



COATS NEWS

NEW CONTACT NUMBER FOR THE COATS CLIENT SERVICES UNIT

The Melbourne Client Services Unit consists of the Metropolitan Referral Intake, Metropolitan Treatment Brokerage and State wide TCA Processing teams.

They can now be contacted on **03 9413 7196**, which will directly take you to a menu where you can select which one of these teams you would like to speak to.

For rural agencies seeking information on referrals or assessments please continue to contact your regional hub.

Please note, if you wish to speak with COATS Management or the Assessment Team, please call 03 9413 7000 so that ACSO reception staff can direct you the relevant staff member.

RAPIDs contact number remains Ph 9413 7000.

NEW COATS WEBSITE

COATS has a new website available via the following link: <http://coats.acso.org.au/>

At this stage the website contains the following information:

- ACSO Connect and its service areas, which also explains how COATS fits under this AOD umbrella
- COATS Fact Sheets
- COATS Payment Guidelines 2016
- Information regarding the various types of referrals received by COATS
- Online referral forms including Other Diversion (for treatment agencies) and Bail referral forms (for CISP, Credit Bail, ARC List and NJC case managers)

As ACSO continues further development on the website, new items will eventually be added for your use which includes:

- New and easier to use online referral forms for Youth Justice case managers and prison referral forms
- Addition of referral guidelines and flow charts
- Updated protocols between COATS, treatment providers, DHHS and Justice programs

PAYMENT GUIDELINES 2015 – 2016

Updated Payment Guidelines have been endorsed by DHHS. Please see the COATS web site for copies at <http://coats.acso.org.au/finance/>

What's new to the payment guidelines?

Extension and Variation Changes

- Only one extension (which is two courses of treatment/two episodes of care) will be possible for Other Diversion, KADW Diversion and Drug Diversion Appointment Line (DDAL) clients. If clients require further treatment, it will not be counted towards forensic targets; however agencies can continue to treat clients under voluntary targets.
- If a client is no longer on their CCS or Youth Justice Order, or has ceased engagement with a Justice program such as ARC, CISP, Credit Bail or NJC Bail; COATS will consult with the relevant Justice department regarding extension and variation requests, before providing an outcome.

Addition of New Treatment Products

Various newly introduced treatment products are now included in the payment guidelines, including:

- Brief Intervention
 - Education support, advice and intervention provided for clients individually, equating on average the duration of a comprehensive assessment.
 - This may be for clients screened as not requiring assessment, or requiring support between assessment and treatment.
- Therapeutic Day Program: Provides clients with support in addressing drug use while maintaining vital links with their work, home and family life

High Risk Forensic Services

- HiROADS Counselling (Complex): Caraniche provides this statewide service, to address the treatment needs of offenders at high risk of recidivism and relapse into substance use. This includes individuals deemed as serious violent or sex offenders, and those with a history of non-compliance of previous orders.
- Kickstart Program: Caraniche provides a 42 hour group program for males on a CCO or CCO Imprisonment Order, who are at a moderate to high risk of reoffending, with problematic substance use. Kickstart began as a pilot program in October 2015 and will continue until June 2016.

COATS FINANCE

Some non-residential treatment providers did not receive a Q1 2015/2016 financial year report as they were not eligible for FFS so will now receive a quarter 1 and 2 combined report. To determine whether an agency is eligible for FFS, COATS will provide DHHS with the financial statements for review and Q1 & Q 2 reports are being reviewed currently.

COATS REPORTS

COATS distribute regular reports to treatment providers, Department of Health and Human Services, and Department of Justice. Please refer to the table below to determine how often these reports are sent, and what information they include.

REPORT NAME	FREQUENCY OF DISTRIBUTION	WHO RECEIVES THE REPORT	COATS CONTACT
Quarterly Financial Statement- In scope	Quarterly	Treatment Providers, DHHS	Finance
Monthly TCA Reports – Processed and Unprocessed – in scope	Monthly	Treatment Providers	Client Services Unit
Catchment Waiting Lists and Treatment Brokerage	Monthly	Corrections	Contract Manager – Natalie Cassimatis

Monthly Financial Reports- Out of Scope	Monthly	Treatment Providers & DHHS on a quarterly basis	Finance
Monthly TCA Reports – Processed and Unprocessed – out of scope	Monthly	Treatment Providers	Finance
Quarterly Financial Information for DHHS	Quarterly	DHHS	COATS Senior Manager and COATS Contract Manager

Please note if you are in a consortium, the consortium lead will receive these reports for distribution to partners.

ON HOLD FORMS – Capacity Issues

Treatment providers will be required consult with their regional DHHS office before placing referrals on hold. To assist in managing demand issues at a local level, agencies must discuss any capacity issues with their regional DHHS office before requesting that referrals are put on hold for a particular location or period. In the near future the ‘on hold’ forms will be available electronically on the ACSO website.

NEW REFERRAL TYPES ACCEPTED BY COATS

Community Correctional Services (CCS) are now referring clients to COATS who are on the following Orders:

- CCO Imprisonment Order: These orders are served partially in the community and in custody. The Order will commence on the date of release from custody. COATS assess these clients in custody where possible.
- Justice Plan: Clients can be sentenced to a Justice Plan if there is a diagnosed intellectual disability present. The Department of Human Services prepares Justice Plans, specifying treatment services aimed at reducing the chance of reoffending.

Clients on these orders will report to CCS and be referred to COATS for assessment, who will then formulate a treatment plan.

DRUG DIVERSION APPOINTMENT LINE (DDAL)

Victoria Police may refer clients to the Drug Diversion Appointment Line (DDAL) at Turning Point, when they have been arrested for use and/or possession of illicit drugs (excluding cannabis). Victoria Police will issue the client with a Caution, where the client is required to attend two mandatory appointments with an assessment provider. Turning Point will arrange the DDAL Assessment with a relevant provider, and forward the information to COATS who process the appointment in Penelope.

Who can undertake DDAL Assessments?

- Catchment based intake and assessment providers
- Aboriginal Controlled Community Health Organisations (ACCHOs) approved by DHHS
- Youth specific providers approved by DHHS

What do the two appointments involve?

There are two service delivery options available for DDAL assessments, including:

1. Two concurrent or individual sessions incorporating screening, assessment (if required) and brief intervention
2. Two concurrent or individual sessions incorporating screening and brief intervention

If during the assessment a clinician deems that treatment is required, the assessment provider can obtain an appointment for treatment and notify COATS via the Clinician Outcomes TCA. COATS will process this appointment in Penelope. COATS are working with Victoria Police and Turning Point Telephone DDAL line to improve current processes.