

COATS NEWS

This is the second of a number of regular communications we will be sending out to the sector about improvements to COATS.

PENELOPE UPDATE

The design of the web based Penelope portals has now been completed. Training for pilot agencies which will include three Corrections offices and three treatment agencies, is currently underway. Feedback from the pilot will be reviewed before planned staggered roll out to all treatment agencies and Corrections locations later in 2013. A demonstration of the portals will take place during COATS information sessions across the state.

Portal users will have:

- The ability to access necessary COATS information via the Penelope portal
- The ability to share certain information between COATS, Corrections and treatment services via the Penelope portal
- Improvements to the billing process

COATS INFORMATION SESSIONS – Save the date, venues to be announced shortly

We will be running a number of COATS information sessions across the state over the next few months. These sessions will be open to Drug Treatment Agencies, Community Corrections, Courts and any other staff or services who are involved with COATS. The sessions will cover updates on new processes, information on RAPIDS and a demonstration of the new portals with information on the roll out.

To register your interest please email COATS@acso.org.au. Further details to follow.

Grampian Region- Thursday 9th May 1.30pm – 4.30pm
Gippsland Region– Wednesday 15th May 9.30am- 12.30pm
Barwon South West Region - Thursday 23rd May 1.30pm – 4.30pm
Metro Regions- CBD- Wednesday 29th May 9.30am- 12.30pm
Sunraysia- Mildura -Tuesday 4th June time TBA
Loddon Region- Bendigo June TBA
Hume Region- June TBA

RAPIDS- Responsive Assessment Planning, Intervention and Diversion Service

As part of the implementation of sentencing reforms last year, Corrections Victoria engaged with the Department of Health in consultation which resulted in the identification of need for the provision of

more timely and responsive assessments and service planning for high risk AOD clients referred from the Magistrates' Courts.

Those clients identified as in need of RAPIDS response will be eligible for a same day COATS assessment; brief intervention bridging support to assist in treatment readiness and accelerated access to Drug Treatment Services. Access to treatment for this high risk client group are considered in the same way as those clients currently exiting prison, for which there is an expectation that they be seen within 2 working days

Who are RAPIDS clients?

- Must be on, or being considered for a Community Corrections Order with an 'Assessment and Treatment for Drug &/or Alcohol' condition
- Clients whose substance use poses a risk. That could include risk to self, risk to others and risk of reoffending
- Clients who present with multiple and complex needs
- Clients who have had numerous missed or rescheduled COATS appointments who are at risk of breaching their order due to multiple and complex presenting issues related to their substance use
- Current Pricing guidelines
- Pricing guidelines with current pricing list are currently under review and will be distributed shortly.

Additional EOC for the same treatment types

There is now also the option of requesting additional EOC for the same treatment type should a client be engaged and requiring ongoing care under the current order. To arrange for this additional EOC the Treatment Clinician must consult with the CCS Case Manager and request authorisation. Once approval has been granted, the treating clinician must submit a TCA for the current episode and request an additional episode to be brokered providing information regarding the need for additional EOC to COATS. The client does not need to be re-assessed by COATS for the first extension request however subsequent extensions will be reviewed on a case by case basis. Please contact the Brokerage Team for enquires.

WHO'S WHO IN COATS

- Heather Carmichael- COATS Manager – Contact Heather to arrange for COATS training and support or to provide feedback about the program or find out more about the COATS or RAPIDS programs.
- Natalie Cassimatis- Acting Manager Client Services Unit: Natalie leads the intake, referral and brokerage team who refer COATS clients into drug treatment services
- Eddie Garcia- COATS Accountant- Reporting and Analysis. Contact Eddie in the first instance with questions about your payments and retainers



- Rita Mangoma – TCA processing – Contact Rita regarding any issues with submitting TCA's
- David Whittle- Penelope Portal Project Officer- David will be involved with the training and roll out of the portals

Other Key staff at COATS

- Amanda Bladen- Senior Manager Clinical Services
- Tony Phillips: Senior Finance Manager
- Jane House- Regional COATS coordinator
- Janette Berry- Metropolitan COATS Coordinator

COATS CONTACT DETAILS

- Intake and referral- Ph 9413 7000, intake@acso.org.au;
- Brokerage, variations and extensions- Ph 9413 7000, intake@acso.org.au
- RAPIDS – ph 9413 7000
- TCAs- Ph 9413 7000, TCA@acso.org.au
- COATS Finance- Ph 9413 7000
- Mailing Address: PO Box 14278 Melbourne City Mail Centre 8001
- Street Address: 1 Hoddle St, Richmond 3121
- COATS Fax. 9413 7186