

Service Coordination Tool Templates (SCTT)

The Service Coordination Tool Templates (SCTT) facilitate the operational elements of Service Coordination by supporting the collection and recording of Initial Contact, Initial Needs Identification, Referral and Shared Care Planning information in a standardised way.

This can assist service providers to share relevant information to support better outcomes for consumers. SCTT templates are aligned with Service Coordination operational elements.

Key features of the SCTT tools

- Forms service providers know what forms they need in order to make a referral no matter what organisation they worked in
- Recording - services consistently record information generated by Service Coordination processes such as Initial Contact, Initial Needs Identification, Assessment and Shared Care/Case Planning Familiarity - SCTT allows services to be familiar with the format and data required for making referrals
- Domains - services can apply information across a broad range of health and social domains in accordance with the social model of health
- Systems - common data/information structure allows information to be electronically transferred from one IT system to another

SCTT 2012

Recently the Department of Health has reviewed the SCTT to accommodate health and human services needs. The review has resulted in a number of significant improvements and changes to the SCTT which includes:

- a new accommodation and safety template developed by housing and homelessness programs, family violence and aged care
- a new drug, alcohol and tobacco template developed by alcohol and other drugs program
- a new single page screener of health and social needs, service provider and consumer administered versions
- amendments focusing on people with a disability, carers and Aboriginal and Torres Strait Islanders.

SCTT 2012 forms are available now in PDF and interactive word format at the [Department's website](#). The SCTT 2012 technical specifications are available from the department's Primary Care Partnerships website to enable the tools to be incorporated electronically into the client management applications.

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. The SCTT 2012 User Guide is available on the [Department's website](#).

SCTT Online Learning Module

The SCTT Online Module is an elearning tool to support the use of SCTT. Organisations are encouraged to include this module into their staff orientation. Experienced SCTT users may use this e-learning tool as a means of refreshing their knowledge, or as a mechanism to keep updated with the changes to the SCTT 2012. The SCTT Online Module is available [here](#).

If you would like to learn more about Service Coordination practice, you can complete the [Service Coordination On-line Learning module](#).