

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?

The Youth Justice Case Manager is responsible for contacting their local AOD provider directly to organise an 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)	
Catchment-based Intake & Assessment provider	

7. Who is responsible for arranging subsequent treatment appointments for my client?

Once the applicable AOD provider has completed their assessment, they should contact YJ directly to discuss any treatment recommendations and agree on a suitable initial appointment time. Once an initial treatment appointment has been arranged, the AOD provider will notify COATS through submitting an 'Assessment TCA' form in ACSO's CMS Penelope. The COATS Client Service Team will then add this appointment to our CMS.

8. 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 Intake providers in Victoria who will direct you to a suitable agency for assessment.

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

9. 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.

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

The referral form should be submitted by Youth Justice within 5 business days; and 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.

Please 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.

Please also be aware that COATS are unable to backdate treatment brokerage for a period greater than four weeks, thus timely referrals are essential to ensure AOD providers receive appropriate funding for any assessment / treatment undertaken.

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. The referral form must be submitted with details of the assessment appointment arranged for the young person by Youth Justice.

11. 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.

12. 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'.

13. 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.

14. 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 within 5 business days of obtaining an appointment
- 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).

15. 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!

