%	2%	1%
Not Applicable	0%	2%	1%

7.9 When your agency is the receiving agency, it has responded to 'low' or 'routine' referrals within 7 working days of receipt.

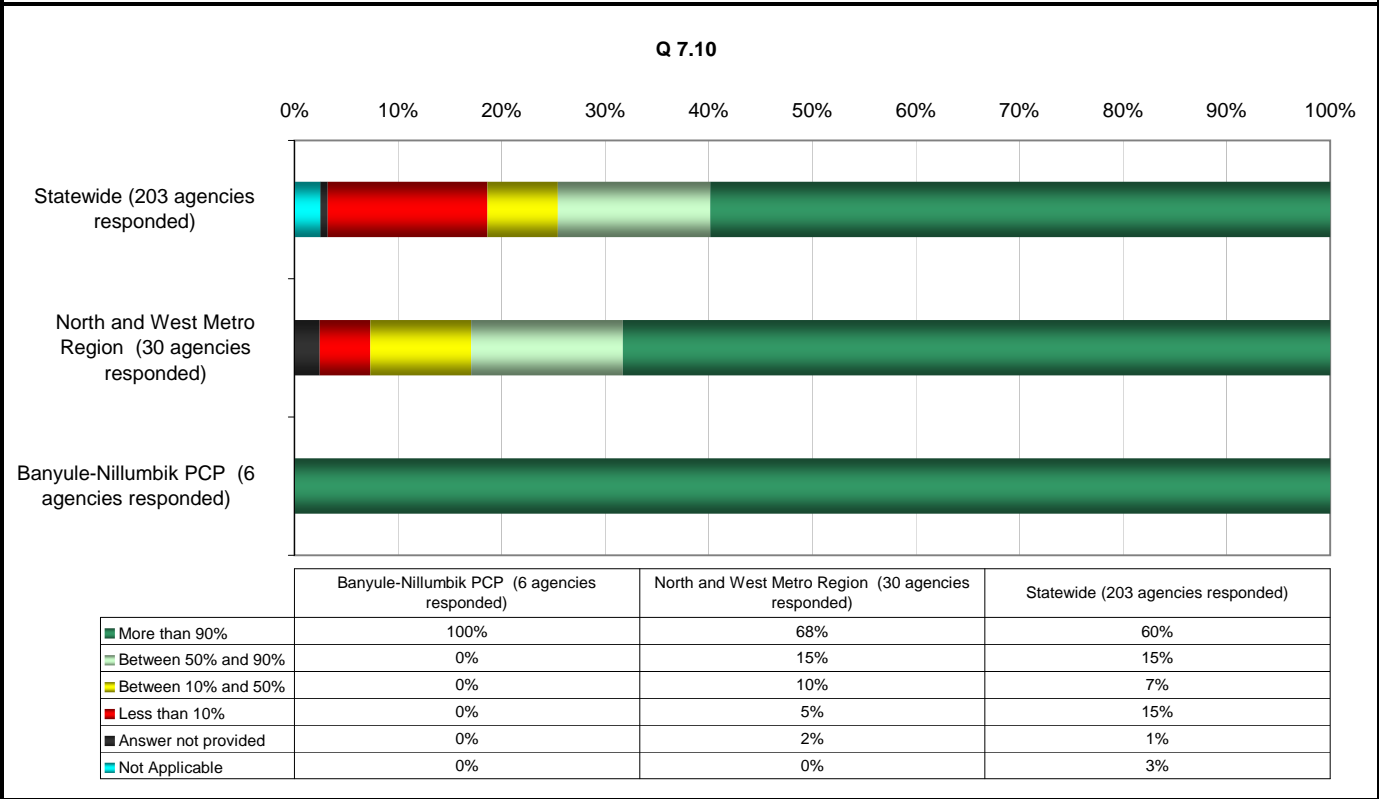
Q 7.9



	Banyule-Nillumbik PCP (6 agencies responded)	North and West Metro Region (30 agencies responded)	Statewide (203 agencies responded)
More than 90%	100%	76%	79%
Between 50% and 90%	0%	10%	14%
Between 10% and 50%	0%	5%	3%
Less than 10%	0%	5%	2%
Answer not provided	0%	0%	0%
Not Applicable	0%	5%	2%

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7.10 When your agency is the receiving agency, it transmits the Referral Acknowledgement to the agency which initiated the referral within 7 working days of receiving the referral.



8.2 When your agency is the referring agency, the consent form has been completed for all referrals requiring the disclosure of personal information.

