This factsheet provides information about the current alcohol and other drug (AOD) treatment system in Victoria, including catchments, treatment streams, intake and assessment, and referral pathways.

Overview
Twenty-seven community organisations now lead the delivery of adult non-residential treatment and support services across 16 catchment areas in the state, with a total of 83 providers participating, most through consortia arrangements.

In addition, residential, youth and Aboriginal services continue to be available.

Catchments
Adult non-residential AOD treatment services are now delivered within 16 catchments across the state. There are seven catchments in rural and regional Victoria (see figure 1) and nine catchments in metropolitan Melbourne (see figure 2).

Figure 1: Rural and regional catchments

![Rural Catchments](image1)

Figure 2: Metropolitan catchments

![Metropolitan Catchments](image2)
Catchments were established to improve collaboration, planning and service coordination between AOD services and other health and welfare services, and to reduce system fragmentation.

Approved service provider/s in each catchment work collaboratively under a common plan that identifies critical service gaps and development needs at the local level.

Catchments are not intended to restrict client choice and it is expected that some clients may choose to access services in a different catchment to where they live.


Treatment streams

AOD treatment is delivered through the following treatment streams within each catchment:

- Intake and assessment
- Counselling
- Non-residential withdrawal
- Residential withdrawal
- Therapeutic day rehabilitation
- Residential rehabilitation
- Care and recovery coordination
- Pharmacotherapy
- Youth-specific AOD services
- Aboriginal AOD services

These treatment streams are also supported by a separate planning function, led by a funded agency in each catchment.
Intake and assessment

The intake and assessment function in each catchment receives self-referrals from people with AOD use issues, as well as referrals from the state-wide screening and referral service (DirectLine), AOD treatment services, general practitioners and other health and human service providers. Intake, screening and assessment can occur via face-to-face, telephone, web and outreach.

Intake and assessment delivers standardised, comprehensive assessments and develops initial treatment plans that accompany clients to treatment services. It also actively refers people to other services, where appropriate, including self-managed options. Further information on intake and assessment is available at the end of this document and at www.health.vic.gov.au/aod/sectorreform

The services listed below will be accessible to clients following screening and comprehensive assessment by intake and assessment providers. Clients will then be matched to appropriate treatment as identified in their individual treatment plans.

Counselling

Counselling incorporates face-to-face, online and telephone counselling for individuals and in some instances their families, as well as group counselling and day programs.

Counselling can range from a brief intervention or single session to extended periods of one-to-one engagement or group work.

Non-residential withdrawal

Non-residential withdrawal supports people to safely withdraw from alcohol and drug dependence in community settings, in coordination with medical services such as hospitals and general practitioners.

Residential withdrawal

Residential withdrawal services support clients to safely withdraw from alcohol and drug dependence in a supervised residential or hospital facility. These services meet the needs of people with complex needs or those whose family and accommodation circumstances are less stable and consequently unsuited to non-residential withdrawal.

Therapeutic day rehabilitation

Therapeutic day rehabilitation provides people with an intensive structured program of drug treatment, similar to the interventions that might be provided through a residential rehabilitation program, including counselling and program elements designed to build life skills and promote general wellbeing. One of the benefits of a non-residential program is that connections with family, friends and community can be maintained while the person is undergoing treatment.

Residential rehabilitation

Residential Rehabilitation provides a safe and supported environment for people who are not able to reduce or overcome their drug use issues through other programs, to address underlying issues leading to their drug use. It provides a range of interventions, such as individual and group counselling with an emphasis on mutual self-help and peer community, and supported reintegration into the community.

Care and recovery coordination

Care and recovery coordination seeks to support integrated treatment and care pathways for the highest need/highest risk clients who require a coordinated care response.

Clients are referred to this function when their assessment indicates they require more than the basic planning provided by the intake and assessment service. Where a client already has a dedicated case
manager in another program, a collaborative decision will be made as to who should provide the primary support function for the duration of the drug treatment episode.

Pharmacotherapy

Pharmacotherapy services are supported by five area based networks across Victoria.

The Victorian pharmacotherapy system consists of community-based pharmacotherapy providers and specialist pharmacotherapy services (SPS). Specialist pharmacotherapy services provide secondary consultation for complex clients. Further information, including a list of providers, can be found in the Policy for maintenance pharmacotherapy for opioid dependence which is accessible from http://www.health.vic.gov.au/dpcs/pharm.htm

Youth-specific services

Youth-specific services help vulnerable young people up to the age of 25 address their alcohol and drug use issues. This is achieved through a family-based approach where appropriate, that is integrated with a range of other services including mental health, education, health, housing, child protection and family services.

Youth-specific services accept referrals from catchment based intake and assessment as well as self-referrals and direct referrals from other services. Further advice on accessing these services is available at DirectLine (1800 888 236) or the Youth Drug and Alcohol Advice Service (1800 458 685).

Aboriginal services

The Department of Health and Human Services funds Aboriginal AOD workers based in some Aboriginal Community Controlled Health Organisations (ACCHOs), Aboriginal Community Controlled Organisations (ACCOs) and some mainstream AOD services across Victoria. The role of these specific Aboriginal AOD workers is to work in a culturally informed way with Aboriginal individuals and families to address problematic alcohol and drug use.

Additionally, three rural Aboriginal AOD nursing teams in Mildura, Shepparton and Bairnsdale provide clinical support to clients and link in with Aboriginal AOD workers. Along with Social and Emotional Wellbeing workers, these teams provide Aboriginal clients with holistic, culturally appropriate care.

Aboriginal-specific services accept referrals from catchment based intake and assessment as well as self-referrals and direct referrals from other services. Further advice on accessing these services is available at DirectLine (1800 888 236).

Catchment based planning

Catchment based planning involves developing an annual evidence-based catchment plan which identifies critical service gaps and pressures and develops strategies to improve responsiveness to client and community need, including those of disadvantaged population groups. This plan informs ongoing service development across each catchment and will be developed in collaboration with funded AOD providers and other key health and human services stakeholders within the catchment.

Accessing alcohol and other drug treatment

Not everybody who presents with an alcohol or drug use issue will require specialised alcohol and drug treatment. Some people may benefit from guidance and support, including advice and information about drug use or self-managed care options. Screening and assessment will determine the correct referral pathway for each client.

Entry into the system
Most clients access government funded AOD treatment via the intake and assessment provider in their catchment.

Clients referred through the justice system access treatment via the Australian Community Support Organisation’s (ACSO) Community Offenders Advice and Treatment Services (COATS) program.

A single point of entry reduces the need for a client to repeat their story and allows staff to use their time more efficiently. Some clients, such as Aboriginal people, may continue to access services directly via local community based organisations. Further information on intake and assessment is available at [www.health.vic.gov.au/aod/sectorreform](http://www.health.vic.gov.au/aod/sectorreform)

**Referral pathways**

To ensure clients receive the supports they need, the intake and assessment provider will either facilitate the referral to or between treatment functions or, at the least, be informed when clients are referred between treatment functions. This ensures that a record of the client’s whole treatment journey is documented, so that no client falls between the gaps.

General practitioners licensed to prescribe pharmacotherapy and those wishing to refer a client to a community based pharmacotherapy provider or specialist pharmacotherapy service can do so directly.

Residential providers can accept direct referrals from other services. However they are only responsible for client assessment and information above and beyond the initial comprehensive assessment conducted by catchment based intake and assessment. For further detail, refer to the Intake and Assessment Guidelines at [www.health.vic.gov.au/aod/sectorreform](http://www.health.vic.gov.au/aod/sectorreform)

At every stage, there remains a strong focus on how the AOD treatment system integrates with health and human services. Figure 3 shows the relationships between relevant referral pathways and treatment functions.

*Figure 3: The Victorian state funded AOD treatment system*
How do AOD treatment services link with other services?

All state funded services are required to work collaboratively with other services to ensure clients receive integrated and holistic support throughout their recovery.

The AOD treatment system integrates with other health, human services and justice sectors in these ways:

- A single catchment based intake and assessment provider facilitates client referrals into and out of the AOD treatment system in each catchment. Other service providers can refer clients to intake and assessment where they have concerns about substance misuse.

- A care and recovery coordination (CRC) function for complex clients supports integration of service delivery across multiple services. Where a client is involved in a range of services or programs (e.g. housing, employment programs) the CRC works collaboratively with other services to ensure the range of client needs can be met.

- Catchment based service delivery and planning supports the establishment of strong linkages between AOD and other service providers at the local level, to ensure service delivery is tailored to client needs.

How can other service providers refer clients into the AOD treatment system?

Other service providers including those from the health, human services and justice sectors have clear pathways for referral and integration with AOD treatment services:

- Any health and human service provider, including general practitioners, can contact the statewide support service DirectLine (1800 888 236) which provides alcohol and drug information, advice and referral options.

- Any health and human service provider, including general practitioners, can refer clients to the designated AOD intake and assessment provider in their relevant catchment.

- General practitioners licensed to prescribe pharmacotherapy and those wishing to refer a client to a community-based pharmacotherapy provider or specialist pharmacotherapy service can do so directly, without notifying the catchment based intake and assessment provider. Refer to the Intake and Assessment Guidelines at [www.health.vic.gov.au/aod/sectorreform](http://www.health.vic.gov.au/aod/sectorreform)

- Any service provider can refer clients directly to AOD residential services provided they have already been comprehensively assessed by catchment based intake and assessment. Refer to Intake and Assessment Guidelines at [www.health.vic.gov.au/aod/sectorreform](http://www.health.vic.gov.au/aod/sectorreform)

- Justice agencies will continue to refer clients into AOD treatment through ACSO COATS. Refer to [www.acso.org.au/connect/coats](http://www.acso.org.au/connect/coats)

More information

More information, including factsheets, online self-assessment tool, information on drug use and resources are on the following website: [www.health.vic.gov.au/aod/sectorreform](http://www.health.vic.gov.au/aod/sectorreform)

Contacts

DirectLine – 1800 888 236

The DirectLine Service Finder, accessible at [http://www.directline.org.au/service-finder](http://www.directline.org.au/service-finder) assists clients or those wishing to make a referral to identify their local intake and assessment provider.
Services for Families – Family Drug Help - 1300 660 068

Intake and assessment providers by catchment:

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<th>Catchment</th>
<th>Local Government Area</th>
<th>Contact</th>
<th>Consortium</th>
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| Bayside                                        | City of Port Phillip  
City of Glen Eira  
City of Bayside  
City of Stonnington  
City of Kingston | 1800 229 263  
9690 9778 | Bayside Integrated Services |
| South East Melbourne                           | City of Greater Dandenong  
City of Casey  
Cardinia Shire | 1800 142 536 | South Eastern Consortium of Alcohol and Drug Agencies (SECADA) |
| Frankston-Mornington Peninsula                 | City of Frankston  
Mornington Peninsula Shire | 1300 665 781 | Frankston and Mornington Drug and Alcohol Services (FaMDAS) |
| Inner East                                     | City of Boroondara  
City of Manningham  
City of Whitehorse  
City of Monash | 1800 778 278 | Eastern Consortium of Alcohol and Drug Services (EGADS) |
| Eastern Melbourne                              | Shire of Yarra Ranges  
City of Knox  
City of Maroondah | 1300 007 873 | EACH SURE Consortium |
| Inner North                                    | City of Moreland  
City of Moonee Valley  
City of Melbourne  
City of Yarra  
City of Whittlesea  
City of Darebin  
City of Banyule  
Shire of Nillumbik  
Shire of Melton  
City of Brimbank  
City of Hume  
City of Maribyrnong  
City of Hobsons Bay  
City of Wyndham | 1800 700 514 | UnitingCare ReGen and Odyssey House Victoria: North and West Metro Alcohol and Other Drug Service |
| North Melbourne                                |                                                                 |                  |                                                                            |
| North West Melbourne                           |                                                                 |                  |                                                                            |
| South West Melbourne                           |                                                                 |                  |                                                                            |
| Gippsland                                      | Shire of Bass Coast  
Shire of South Gippsland  
Shire of Baw Baw  
Shire of Wellington  
City of LaTrobe  
Shire of East Gippsland  
Rural City of Wodonga  
Rural City of Wangaratta | 1300 022 760 | Australian Community Support Organisation (ACSO) |
<p>| Hume                                           |                                                                 |                  |                                                                            |</p>
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<td>Barwon</td>
<td>City of Greater Geelong, Shire of Colac-Otway, Shire of Surf Coast, Borough of Queenscliff</td>
<td>1300 094 187, Colac area: 1300 763 254</td>
<td>Barwon AOD Consortium, Victorian AIDS Council</td>
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<tr>
<td>State wide LGBTI Intake</td>
<td></td>
<td>1800 229 263</td>
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