

# New intake and assessment arrangements for alcohol and other drug services

## Information for clients

### 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

This factsheet explains some of the changes that are happening to improve the Victorian alcohol and other drug treatment system.

More than 100 treatment providers, peer workers, clients and families were consulted to understand the issues and help shape the improvements.

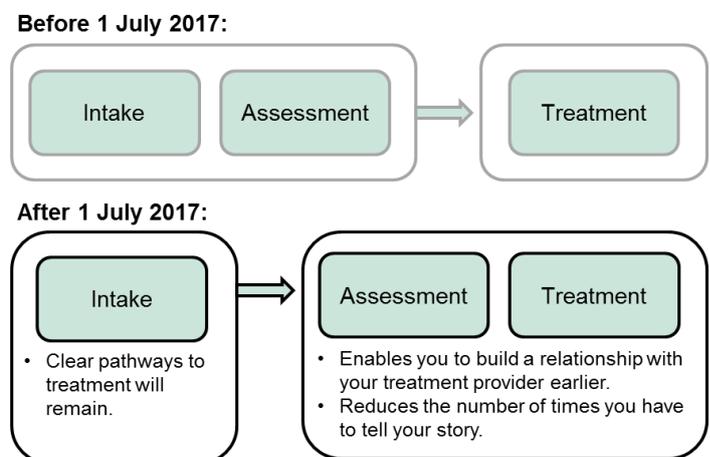
The changes are designed to benefit you, and shouldn't disrupt your recovery journey.

Read on to find out what the new arrangements will look like, and where you can go for more information.

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**



## 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](http://www.directline.org.au)>.

More information about the changes, and the wider alcohol and other drug service provision review, is available on the Department of Health and Human Service's website <[www2.health.vic.gov.au/alcohol-and-drugs/aod-treatment-services/community-based-aod-treatment/adult-community-based-aod-service-review](http://www2.health.vic.gov.au/alcohol-and-drugs/aod-treatment-services/community-based-aod-treatment/adult-community-based-aod-service-review)>.

To receive this publication in an accessible format phone 9096 0000 using the National Relay Service 13 36 77 if required, or email [aod.enquiries@dhhs.vic.gov.au](mailto:aod.enquiries@dhhs.vic.gov.au)

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Department of Health and Human Services, May 2017.

Available at [www2.health.vic.gov.au/alcohol-and-drugs/aod-treatment-services/community-based-aod-treatment/adult-community-based-aod-service-review](http://www2.health.vic.gov.au/alcohol-and-drugs/aod-treatment-services/community-based-aod-treatment/adult-community-based-aod-service-review)