

Background

Primary Care Partnerships (PCP) are funded by the state government to support local health and community support service providers to work together to improve the health and wellbeing of the community. The Inner East PCP (IEPCP) has four local government areas within its catchment – Boroondara, Manningham, Monash and Whitehorse. For more information about the IEPCP please visit www.iepcp.org.au.

The IEPCP Service Coordination Practitioners Network (SCPN) commenced more than 10 years ago to support health and community service practitioners to implement service coordination in the IEPCP catchment. The Network currently has over 130 members from more than 45 organisations.

What is Service Coordination/Integrated Care?

Service Coordination has been a key platform of Primary Care Partnership work since their inception 15 years ago and remains a focus in service delivery.

“**Service coordination** places consumers at the centre of service delivery to maximise their opportunities for accessing the services they need. Service coordination enables organisations to remain independent of each other, while working in a cohesive and coordinated way to give consumers a seamless and integrated response.” (DHHS Service Coordination Good Practice Guide 2012, p. 1). For more information see <https://www2.health.vic.gov.au/primary-and-community-health/primary-care/integrated-care/service-coordination>.

Aim

The Inner East PCP Service Coordination Practitioners’ Network provides health and community service practitioners with an opportunity to discuss and share best practice in the coordination of services that enhance the health, wellbeing and independence of people, particularly older people, living in the IEPCP catchment.

The SCPN will:

- Connect people who work in the field and provide an opportunity for communicating and sharing experiences.
- Promote collaboration to facilitate the coordination of services and address issues that affect clients, practitioners and their organisations.
- Stimulate learning and help people towards best practice.
- Assist practitioners to better meet the needs of clients and their organisations.

Membership

Membership of the Network is open to all practitioners working in health and community services in the IEPCP catchment. Potential members should contact IEPCP for details of membership prior to attending meetings.

IEPCP Service Coordination Practitioners Network Terms of Reference

Role of Network Members

Network members will:

- Share relevant information with other Network members.
- Disseminate relevant information to their organisation.
- Participate in discussion, planning or brain-storming.
- Show due consideration of professional and legal requirements regarding respect for other's opinions and provide opportunities for all members to participate equally.
- Observe confidentiality where appropriate.
- Contribute to a safe and supportive, collegial environment for those present.
- Read minutes, documents and information which are distributed prior to Network meetings.
- Notify the convenor of apologies for meetings that cannot be attended.

Meetings

The SCPN will meet 5 times per year for 2 hours. Meeting times, venues, dates and days may vary and will be confirmed at the beginning of each calendar year. Other special events or forums may be organised for the Network from time to time.

Meeting agendas may include all or any of the following:

- Guest speakers and Q&A
- Case studies
- Agency presentations
- Problem-solving
- Information exchange
- Department of Health updates
- IEPCP updates
- Networking

The IEPCP Integrated Care Coordinator is responsible for the preparation and distribution of the agenda and minutes, organising speakers, venue bookings, membership list and other related administrative tasks. Minutes and other relevant information will also be kept on the IEPCP website at <http://iepcp.org.au/key-project/practitioners-network/>.

Role of the Chairperson

Meetings will be chaired by a nominated representative from the SCPN Reference Group. The Chairperson will ensure the business of the meeting is dealt with in a timely manner, ensure that members have an opportunity to voice their opinion and maintain order at the meeting.

SCPN Reference Group

A Reference Group (previously called the Secretariat) for the SCPN was established in 2012. Membership includes the IEPCP Integrated Care Coordinator and up to six other members of the SCPN. The Reference Group will meet at least twice per year and communicate via email or telephone at other times. Nominations for the Reference Group will be taken at the November meeting. Members can self-nominate. Reference Group members are appointed for 12 months.

Role of the Reference Group

Reference Group members will:

- Provide timely advice and support to the IEPCP to plan and organise meetings or other activities.
- Foster collaboration and open communication.
- Attend and participate in meetings or other Reference Group communication.
- Appoint a Chair for each SCPN meetings (Chair will rotate between Reference Group members).
- Be accountable to the SCPN membership.

Decision Making, Reporting Mechanisms & Accountability

The SCPN is not incorporated and operates under the auspice of the IEPCP. The Network itself does not have a formal governance or decision-making body. When applicable, decisions regarding strategic actions are made collaboratively by consensus. The views and decisions of the SCPN do not necessarily reflect those of any individual member or the IEPCP. The SCPN is responsible to the IEPCP Executive Committee through the IEPCP Integrated Care Coordinator, who reports to the IEPCP Executive Officer.

Review of Terms of Reference

These Terms of Reference were accepted by the SCPN members on 4 May 2017 and will be reviewed in February 2019.

Further Information

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