What changes are happening?

In December 2016, the Victorian Government announced changes to the alcohol and other drug service system to make accessing treatment simpler and easier.

Following an independent review and extensive sector and community consultation, responsibility for conducting comprehensive assessment and treatment planning for voluntary clients will move from intake providers to treatment providers.

While these changes will affect the activities of service providers, as a client, you should experience little or no impact.

The new intake and assessment arrangements will commence on 1 July 2017 (see Figure 1 below).

What are the benefits of the change?

As a client of the Victorian alcohol and other drug treatment system, you will go through intake, assessment and treatment as part of your recovery journey.

A range of community-based and residential treatment options are available including counselling, withdrawal, rehabilitation, care and recovery coordination and pharmacotherapy.

Under current arrangements, intake providers conduct comprehensive assessment and treatment planning with you to understand your recovery goals before referring you to a treatment provider (such as a counsellor).

From July, this assessment and treatment planning will instead be completed with your treatment provider. This should allow you to build your relationship with your treatment provider earlier and hopefully reduce the number of times you have to tell your story.

Intake services will continue to be the gateway to the state-funded treatment system. They will support you and service providers with information about available treatment options, providing you with clearer choices and a more connected and consistent service response.

Most importantly, as the services change, you will be supported to get the help you need, no matter where you are in your recovery journey.

Figure 1 – Assessment will move from intake providers to treatment providers

Before 1 July 2017:

After 1 July 2017:

- Clear pathways to treatment will remain.
- Enables you to build a relationship with your treatment provider earlier.
- Reduces the number of times you have to tell your story.
How will the changes affect me?

Below describes what the new arrangements will look like for you depending on where you are in your recovery journey.

I have already been assessed and am engaged in treatment

If you have already been assessed and are engaged in treatment (such as counselling), your treatment provider will not change as a result of these changes.

I am waiting for a comprehensive assessment from an intake service

If you already have an appointment to complete a comprehensive assessment with an intake service, that provider will keep you informed of your next steps.

I am new to intake and I have not received a comprehensive assessment

Your local intake service will refer you to an appropriate available treatment provider based on your individual treatment and support needs.

The treatment provider will complete a comprehensive assessment with you.

Where do I go for more information?

If you have any questions about the new intake and assessment arrangements, please:

- speak with your current alcohol and other drug service provider, if you have one
- call DirectLine on 1800 888 236
- go to <www.directline.org.au>.


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