

## Important Information COATS & Regional Intake and Assessment Referrals

April 2015

Hi,

### Catchment Based Intake and Assessment Guide

The Department of Health and Human Services has now released the [Catchment based intake and assessment guide](#).

### Improvements to Referral processes and Penelope Documents

To accompany the DHHS guide ACSO has made some improvements to the way we communicate with agencies, referral processes and Penelope documents for tracking clients care. We have made these improvements based on feedback from agencies, consumers and stakeholders and will continue to liaise with you regarding how our processes can continue to improve client continuity.

These improvements to portal documents and referral processes will take effect from Monday the 4th of May. We have provided links to information on how to complete relevant documents and flow charts outlining these processes.

### Improving Referral Processes to Agencies

ACSO is improving the way we refer to treatment agencies and assessment providers for both COATS and Voluntary Drug Treatment referrals.

### Why are these improvements being made?

1. To improve continuity of care for clients
2. To increase the likelihood of clients attending treatment and assessment appointments
3. To ensure ACSO provides accurate reporting to Justice and DHHS regarding the waiting times for treatment appointments by catchment and by agency
4. To ensure the most secure means of communicating client information is utilised
5. To ensure that we have consistent processes for referral of all clients including Justice Clients across the state
6. So that treatment services & Justice Services have a clear understanding of roles and responsibilities in relation to client referral and follow up
7. To streamline communication and referral processes between ACSO and Agencies

### What will ACSO's referral processes involve? (See ACSO Referral Processes Flow Chart)

1. We will email your primary referral contact with notification of pending referral.
2. We will include a Penelope event ID number so you can view all of the relevant documentation you require for consideration of the referral should you want to view it Penelope Portal (see event search guide here).
3. Please note if services do not provide acso with a confirmed appointment or referral acceptance date these clients will continue to remain on the waiting list for your service and will be reported to DHHS as awaiting treatment.

### Changes to Penelope Portal Documents

There are several documents that as assessment and treatment agencies you will need to complete in the Penelope Portal, these are very important in maintaining continuity of care for clients, communication of risk and are relied upon by Justice Services for court purposes. These documents are also crucial to ensure that you are recording all activity for the purposes of funding for Justice referrals to your service. The following table illustrates which documents are required to be completed for different referral types. We had added a filter at the beginning of each document that based on the referral type will only provide you with the document details relevant to your client.

Kind Regards,

Heather Carmichael  
**Senior Manager COATS**

Please click on links below for information on the purpose of each document and instructions on how to complete it.

- [Portal Documents Quick Reference Guide](#)
- [TCA – Clinical Outcomes document](#)
- [COATS – TCA](#)
- [Payment document](#)
- [Variation document](#)
- [Extension document](#)
- [COATS – Progress document \(Justice clients only\)](#)
- [COATS Referral Forms](#)