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| Victorian alcohol and other drug (AOD) indirect support trial – guidelines  |
| Reporting non-client facing activities |
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AOD Indirect support trial

These guidelines have been established to assist with the reporting of AOD indirect supports.

AOD indirect support is defined as supports provided to/for a client without having direct contact with the client.

**Background**

The Department of Health aims to improve the delivery of alcohol and other drugs (AOD) support to clients in the AOD sector. Improved oversight of the types of services being delivered is critical to this, as it will improve strategic planning in the AOD sector and ensure service providers are delivering services where they most needed.

The department recognises the complexities of providing clients with AOD treatment and that there is currently no ability for agencies to record non-client facing AOD supports provided to clients outside of the current AOD service streams in the Victorian Alcohol and Drug Collection (VADC).

This was further highlighted during the COVID-19 pandemic when service providers delivered a wide range of supports to clients that were unable to be reported through VADC. This is in contrast to other comparable funding and service models such as Mental Health Community Support Services, where it is understood that clients require supports outside of the usual client facing activities.

**New indirect AOD support service stream**

From 1 July 2023 – a new service stream (code 85) called AOD indirect support will be introduced to enable service providers to report AOD indirect supports in VADC.

This trial will enable agencies to report on AOD indirect support provided to clients and will count towards their Drug Treatment Activity Units (DTAU) or Episode of Care (EOC) without having to create a contact record. It will also provide the department with a better understanding of the amount of indirect support delivered.

This trial initiative will be implemented in two phases:

* Phase 1 from 1 July 2023 – a new service stream called Indirect AOD Support (code 85) will be introduced in VADC, where service providers can report AOD indirect supports, as Drug Treatment Activity Units (DTAU) or Episodes of Care (EOC). Guidelines developed to provide advice about the use and recording AOD indirect supports – including the activity streams included / excluded, the indirect supports that are included in the trial, the DTAU weighting and EOC equivalent for an occasion of AOD indirect support.
* Phase 2 propose updates to the VADC specifications as part of the annual change process to require services to provide details about AOD indirect support provided to clients.

**Monitoring and counting rules for non-client facing activity**

AOD indirect supports are supports provided to an individual client in a non-client facing environment. These activities are part of a suite of activities that support the delivery of the client’s treatment and are undertaken on behalf of the client.

AOD indirect support is a type of support which is applicable to both DTAU and EOC. AOD indirect support can be claimed if the type of support being provided exceeds 15 minutes and where the client is not present nor directly receiving the support i.e.: either in person, via telephone or telehealth.

AOD indirect supports can be claimed multiple times throughout a client’s course of treatment or EOC. Each occasion of AOD indirect supports needs to be recorded individually. Do not report a single indirect support service event for multiple occasions of indirect support. Every instance of the indirect AOD support activity must be reported to VADC as a service event record without a contact record.

The department will monitor the use of non-client facing activity to establish a benchmark for expectations on the ratio of face to face to indirect activity.

Indirect supports should not be reported against service streams currently not recorded through VADC nor should it be recorded if the client has an active Care and Recovery Coordination course of treatment.

The types of indirect supports included in the trial are outlined below in **Table 1**.

***Table 1 AOD Indirect Supports***

|  |  |
| --- | --- |
| Support Type | Duration of support  |
| Care Coordination and liaison with relevant support providers for clients without an active care recovery and coordination course of treatment. | 15 minutes or more |
| Organising and/or attending case conferencing on behalf of the client | 15 minutes or more |
| Organisation or support of the client, including organising appointments, referrals to local health and community services and referral follow-up | 15 minutes or more |
| Report writing, risk assessments and other plans (where client is not present)  | 15 minutes or more |
| Case notes and other required documentation  | 15 minutes or more |

Travel time and did not attend, were considered but will be excluded for the first phase of the trial. It is being actively considered for future inclusion, with further discussion and consultation to take place.

For further information regarding reporting specifications to the VADC refer to [Addendum to specifications for revisions to vadc for 2023-24](https://www.health.vic.gov.au/sites/default/files/2023-01/addendum-to-specifications-for-revisions%20to-vadc-for-2023-24.docx). To form the full set of changes required for VADC by 1 July 2023, the Addendum must be read in conjunction with the [Specifications for revisions to the VADC for 2023-24](https://www.health.vic.gov.au/sites/default/files/2022-12/specifications-for-revisions-to-VADC-for-2023-24.docx)

The actual type of AOD indirect support will not be reported in VADC during the first stage of the trial in 2023-24; only the occasion of AOD indirect support can be recorded. Additional reporting requirements in the second stage of the trial will go through the established annual changes process including publication of proposals and consideration of feedback.

**Recording AOD indirect supports - DTAU**

The DTAU weighting being trialled for AOD indirect supports equal to .091 of a Drug Treatment Activity (DTAU) at a base level. Table 1 includes the additional DTAU weightings.

Indirect supports for forensic clients should be reported in line with the usual VADC processes. They are not required to be reported in the Treatment Completion Advice (TCA) documents.

**Table 1 DTAU weightings:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Activity** | **DTAU per unit of activity (base)** | **Forensic weighting (15%)** | **Aboriginal weighting (30%)** |
| AOD Indirect Support (code 85) | 0.091 | 0.105 | 0.118 |

If the client is Aboriginal and qualifies as forensic, only the Aboriginal loading will apply.

**Recording AOD indirect supports – Episode of Care**

The unit price for an EOC is higher than the DTAU price, but there is no additional weighting for an EOC based on the treatment provided or the client’s complexity. This has been considered when calculating the percentage of an EOC that an occasion of AOD indirect support will equate to.

There are also different unit prices for EOC depending on the treatment type being delivered. For example, the unit price for Youth Outreach differs from that of Specialist Pharmacotherapy or Aboriginal AOD Worker etc.

The same dollar value will be used for both DTAU and EOC for the purposes of the trial. This will be reviewed through the trial.

Each occasion of AOD indirect supports recorded under an EOC will account for 4% of one EOC. For forensic and/or Aboriginal clients, no additional percentage will be added.

Indirect supports for forensic clients should be reported in line with the usual VADC processes. They are not required to be reported in the Treatment Completion Advice (TCA) documents.

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| **Activity** | **Percentage of an episode of care** |
| AOD Indirect Support (code 85) | 4%  |

**Mandatory data elements to be reported for indirect support service events**

The list of data elements and data values to be reported for indirect AOD support activities is shown in the table below. Note: The referral group (i.e. the referral data elements) must be reported for forensic clients but is optional for non-forensic clients.

|  |  |
| --- | --- |
| **Data element** | **Selection criteria/description** |
| Outlet service event identifier | Generated by client management system |
| Outlet code | As provided by Department of Health |
| Outlet client identifier | Generated by client management system |
| Event type | Support (code 4) |
| Service stream | Indirect AOD support (code 85) |
| Funding source | EOC Block funded (code 2) OR DTAU Block funded (code 3) |
| Service delivery setting | Other incl phone / internet (code 8).  Note: only report on service event end only. |
| Start date | Date of the commencement of the indirect support task for the client where the task duration is greater than or equal to 15 mins. |
| End date | Date when the indirect support task was completed. Note: only report on service event end  |
| Forensic type | If unknown, report Not stated / inadequately described (code 99) |
| Indigenous status | If unknown, report as Not stated/inadequately described (code 9) |
| Referral - ACSO identifier | Generated by Penelope |
| Referral - direction | If unknown, report Not stated / inadequately described (code 9) |
| Referral – referral date | If unknown, report same as the start date of the service event (see start date above) |
| Referral – referral service type | If unknown, report Not stated / inadequately described (code 99) |
| Referral – referral provider type | If unknown, report Not stated / inadequately described (code 99) |

**Implementation Timeframes**

The [Addendum to specifications for revisions to vadc for 2023-24](https://www.health.vic.gov.au/sites/default/files/2023-01/addendum-to-specifications-for-revisions%20to-vadc-for-2023-24.docx) was published in January 2023 to provide time for service providers to ensure their client management systems are able to report of AOD indirect supports. Service providers can commence claiming AOD indirect supports to count towards their performance targets from 1 July 2023.

If a service provider is unable to commence reporting on 1 July 2023, please inform the department via email at: aod.enquiries@health.vic.gov.au with the expected commencement date.

**Review and Evaluation**

Throughout the pilot stage, the department in consultation with stakeholders will review and evaluate the effectiveness, amount and associated costs of providing AOD indirect support each quarter. This guidance will be updated as required.

Initially the amount of AOD indirect support will not be capped, the department will monitor and review the data at the end of each quarter. The amount of AOD indirect support reported should not exceed the current client facing activities.

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