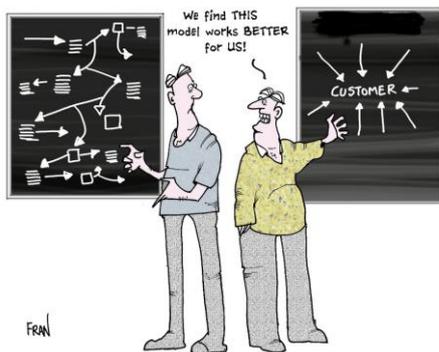


# Principles of Service Coordination

## Overview

Clients with multiple and sometimes complex needs require multiple services from a range of programs. This requires a coordinated approach that ensures services work together. Service Coordination is one of the core program areas of Primary Care Partnerships.

Service Coordination sees agencies come together to agree on how they will coordinate their services and communicate better with each other so consumers experience a more holistic health system. Service Coordination enables services to function independently while working in a coordinated way to provide shared consumers with a seamless and integrated response.



**Service coordination aims to place consumers at the center of service delivery ensuring that they have access to the services they need, opportunities for early intervention and health promotion and improved health outcomes.**

## Objectives:

- **Accuracy** - consumers and carers can access accurate and relevant information
- **Informed** - consumers can make choices and informed decisions about their care
- **Convenient** - consumers and carers are able to access appropriate services in a timely and convenient manner
- **Engagement** - increased engagement of consumers and carers in the services and programs they need
- **Service** - improved access to services and service outcomes by providing a seamless and coordinated system

- **Participation** - consumers participate in the management of their care, and care information

## Principles

Service Coordination is underpinned by the **key principles**:

1. A central focus on consumers
2. Partnerships and collaboration
3. The social model of health
4. Competent staff
5. A duty of care
6. Protection of consumer information
7. Engagement of other sectors
8. Consistency in practice standards

## Service coordination elements

The **key Service Coordination operational elements** represent a holistic service process.

All of the elements are already established in one form or another across the primary care sector. The terms to describe them are the terms of convenience. The Service Coordination framework aims to define them, show how they can be linked and to establish a basis of common language. Service coordination elements are implemented in a range of ways to suit the consumer groups and service provider settings.

### Service coordination elements

