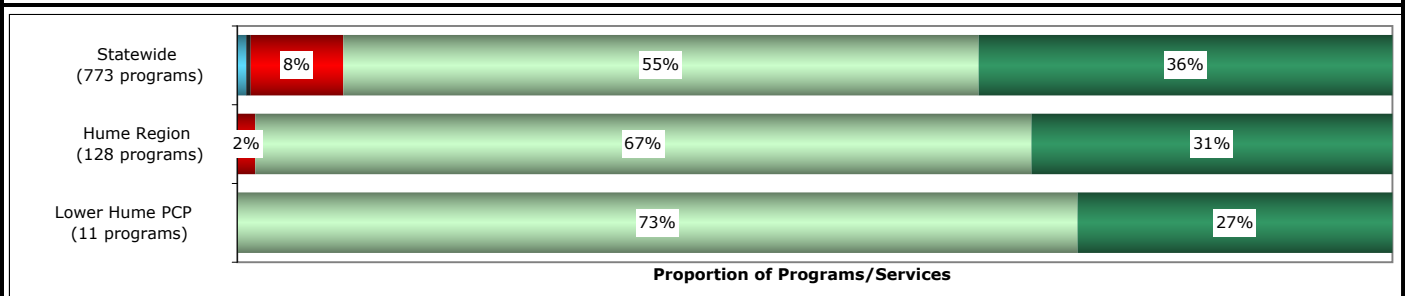


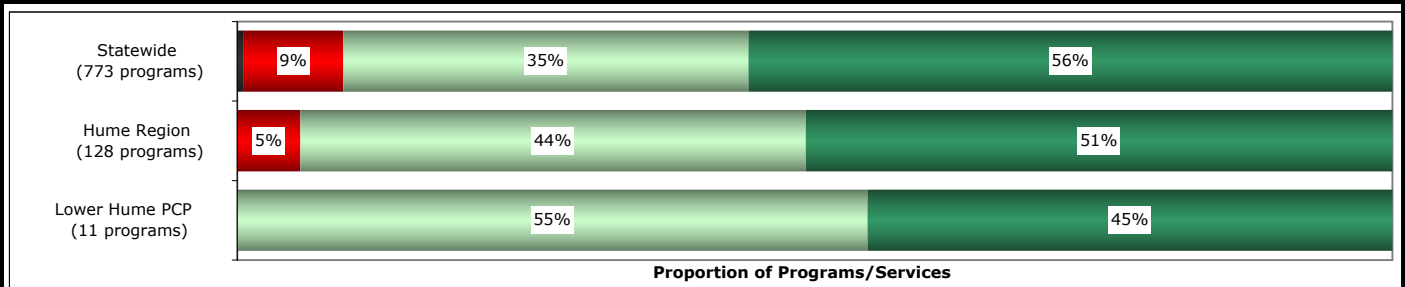


**Question 1: Service coordination practice standards and program requirements are integrated into policy, work plans and position descriptions where applicable. (CIF^ Criteria 2.2/2.3)**



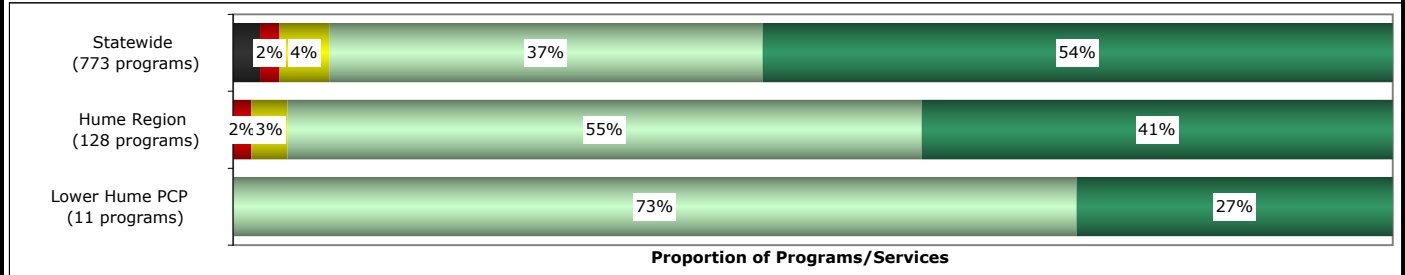
	Not Applicable	Other	Not integrated	Partly integrated	Fully integrated
Statewide (773 programs)	1%	0%	8%	55%	36%
Hume Region (128 programs)	0%	0%	2%	67%	31%
Lower Hume PCP (11 programs)	0%	0%	0%	73%	27%

**Question 2: Service coordination principles are integrated into consumer feedback systems, for example, consumer satisfaction surveys, complaints procedures or informal mechanisms. (CIF^ Criteria 2.11)**



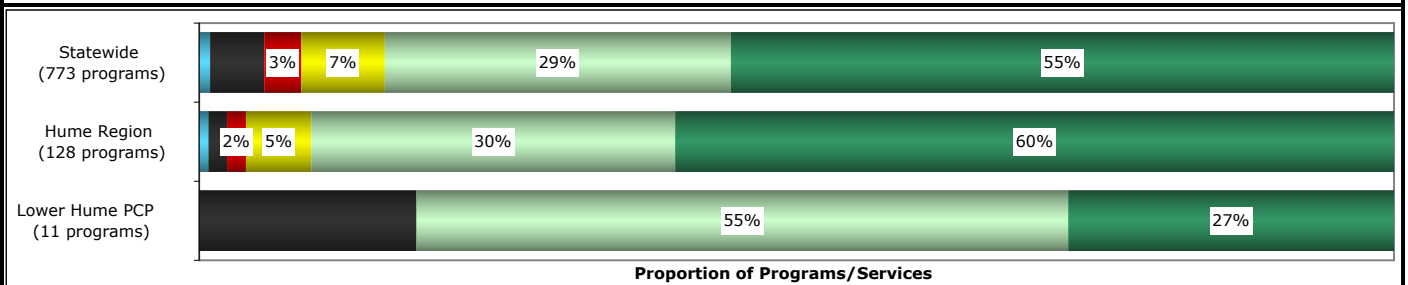
	Not Applicable	Other	Not integrated	Partly integrated	Fully integrated
Statewide (773 programs)	0%	1%	9%	35%	56%
Hume Region (128 programs)	0%	0%	5%	44%	51%
Lower Hume PCP (11 programs)	0%	0%	0%	55%	45%

**Question 3: Consumers have been provided with information about services available in response to their inquiry or as part of an outreach approach (such as: when & where the service is provided, eligibility or access criteria & how to get an appointment) within 1 working day of making contact. (CIF^ Criteria 3.1)**



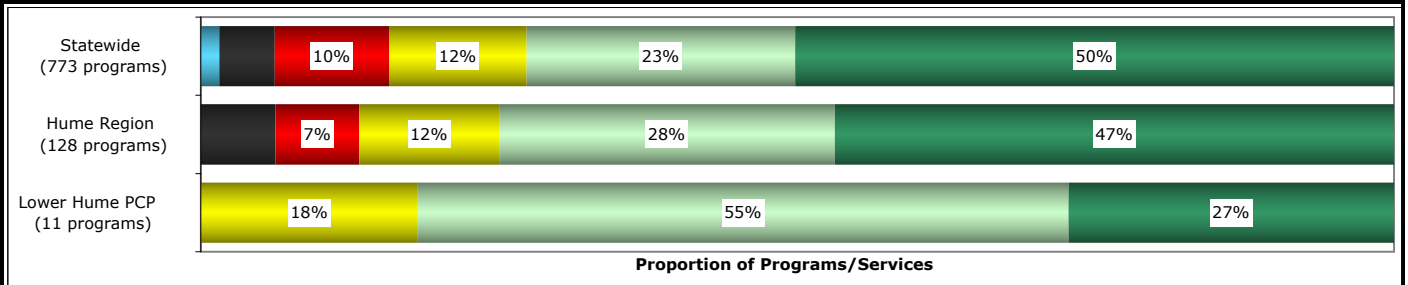
	Not Applicable	Other	Less than 10% of consumers	Between 10% and 50% of consumers	Between 50% and 90% of consumers	More than 90% of consumers
Statewide (773 programs)	0%	2%	2%	4%	37%	54%
Hume Region (128 programs)	0%	0%	2%	3%	55%	41%
Lower Hume PCP (11 programs)	0%	0%	0%	0%	73%	27%

**Question 4: Initial Needs Identification is conducted within no more than 7 working days of Initial Contact. (CIF^ Criteria 4.2)**



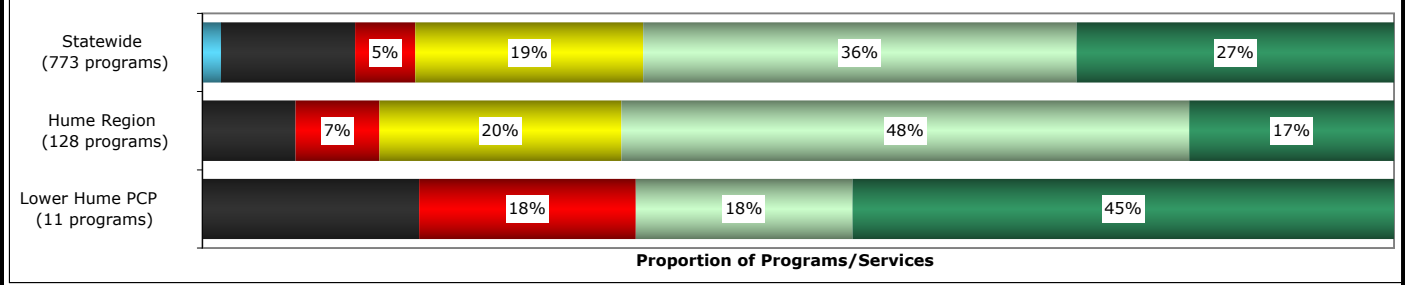
	Not Applicable	Other	Less than 10% of consumers	Between 10% and 50% of consumers	Between 50% and 90% of consumers	More than 90% of consumers
Statewide (773 programs)	1%	5%	3%	7%	29%	55%
Hume Region (128 programs)	1%	2%	2%	5%	30%	60%
Lower Hume PCP (11 programs)	0%	18%	0%	0%	55%	27%

**Question 5: Service Coordination Tool Templates (SCTT) have been used for referral in accordance with policy (for example, DHS program or agency policy) and the SCTT 2009 user guide. (CIF^ Criteria 7.4)**



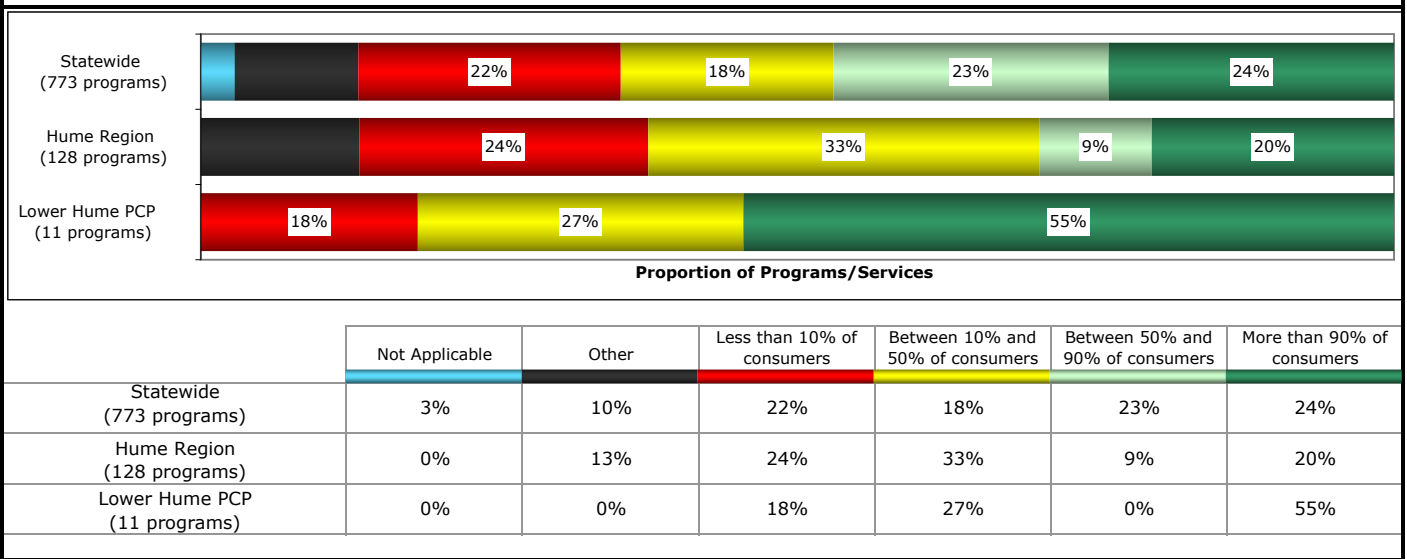
	Not Applicable	Other	Less than 10% of consumers	Between 10% and 50% of consumers	Between 50% and 90% of consumers	More than 90% of consumers
Statewide (773 programs)	2%	5%	10%	12%	23%	50%
Hume Region (128 programs)	0%	6%	7%	12%	28%	47%
Lower Hume PCP (11 programs)	0%	0%	0%	18%	55%	27%

**Question 6: Planned reviews for care planning have occurred within one month of the date listed for review (or within a time frame stipulated in your service provider procedures). Note: this refers to all types of care plans e.g. service specific, inter and intra-agency care plans. (CIF^ Criteria 6:12)**

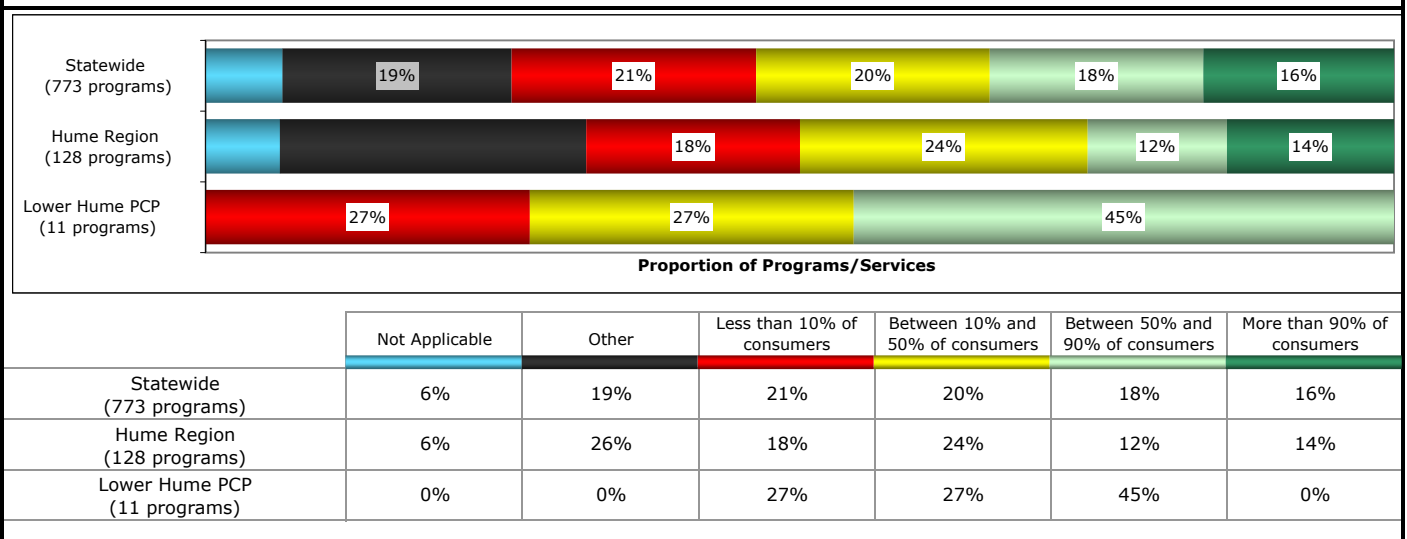


	Not Applicable	Other	Less than 10% of consumers	Between 10% and 50% of consumers	Between 50% and 90% of consumers	More than 90% of consumers
Statewide (773 programs)	2%	11%	5%	19%	36%	27%
Hume Region (128 programs)	0%	8%	7%	20%	48%	17%
Lower Hume PCP (11 programs)	0%	18%	18%	0%	18%	45%

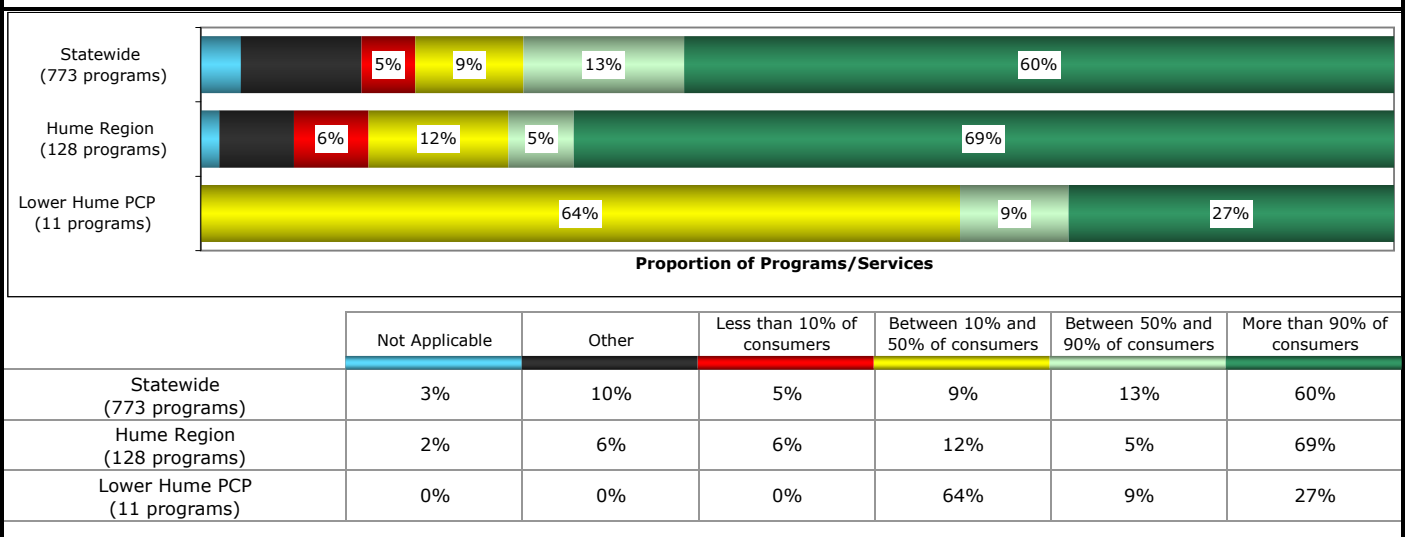
**Question 7: Care Coordination Plans have been documented for consumers with multiple or complex needs who are receiving services from more than one organisation. (CIF^ Criteria 6.21)**



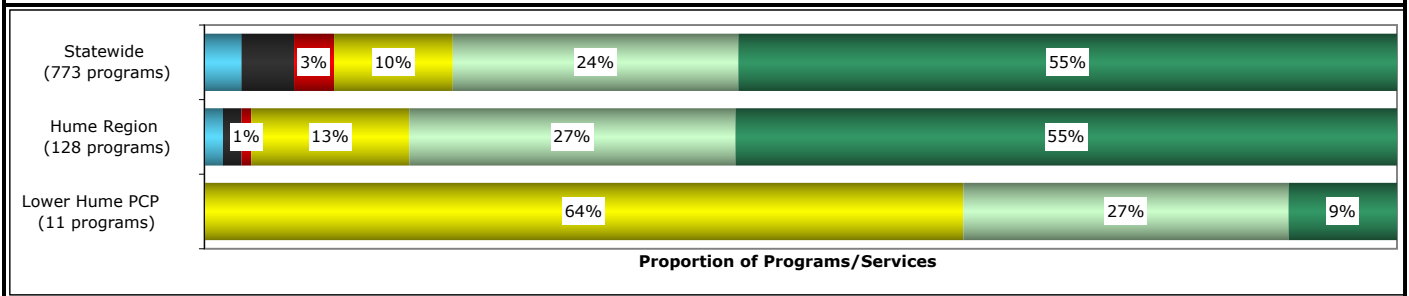
**Question 8: When there is a Care Coordination Plan, the consumer's GP has been provided with a copy of it. (CIF^ Criteria 6.22)**



**Question 9: When 'urgent referrals' are received, a referral acknowledgement has been sent within 2 working days of receipt. (CIF^ Criteria 7.7)**

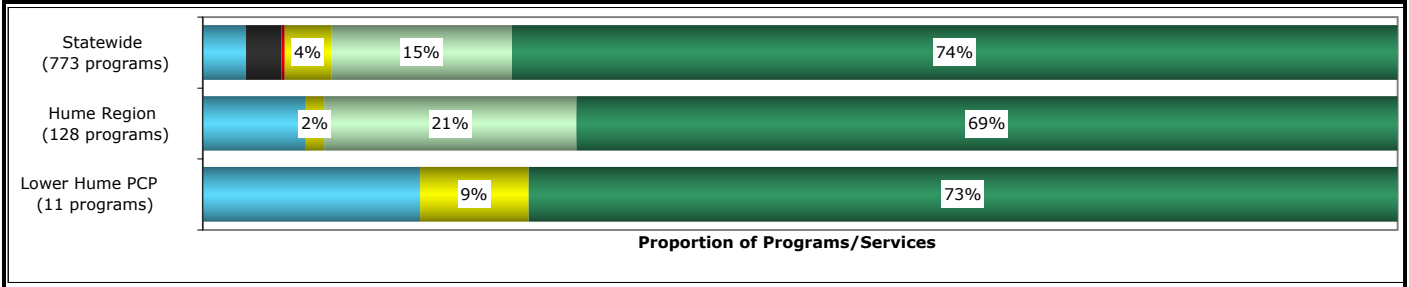


**Question 10: When 'low' or 'routine' referrals are received, a referral acknowledgement has been sent within 7 working days of receipt. (CIF^ Criteria 7.8)**



	Not Applicable	Other	Less than 10% of consumers	Between 10% and 50% of consumers	Between 50% and 90% of consumers	More than 90% of consumers
Statewide (773 programs)	3%	4%	3%	10%	24%	55%
Hume Region (128 programs)	2%	2%	1%	13%	27%	55%
Lower Hume PCP (11 programs)	0%	0%	0%	64%	27%	9%

**Question 11: When a referral is sent, the consent form has been completed for all referrals requiring the disclosure of personal information. (CIF^ Criteria 8.1)**



	Not Applicable	Other	Less than 10% of consumers	Between 10% and 50% of consumers	Between 50% and 90% of consumers	More than 90% of consumers
Statewide (773 programs)	4%	3%	0%	4%	15%	74%
Hume Region (128 programs)	9%	0%	0%	2%	21%	69%
Lower Hume PCP (11 programs)	18%	0%	0%	9%	0%	73%