

COATS PRISON REFERRAL - ASSESSMENT AND TRANSITION COORDINATOR

ACCESSIBILITY AND PROCESSES

1. What is the name of the referral form?

COATS Prison Referral – Assessment and Transition Coordinators

2. Where can I access the referral form?

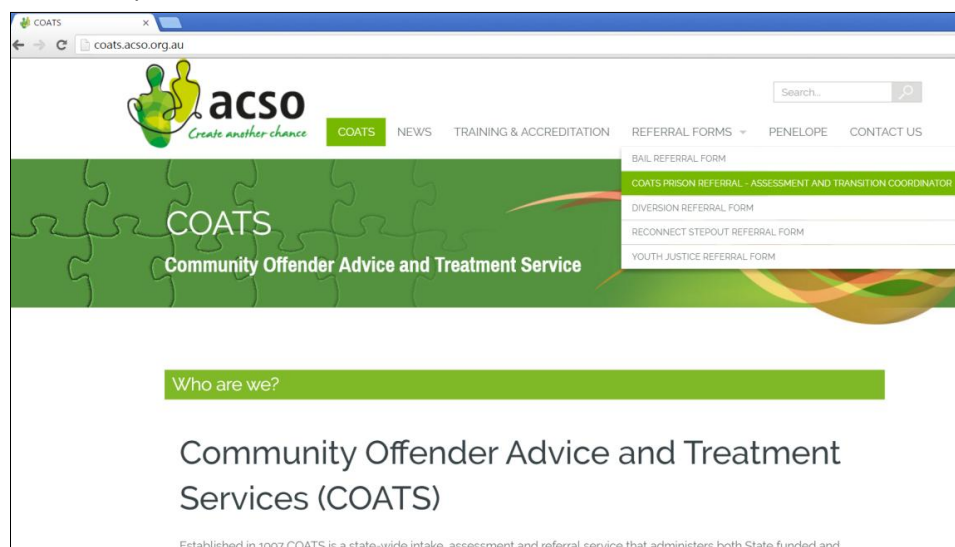
The referral form is available on the ACSO COATS website via the following link:
<https://survey.acso.org.au/index.php/239459>

It is a good idea to 'bookmark' this link or save it to your 'favourites' in your web browser. However, if you ever happen to misplace the link, the referral form can also be found by following these steps:

- i. Visit the COATS website at <http://coats.acso.org.au/>
- ii. Click on the *Referral Forms* menu at the top of the page, which will direct you to the page with a list of various COATS referral forms



- iii. Otherwise, you can also select the *COATS Prison Referral - Assessment and Transition Coordinator* directly from the dropdown menu to access the referral



3. Can I have a copy of the referral form?

Definitely. Once you have submitted the referral form, it will ask you if you would like to print a copy, and whether you would like to save it to PDF.

4. Who can use the referral form, and when should it be used?

This referral form is to be used by Assessment and Transition Coordinators for clients who are in custody, at one of the following stages:

- a) CCO Imprisonment Order* – clients will serve a portion of their sentence in custody, and a portion in the community.
- b) Parole – clients subject to a Parole Order who are due for release within a six month time frame of referral to COATS
- c) Straight Release (also referred to as StepOut)* – clients that have served their full sentence in custody are eligible for StepOut, a voluntary program where clients can access forensic assessment in custody, followed by AOD treatment in the community if required

*Please note that clients cannot be referred to COATS under both CCO Imprisonment and StepOut. These referrals are different to one another, only one can be selected.

5. Who will process my referral form after I have submitted it to COATS?

The Client Services Unit (CSU) at COATS are responsible for processing your referral form. CSU consists of the following areas that you might already be familiar with: Brokerage, Intake, TCA Unit, Prison Referrals and Prison Allocations. Once CSU have processed the referral, they will notify the Prison Allocations team, who will make arrangements with the relevant prison, to have the client assessed in custody by a COATS assessor. Once the assessment appointment is booked, it will appear in the Penelope portal of the relevant prison.

6. How will I know when an appointment has been arranged by COATS for my client?

Access to the Penelope portal will provide you with this information, all you need is your Penelope username and password. There are two possible locations in your portal where you will be able to view which stage COATS are at in arranging an appointment, including:

- *My Tasks (on the 'My Home' page)*: if the client name is listed here, this means that the client is awaiting allocation to a suitable appointment time. The client's name will be removed from the *My Tasks* list when the appointment is confirmed and booked. The prison will not be able to view any additional details to this list.
- *My Case Load*: if client names appear in this list, their appointments have been confirmed and booked. Prison staff will have access to the client's file, by clicking on the *COATS Assessment* service file beside the client's name. This will provide the assessment date and time, and will also include rebookings and reasons for this, if applicable.

7. I've heard about 'insufficient time to assess in custody', what does this mean?

COATS requests that any prison referral is submitted at least 20 days within the client's release date from custody. This is to ensure that COATS can arrange an assessment with the prison, and so that assessors receive clearance to enter the prison. If the referral form is submitted within 20 days or less, COATS will still attempt to arrange an assessment, whether it occurs face-to-face or via videoconference.

Parole and CCO Imprisonment Orders: If a prison assessment or videoconference cannot be arranged, CSU will inform the ATC, and offer to arrange an appointment for the client, so that it is already organised by the time they are released. Providing the ATC can provide the appointment details to the client, or the ATC can

provide COATS with the Parole Officer/CCS Case Manager's details, an appointment might be arranged. There are various hubs across Victoria, where COATS undertake assessment.

StepOut: If a prison assessment or videoconference cannot be arranged, CSU will inform the ATC. The ATC has the option of referring the client to a catchment-based Intake and Assessment provider in the community, which the client can access voluntarily. If treatment is required, the assessor will refer the client to a treatment provider. As you can see the client can still access AOD services, however the funding will not be via COATS. Community-based agencies are still provided with funding from the Department of Health and Human Services to deliver AOD assessment and treatment, therefore the client will not be out of pocket.

8. What will happen to the 'paper' version ACSO COATS Prison Referral Form?

The use of the new online referral form is due to begin on Monday 16th May 2016. There will be a one month grace period where ATC staff will still be able to use the 'paper' version, to ensure that clients can still be referred while new processes are communicated and understood by all staff. As of Monday 20th June 2016, only the online form will be accepted by COATS, therefore if paper forms are submitted, COATS will request that the ATC completes the form again online.

ACSO COATS PRISON REFERRAL FORM

This referral form will be submitted by the Assessment and Transition Coordinator (ATC) once the release details have been confirmed. This referral can be used to obtain a drug and alcohol assessment appointment for clients either on Parole, CCO Imprisonment Order or straight Release.
 ACSO COATS will not accept referrals if we do not receive them within 10 business days of a release date. ACSO COATS will also not accept referrals for assessment appointments if it received greater than six months prior to the release date. If an interpreter is required, COATS will arrange an assessment at the nearest COATS office location after the client is released.
 ACSO COATS requires the information below in order to arrange an assessment appointment in the prison. Please submit the referral form to prisonreferral@acso.org.au.

CLIENT INFORMATION			
Surname		Date of Birth	
Given Name(s)		CRN	
Post-release address		Contact Number (if known)	

PRISON AND RELEASE INFORMATION			
Please select indicate which of the following relates to the client's release		<input type="checkbox"/> CCO Imprisonment Order	<input type="checkbox"/> Parole
		<input type="checkbox"/> Straight Release (Stepout)	
Stepout only – Has the client agreed to participate in the Stepout program?			
		<input type="checkbox"/> YES	<input type="checkbox"/> NO
Prison Location		Supervising CCS Location	
Release Date		EDD	
Alerts	<input type="checkbox"/> Violence	<input type="checkbox"/> Sex Offender	<input type="checkbox"/> Psychiatric History
Details			<input type="checkbox"/> AIDS
Offences			
Drug(s) of Choice			
Additional Information			

9. Who can I contact at COATS for assistance?

The Client Services Unit (CSU) at COATS is your first point of call, and the team is available on either 03 9413 7196 or prisonreferral@acso.org.au. Depending on the nature of your enquiry or your prison location, CSU may forward your query to a manager or to one of COATS' regional hubs if required.

Good luck and enjoy! From COATS