

New intake and assessment arrangements for alcohol and other drug services

Information for referrers to the alcohol and other drug treatment system

What changes are happening?

In December 2016, the Victorian Government announced changes to the alcohol and other drug system to make accessing treatment simpler and easier for clients.

Consistent with directions identified in the *Independent review new arrangements for the delivery of mental health community support services and drug treatment services* (the Aspex Review) and following extensive sector and community consultation, responsibility for conducting comprehensive assessment and treatment planning for voluntary clients will move from intake providers to treatment providers.

Intake services will continue to be the primary point of entry to the state-funded Victorian alcohol and other drug treatment system.

New intake and assessment arrangements will commence on 1 July 2017 (see Figure 1 below).

This factsheet is directed at health and human service referrers to the alcohol and other drug treatment system, including:

- general practitioners (GPs)
- community health services
- local hospitals
- other specialist providers.

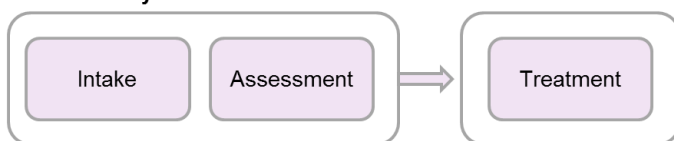
It explains some of the changes that are happening in the treatment system.

These changes are designed to benefit clients and shouldn't disrupt their recovery journey, or the way you refer them for alcohol and other drug treatment.

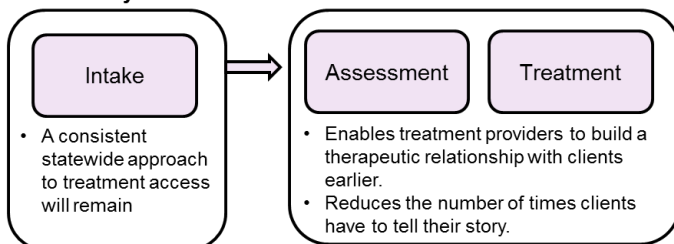
Read on to find out what the new arrangements are, and where you can go for more information.

Figure 1 – Assessment will move from intake providers to treatment providers

Before 1 July 2017:



After 1 July 2017:



What are the benefits of the change?

A key reason for transitioning to the new arrangements is to ensure that accessing treatment is simple and easy, no matter which pathway a client chooses.

Under the new arrangements, the initial intake and triage will be streamlined. The new assessment arrangements will allow treatment providers to develop therapeutic relationships with clients earlier. This will improve client experiences by improving engagement and reducing the number of times they have to tell their story.

Retaining catchment-based intake ensures a consistent statewide approach for clients experiencing alcohol and other drug issues. This enables greater oversight of options for treatment, providing clients with clear choices and a greater capacity for a high-quality, joined-up service response.

How do I refer clients to the treatment system?

Catchment-based intake services are the critical point of entry into the alcohol and other drug treatment system. Figure 2 illustrates client flow through the system.

Intake services work closely with the statewide screening and referral service DirectLine and other treatment providers to facilitate client intake, triage, and referral to treatment, including the use of brief interventions and bridging support as required. Intake services also support families and significant others of people with alcohol and other drug issues.

There are a range of ways to refer a client for alcohol and other drug treatment services:

- Any health and human service provider, including GPs, can contact DirectLine for information, advice and referral options. Calls that require specialist medical advice are referred to drug and alcohol clinical advisory service (DACAS) consultants who are addiction medicine or psychiatry specialists.
- Any service provider can refer clients to the catchment-based intake service in their relevant catchment. See *Key contacts* for more information.
- Any service provider referring clients to youth or Aboriginal-specific alcohol and other drug services can directly refer clients to that service, provided the catchment-based intake service is notified.
- GPs licensed to prescribe pharmacotherapy and those wishing to refer a client to a community-based pharmacotherapy provider can do so directly. More information is available on the department's website <www2.health.vic.gov.au/public-health/drugs-and-poisons/pharmacotherapy/policy-resources-pharmacotherapy>.

From 1 July 2017, the catchment-based intake provider in your area will refer your client to an appropriate available treatment provider based on their individual treatment and support needs. The treatment provider will then work with the client to undertake comprehensive assessment and treatment planning.

Strong integration between services in the alcohol and drug treatment system and other sectors is critical to ensure that a client's holistic needs are being met and that their continuing care can be carried out effectively.

Intake services and treatment services should provide, with the appropriate consent, client summaries to the original referral source (e.g. you), as well as to the services the client has been linked with.

Where do I go for more information?

If you have any questions about the transition to new intake and assessment arrangements, please:

- speak with the catchment-based intake service in your relevant catchment
- call DirectLine on 1800 888 236 or go to <www.directline.org.au>.

More information about the transition, and the wider alcohol and other drug service provision review, is available on the department's website <www2.health.vic.gov.au/alcohol-and-drugs/aod-treatment-services/community-based-aod-treatment/adult-community-based-aod-service-review>.

New *Alcohol and other drugs program guidelines* were released in April 2017. They consolidate and refresh existing advice from the department in three parts:

- *Part 1* outlines the broad approach the department takes in relation to prevention, harm reduction and treatment.
- *Part 2* outlines the service specifications for particular programs and services.
- *Part 3* outlines key regulation and reporting requirements. This includes an attachment which describes the catchment system.

The guidelines have been updated to describe the objectives and functions of the treatment system under the new arrangements, and are available for download from the department's website

<www2.health.vic.gov.au/alcohol-and-drugs/aod-service-standards-guidelines/aod-program-guidelines>.

For further information about DACAS, visit <www.dacas.org.au/> or call 1800 812 804.

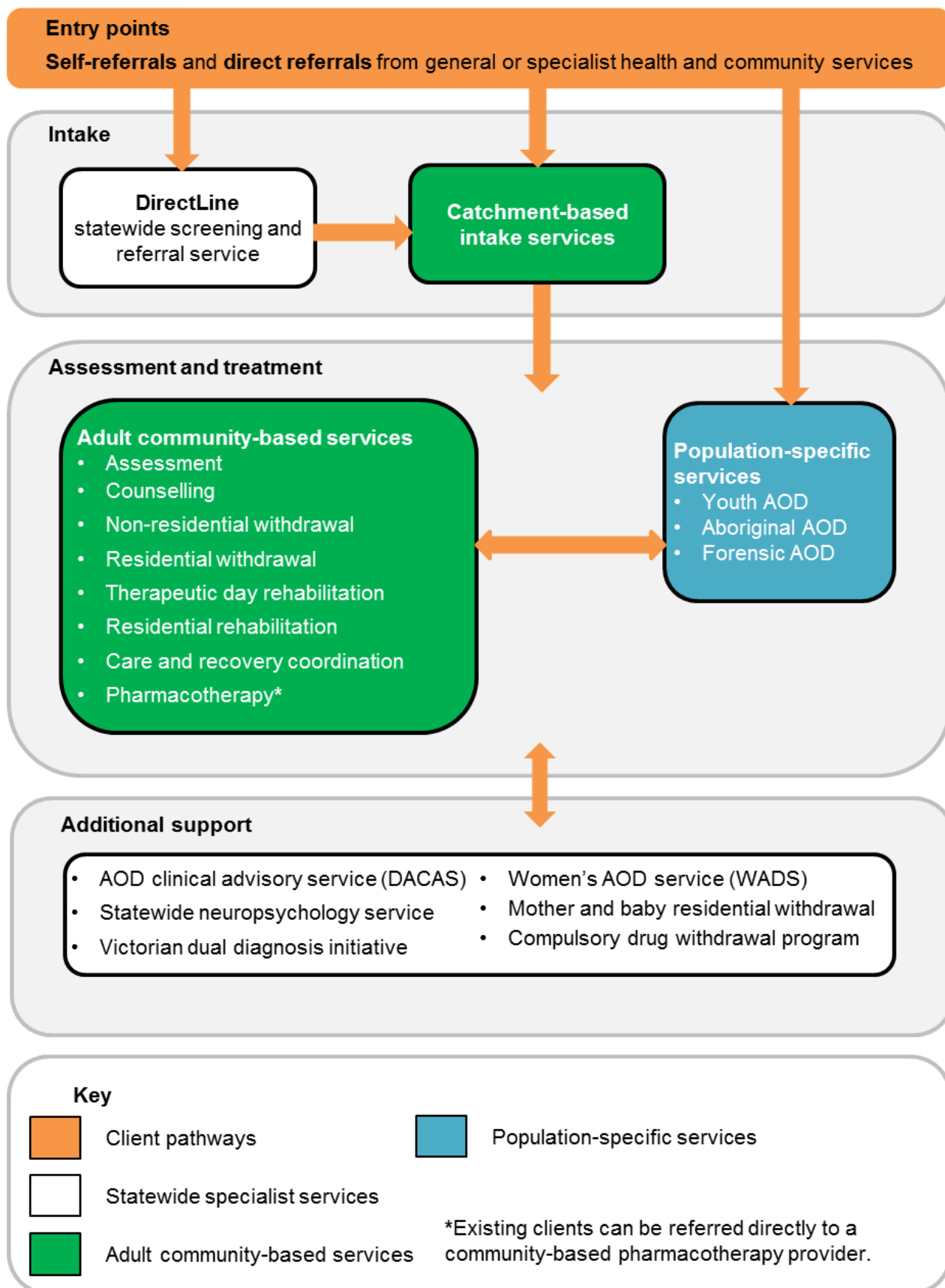
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Available at www2.health.vic.gov.au/alcohol-and-drugs/aod-treatment-services/community-based-aod-treatment/adult-community-based-aod-service-review

Figure 2 Alcohol and other drug treatment system components



Key contacts

The DirectLine service finder is also accessible at <www.directline.org.au/service-finder>.

Provider / consortium	Contact	Local government area	Catchment
Bayside Integrated Services	1800 229 263 9690 9778	Cities of: Port Phillip, City of Glen Eira, Bayside, Stonnington, Kingston	Bayside
South Eastern Consortium of AOD Agencies (SECADA)	1800 142 536	Cities of: Greater Dandenong, Casey, Cardinia Shire	South East Melbourne
Frankston and Mornington Drug and Alcohol Services (FaMDAS)	1300 665 781	City of Frankston Mornington Peninsula Shire	Frankston-Mornington Peninsula
Eastern Health Turning Point AOD Consortium	1800 778 278	Cities of: Boroondara, Manningham, Whitehorse, Monash	Inner East
EACH SURE Consortium	1300 007 873	Cities of: Knox, Maroondah Shire of Yarra Ranges	Eastern Melbourne
UnitingCare ReGen and Odyssey House Victoria:	1800 700 514	Cities of: Moreland, Moonee Valley, Melbourne, Yarra	Inner North
North and West Metro Alcohol and Other Drug Service		Cities of: Whittlesea, Darebin, Banyule Shire of Nillumbik	North Melbourne
		Cities of: Brimbank, Hume, Maribyrnong Shire of Melton	North West Melbourne
		Cities of: Hobsons Bay, Wyndham	South West Melbourne
Barwon AOD Consortium	1300 094 187 Colac area: 1300 763 254	City of Greater Geelong Shires of Colac-Otway, Surf Coast Borough of Queenscliff	Barwon

ACSO	1300 022 760	Shires of: Bass Coast, South Gippsland, Baw Baw, Wellington, East Gippsland City of LaTrobe	Gippsland
	1300 022 760	Rural Cities of: Wodonga, Wangaratta, Benalla Shires of: Indigo, Towong, Mansfield, Alpine	Hume
	1300 022 760	Shires of: Moira, Strathbogie, Mitchell, Murrindindi City of Greater Shepparton	Goulburn Valley
	1300 022 760	Shires of: Moorabool, Golden Plains, Pyrenees, North Grampians, West Wimmera, Hindmarsh, Yarriambiack, Hepburn Rural Cities of: Ararat, Horsham City of Ballarat	Grampians
	1300 022 760	Rural Cities of: Mildura, Swan Hill Greater City of Bendigo Shires of: Buloke, Gannawarra, Loddon, Campaspe, Central Goldfields, Mount Alexander, Macedon Ranges	Loddon-Mallee
	1300 022 760	Shires of: Glenelg, Southern Grampians, Moyne, Corangamite City of Warrnambool	Great South Coast

Other important statewide contacts are listed below.

Service	Contact	Provider
DirectLine	1800 888 236	Turning Point Eastern Health
Youth Drug & Alcohol Advice (YoDAA)	1800 458 685	Youth Support and Advocacy Service (YSAS)
Family Drug Help	1300 660 068	Self Help Addiction Resource Centre (SHARC)