

# Integrated Programs when the Lead Client is not available

Victorian Maternal and Child Health (MCH)  
Child Development Information System (CDIS)



## Integrated Programs and Lead Clients

CDIS is designed to allow multiple children, parents and carers to be linked together in the delivery of a single Integrated Program case.

CDIS currently supports two Integrated Programs: Enhanced MCH and Sleep & Settling - Outreach. Further information on Integrated Program functionality can be found in the guides for these programs, located here: <https://www.health.vic.gov.au/maternal-child-health/child-development-information-system>

All Integrated Program cases must have a single parent or carer as the Lead Client for the case. The overall record for the case is recorded as part of the Lead Client's health record.

The Lead Client must be present for all consultations delivered as part of the case. It is not possible to change the Lead Client for a case to a different parent or carer.

If a child lives between two households, they can be enrolled in multiple cases of the same Integrated Program at the same time. Issues and Goals for each case should be set in consultation with the Lead Client of each case.

## Delivering consultations when the Lead Client is not available

If a child or family require a consultation but the Lead Client is not available, then a consultation cannot be delivered as part of the existing Integrated Program case.

### Alternatives

#### 1. Create another Integrated Program case for the family, with a different parent or carer as the Lead Client

Family members (both children and adults) can be members of multiple cases of the same Integrated Program at the same time.

If a different parent or carer is available to attend consultations when the existing Lead Client is unavailable, then a new, additional Integrated Program case can be created. Follow the normal processes at your Service Provider for commencing an Enhanced MCH (EMCH) or Sleep and Settling – Outreach case.

#### Scenario

Mummy Platypus and Toddler Platypus have been participating in an EMCH case, with Mummy Platypus as the Lead Client. Mummy Platypus has recently given birth to Baby Platypus and has been admitted for an extended stay at a Mother Baby Unit (MBU). Daddy Platypus is available to attend EMCH consultations with Toddler Platypus while Mummy Platypus is away.

The existing EMCH case with Mummy Platypus as Lead Client should remain open, and when Mummy Platypus returns home, this case can again be used for consultations. If Daddy Platypus meets the eligibility criteria for EMCH, then a second simultaneous EMCH case may be able to be commenced with Daddy Platypus as the Lead Client. Follow the normal processes at your Service Provider for commencing an EMCH case. Issues and Goals should be set in consultation with Daddy Platypus.

## 2. Deliver an Additional Consultation for the child

If the Lead Client will normally be available but is unavailable just this once, then consider delivering an Additional Consultation against the child's record. Include clear notes as to the issues addressed at the consultation, and copy notes to other family member histories if necessary.

Any documents (docx) referred to in this Practice Note are available by accessing CDIS Menu Help & Support > Child Development Information System, then searching for the document name on the web page.

There are short video tutorials (i.e., vimeos) available on the same page/site, as well as on the MAV web site. Access MAV's site via CDIS Menu Help & Support > Maternal and Child Health Information, then search for a topic such as *Enhanced* or *EMCH*.