

YOUTH JUSTICE REFERRAL GUIDE

A Guide for Youth Justice Case Managers Submitting Referrals to COATS

1. What is the name of the referral form?

COATS Youth Justice Referral Form

2. Where can I find a copy of the referral form?

The referral form is accessible on the COATS website via the following link:

<http://coats.acso.org.au/forms-referrals/youth-justice-referral-form/>

Alternatively, you can visit <http://coats.acso.org.au/> and click on *COATS Forms and Referrals*. The Youth Justice referral is located on this page.

3. What does COATS stand for and where does it operate from?

Community Offenders Advice and Treatment Service, and it operates from various locations throughout metropolitan and regional Victoria.

4. Why does my referral form need to be submitted to COATS?

You may or may not be aware that COATS undertakes AOD assessments for clients on court orders who are case managed by Community Correctional Services. Another function of COATS is to administer payment to AOD service providers, on behalf of Department of Health and Human Services (DHHS).

Various programs within Department of Justice must send referrals to COATS so that the appointments can be processed and recorded. Once the agency has completed an assessment and/or treatment with a client, they will complete a Treatment Completion Advice (TCA) document, which initiates the payment process to the agency. If COATS does not receive the referral form with the appointment details, those agencies may miss the opportunity for the payment they are entitled to for carrying out the work with your client.

5. Why was an online referral form developed?

The online referral form is highly secure, and information is stored in a controlled and confidential system. It is easy to use and the response time from COATS is also faster. Fax machines tend to be shared office equipment which unfortunately can allow for documents to be redirected into the wrong hands.

6. Who is responsible for organising the assessment appointment for my client?

There are two possibilities and it is dependent on where the client is being referred to for their assessment appointment. Please refer to Table 1 below which is a matrix to assist you in determining who is responsible for organising your client's assessment appointment:

TABLE 1: WHO WILL ORGANISE THE ASSESSMENT APPOINTMENT FOR MY CLIENT?	
Type of Assessment Provider	Party Responsible
Youth specific provider	Youth Justice Case Manager
Aboriginal Community Controlled Health Organisation (ACCHO)	
Metropolitan Intake & Assessment provider	
Regional Intake & Assessment provider (excluding the Barwon region)	COATS Client Services Unit (will arrange the appointment with regional Intake & Assessment provider ACSO Connect – <i>see Steps 10 - 11</i>)

7. Who and where are the youth providers of AOD services that Youth Justice case managers can still request assessment appointments from?

Please refer to Table 2 below for a list of youth providers where Youth Justice can obtain *assessment* appointments from. If there is no youth provider near the client, please refer to Table 3 on page 7 for a list of catchment-based Intake and Assessment providers in Victoria. (You might notice that some agencies that provide youth as well as adult services).

TABLE 2: DHHS ACCREDITED YOUTH AOD SERVICE PROVIDERS

Catchment	Agency	Site(s)
Barwon	Barwon Youth	Geelong
Bayside	Central Bayside CH	Parkdale
	Taskforce	Moorabbin, South Yarra
Eastern Melbourne	EACH (also available for adult assessment)	Ringwood
	Link Health and Community	Wantirna South
	YSAS	Box Hill
Frankston-Mornington Peninsula	Peninsula Health (also available for adult assessment)	Frankston
	YSAS	Frankston
Gippsland	Gippsland Lakes CH	Bairnsdale, Lakes Entrance, Orbost
	YSAS	La Trobe Valley (Morwell)
Goulburn Valley	Primary Care Connect	Shepparton
Grampians	Ballarat CH	Ballarat
	Ballarat Uniting Care, Parish Mission	Ballarat
	Grampians Community Health	Ararat, Horsham, Stawell
Great South Coast	WRAD	Warrnambool
Hume	Gateway Health	Wangaratta, Wodonga
	Nexus Primary Health	Alexandra, Broadford, Kinglake, Seymour, Wallan, Yea
Inner Eastern Melbourne	Access Health and Community	Hawthorn
	Link Health and Community	Clayton, Glen Waverley, Oakleigh
	YSAS	Box Hill
Inner Northern Melbourne	Odyssey House	Richmond
	YSAS	Abbotsford
Loddon Mallee	Cobaw CH	Kyneton
	YSAS	Bendigo
North Melbourne	YSAS	Preston
North West Melbourne	Drug Health Services - Youth	Footscray
	Odyssey House	Broadmeadows, Craigieburn, Footscray, Melton, Sunbury
	YSAS	Sunshine
South East Melbourne	YSAS	Dandenong

TABLE 2: DHHS ACCREDITED YOUTH AOD SERVICE PROVIDERS

Catchment	Agency	Site(s)
South West Melbourne	Odyssey House	Laverton, Werribee, Williamstown

8. If my client is in custody, can they still be assessed?

Yes, clients subject to Parole orders can be assessed in custody if the agency agrees to do so. The case manager can provide the assessment appointment details on the referral form and submit it to COATS.

9. What is the difference between COATS and ACSO Connect? How do they fit within ACSO?

ACSO Connect is a division of the Australian Community Support Organisation (ACSO) that delivers assessment for drug and alcohol use and mental health. ACSO Connect contains three program areas including its state-wide service COATS, and regional programs commonly referred to as Voluntary AOD (VAOD) and Mental Health Community Support Services (MHCS).

10. Youth Justice will arrange appointments with certain providers, but why does COATS arrange the appointment with ACSO Connect?

Remember, COATS administers payment on behalf of DHHS to AOD service providers, to provide assessment and treatment to your clients. So, COATS needs your referral forms to pay agencies upon completion of providing services.

ACSO Connect's Voluntary AOD team is one of the catchment-based Intake & Assessment providers in Victoria and is available to clients who reside in the following catchments: Gippsland, Goulburn Valley, Grampians, Great South Coast, Hume and Loddon Mallee.

This means that COATS and Voluntary AOD sit under an 'AOD umbrella' at ACSO, therefore they can easily communicate with one another to arrange your appointment. This saves you as the Youth Justice case manager, from being solely responsible for contacting two different areas under the same organisation. Instead, you will submit the referral to COATS, who will contact their partners within ACSO Connect, and complete the loop by providing you with an appointment. In the background, COATS are ensuring that appointment details are entered, so that ACSO Connect's regional Intake & Assessment team can receive payment from COATS, just like all the other organisations that receive payment for this type of work.

11. When should I submit the referral form to COATS?

The referral form should be submitted by Youth Justice before the date of the assessment appointment. This is so that COATS can process the referral and set up the funding for the agency prior to the appointment, to ensure they will be paid.

Ensure that the assessment appointment is **before** the order expiry date or court return date, otherwise the agency will not be eligible for COATS funding.

Most of the questions on the Youth Justice Referral form are mandatory, which means you will not be able to submit the referral form until you have provided responses to these mandatory fields.

- a. If the assessment appointment is with a youth specific provider, ACCHO or metropolitan Intake & Assessment provider, the referral form must be submitted with these appointment details
- b. If the client requires an assessment appointment with ACSO Connect, the referral form can be submitted before the appointment has been arranged

12. Who is responsible for processing my referral?

Once the Youth Justice Referral form is submitted, it will be sent to a shared mailbox monitored by the Client Services Unit (CSU) within the COATS program. CSU will process the referral form within one business day of receiving it and enter the referral details into Penelope, which is ACSO's Client Management System. The relevant agency undertaking assessment and/or treatment on the client will also be provided with access to the client's file in Penelope, by using their web-based portal account.

13. Once the assessment appointment takes place, what should the case manager expect from the assessment provider?

A combination of items which includes:

- Attendance updates including any no shows, cancellations and re-bookings
- Assessment outcome and treatment recommendations
- Copy of Treatment Completion Advice (TCA) form which is submitted to COATS for payment, but also includes a brief clinical summary and the future treatment recommendations and appointment details. Sometimes the TCA is referred to as an 'Exit Form'.

14. Once the treatment appointment(s) begin to take place, what should the case manager expect from the treatment provider?

Continuous communication regarding the following:

- Attendance updates including any no shows, cancellations and rebookings
- Treatment progress reports
- Inform of possible variations to the treatment plan, for example, during an episode of Youth Outreach the clinician may identify the client requires residential withdrawal

- Inform of treatment extensions, which are when a client has completed an episode of treatment, but could benefit from a further episode (without the need of another assessment or re-submission of referral form)
- Copy of Treatment Completion Advice (TCA) form which is submitted to COATS for payment, but also includes a summary of the client's treatment and achievement of Significant Treatment Goals (STG). If treatment was terminated prematurely, the TCA will also include this information.

15. What is expected from the Youth Justice case manager, by COATS and AOD service providers?

Youth Justice case managers have a responsibility for the following:

- Submitting the Youth Justice Referral form to COATS
- Inform of any changes to the client's sentence or reporting to Youth Justice
- Inform of any changes to the client's residential location, and if the client needs to attend an alternative agency (only for same treatment type, as this is a residential change).

16. Who can assist me with my questions?

If you email intake@acso.org.au or call 03 9413 7196, CSU can assist you with your queries. If your question is out of the norm or requires management approval, the team might direct your query to a manager.



TABLE 3: VICTORIAN ALCOHOL AND OTHER DRUG INTAKE SERVICES

Catchment	AOD Consortium Name	Consortium Partner Agencies	Phone Number
Barwon	Barwon AOD Consortium	Barwon Health, Colac Area Health, Salvation Army Geelong	1300 094 187, 1300 763 254 for Colac
Bayside	Bayside Integrated Services	Inner South CH	1800 229 263
Eastern Melbourne	SURE Consortium	Anglicare, EACH	1300 007 873
Frankston-Mornington Peninsula	FaMDAS	Peninsula Health	1300 665 781
Gippsland	ACSO Connect	ACSO Connect	1300 022 760
Goulburn Valley	ACSO Connect	ACSO Connect	1300 022 760
Grampians	ACSO Connect	ACSO Connect	1300 022 760
Great South Coast	ACSO Connect	ACSO Connect	1300 022 760
Hume	ACSO Connect	ACSO Connect	1300 022 760
Inner East Melbourne	Eastern Consortium of Alcohol & Drug Services (ECADS)	Access Health & Community, Link Health & Community, Turning Point	1800 778 278
Inner North Melbourne	North and West Metro Alcohol and Other Drug Service	ReGen Uniting Care	1800 700 514
Loddon Mallee	ACSO Connect	ACSO Connect	1300 022 760
North Melbourne	North and West Metro Alcohol and Other Drug Service	ReGen Uniting Care, Banyule CH	1800 700 514
North West Melbourne	North and West Metro Alcohol and Other Drug Service	Odyssey House	1800 700 514

TABLE 3: VICTORIAN ALCOHOL AND OTHER DRUG INTAKE SERVICES

Catchment	AOD Consortium Name	Consortium Partner Agencies	Phone Number
South Eastern Melbourne	SECADA	SECADA	1800 142 536
South West Melbourne	North and West Metro Alcohol and Other Drug Service	Anglicare, Odyssey House	1800 700 514

Good luck and don't forget you can also print the referral form once you've submitted it, or export to a PDF document which will allow you to save it!

