



Information Sheet September 2020

Collaboration with the AOD Sector in the West

The attached Making Links document provides a guide to the Alcohol and Other Drug Sector operating in Melbourne's north and west.

The following is some specific information about collaboration with AOD services operating in Melbourne's west.

The first two pages provide a quick reference guide and the following pages provide an overview of the AOD Sector, including some 'tips and tricks' for navigating the system.

Secondary consultation

You may wish to speak with an AOD worker to:

- If you are supporting someone who was previously engaged with an AOD service and would like to make contact again, but has forgotten who they were in touch with
- To talk about how to refer someone into AOD services
- To talk about how best to approach an AOD issue with a consumer.

The AOD Sector has kindly provided the following contacts for secondary consultation:

- **South West Catchment (Wyndham and Hobsons Bay)**, the best contact for secondary consultations is with our Clinical Coordinator, Sona Bajaj, E: sbajaj@odyssey.org.au, Ph: 0466 354 335 (with Victor Bilous, Odyssey as back up: Ph: 0466 331 146 E: VBilous@odyssey.org.au)
- **North West Catchment (Brimbank, Melton and Maribyrnong)**: for secondary consultations you can call Olivia Nichols, Clinical Consultant, 0466 319 415 ONichols@odyssey.org.au (with Bryan Ambrosius as back up, E: BAmbrosius@odyssey.org.au)
- **Inner North Catchment (Moonee Valley, Melbourne, Moreland, Yarra)**: for secondary consultations you can call Linda Coventry-Poole, Clinical Consultant, Ph: (03) 9384 8870 M: 0435 387 576 E: linda.coventry-poole@vt.uniting.org (with back up by Leonie Ryan, Inner North Catchment Manager, M: 0438 968 163 E: leonie.ryan@vt.uniting.org)

Intensive Support Program

The Intensive Support Program, previously known as the Suicide Prevention Program, The AOD Intensive support program provides outreach based responses, focussed on harm reduction. The Intensive Support Program can drop off clean equipment to individuals and can attempt to engage. The service responds to people with chaotic drug and alcohol use, who may not necessarily want to engage with therapeutic AOD responses. The program is accessible through the Intake process.

Other AOD responses relevant for HEART clients

Regen is providing some pop up clinics in collaboration with other support services, providing a low threshold of access and level of engagement if that is what is required. Need to establish whether consumers do want access to AOD services.

CoHealth has taken on a role in providing clean injecting equipment to the hotels and picking up used equipment. Healthworks could provide clean injecting material to hotels in the West. Education and information can be provided at that time.

CRC can provide additional outreach assistance, such as dropping off supplies.

How the AOD system works

North & West Metro Alcohol & Other Drugs (AOD) Service

Odyssey House Victoria and UnitingCare ReGen are working in partnership with a range of community local health and welfare organisations to deliver treatment services across North and West metropolitan Melbourne.

Each Victorian area has its own telephone number. The number for the north and west metropolitan region is 1800 700 514 (freecall).

Further information regarding treatment services in other areas can be found by contacting **24hr DirectLine on 1800 888 236**.



Alcohol & Other Drug (AOD) Treatment Services

- Intake and Assessment – a centralised service to coordinate people’s needs and entry into treatment services
- Counselling – including a range of individual services and group programs
- Non-Residential Withdrawal – supporting people to undertake withdrawal at home or as an outpatient
- Care & Recovery Co-ordination – a broad support service for people with more complex needs
- Referral – access to a range of other AOD and community support services

What to expect from our services



Eligibility

Our Intake staff will help identify your individual needs and which services will provide the most suitable support.

Other Services

Odyssey House Victoria and UnitingCare ReGen provide a range of other services to support individuals and families affected by AOD use. These services include:

- Youth counselling
- Residential withdrawal
- Residential rehabilitation

Making Links: North and West Melbourne Alcohol and Other Drugs (AOD) Service System

Since the reform of the AOD Sector in 2014, Odyssey House Victoria and Uniting ReGen have been working in partnership with a range of local community health and welfare organisations to deliver treatment services across North and West metropolitan Melbourne.

Each catchment has its own telephone number. The number for the North and West Metropolitan Region is 1800 700 514 (free call). Further information regarding treatment services in other catchments can be found by contacting Directline on 1800 888 236 (24 hour service).

Catchment areas

The North and West catchments are presently made up of the following LGAs:

- **Inner North** comprising Melbourne, Yarra, Moonee Valley and Moreland
- **North West** comprising Maribyrnong, Brimbank, Melton and Hume
- **South West** comprising Wyndham and Hobsons Bay

Secondary consultation

If you require secondary consult support about the medical management of a client in need of AOD treatment, contact the Drug and Clinical Advisory Service (DACAS) on 1800 812 804. DACAS provide a 24 hour, 7 days a week specialist telephone consultancy service available to health professionals across Victoria. All calls are answered by experienced clinicians based at Turning Point Alcohol and Drug Centre and forwarded to addiction medicine specialists where required.

Otherwise, secondary consultation support is available via Directline on 1800 800 236 (24 hours, 7 days a week).

Alternatively, you may wish to speak with a Clinical Consultant located in one of the catchment-based intake services in Melbourne's North and West. Call 1800 700 514 during business hours for assistance.

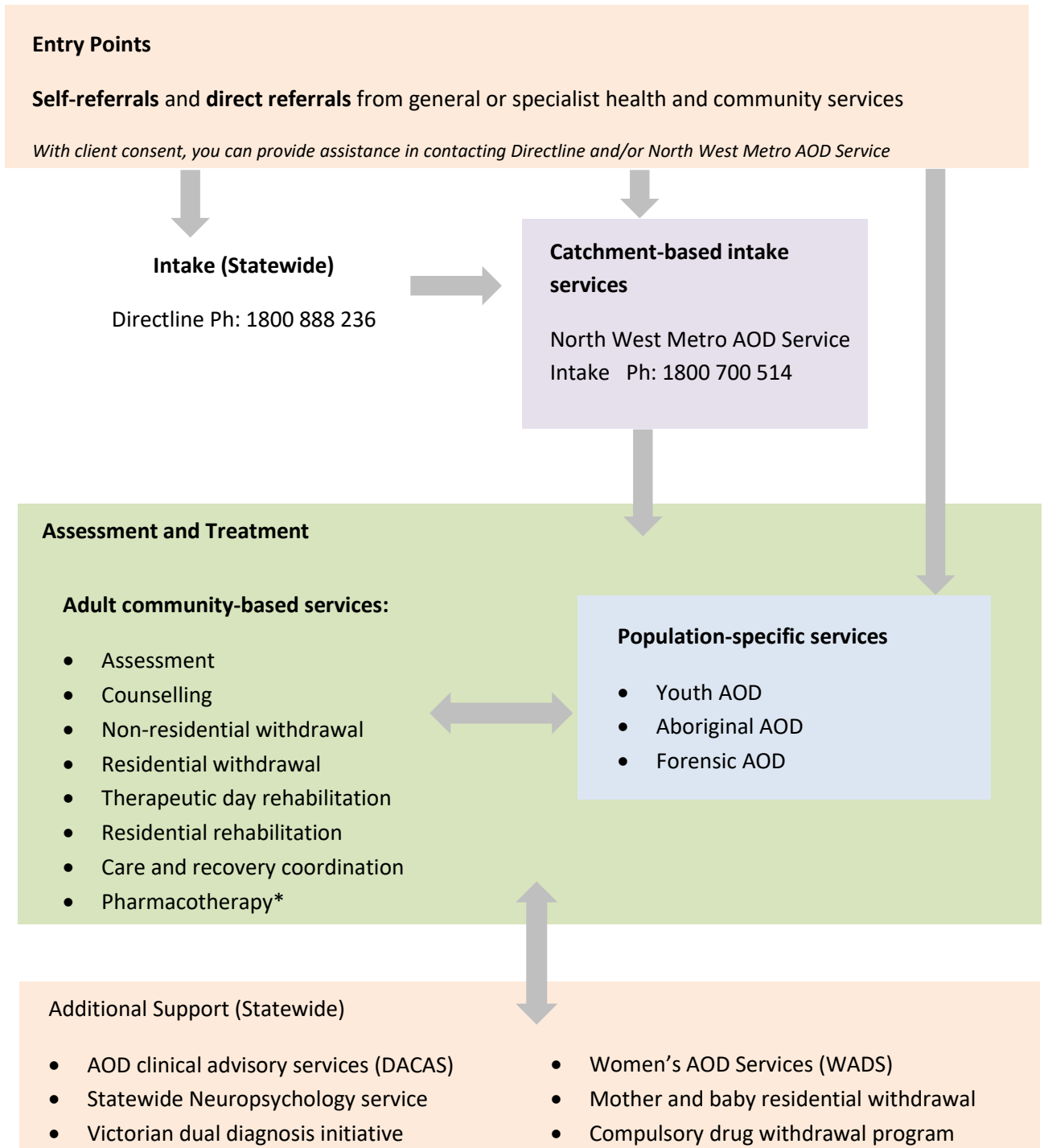
Specialist services

If your client is pregnant, the Women's Alcohol and Drug Service (WADS) is the only statewide drug and alcohol service providing clinical and professional support for pregnant women who present with complex substance use issues. Ph: (03) 8345 3931.

If your client is ordered by the Court to attend treatment they will be referred to services via ACSO COATS <http://coats.acso.org.au/>

Community Offender Advice and Treatment Services (COATS) is a statewide intake, assessment and referral service that administers both State and Commonwealth funded treatment pathways for clients in contact with the Justice System. ACSO is contracted to deliver specialist forensic AOD assessments, treatment planning and brokerage (including purchase of) AOD treatment for consumers referred from the criminal justice system, establishing a link between justice and drug treatment services.

What to expect from AOD services:



*Clients accessing pharmacotherapies can be referred directly to community-based pharmacotherapy providers by contacting Directline, without having to contact catchment-based intake services.

With client consent, AOD services can share client information with other services who are involved in providing care.

ELIGIBILITY

How do you know this service system is right for your client?

The client is aged up to 21 years and has a substance dependency issue or is a recreational/regular user who is at risk. YoDAA (Youth Drugs and Alcohol Advice) will advise you of your client's eligibility for service. Ph: 1800 458 685, www.yodaa.org.au

Services may also assist loved ones impacted by the dependency issue.

ACCESS

How do you get your client in to this service system?

Call YoDAA on 1800 458 685 or go to their website. You will then be referred to the appropriate local agency. Young people 16 and over are eligible to attend services designed for adults (See AOD Adult Services, Section 1.3).

The Youth AOD sector does not operate a central intake system. There can be multiple providers in a region.

Things that can be difficult:

If the client has difficulties using the phone, they can drop into the local service where each provider operates its own intake and assessment process. It's important to note that assertive outreach support is a hallmark of the youth AOD sector.

Tips and tricks:

If your client is from an Aboriginal background, they can be referred to a specific Aboriginal service or worker in the region. We will then engage with the client in collaboration with the Aboriginal service.

SERVICE PATHWAY

What will happen/What is the journey you and your client can expect?

The clinician will work with the client to develop a suitable individual treatment plan. This plan will include AOD and on-AOD treatments that are important for their recovery and/or harm reduction.

Things that can be difficult:

Wait times for residential services can be unpredictable. For clients requiring residential rehabilitation, their residential withdrawal will commence immediately prior to their rehabilitation admission. This means that they need support to keep them engaged and well during their wait.

Tips and tricks:

Youth services try to be as supportive as possible of their young people, shaping treatment to ensure engagement as much as their service's funding model permits. They are accustomed to engaging with workers from different sectors and will be keen on ensuring that they work in conjunction with you.

SERVICE TYPES

What are some of the options that might be available for your client?

Common service types include: counselling; outreach; case management; residential withdrawal and rehabilitation; needle exchange; medical clinics; co-location with mental health services; day programs; e-support; self-directed help.

Not all treatment types are offered by each service. Liaise with the relevant service in your catchment about the various treatment types available, and whether the preferred treatment may require transport to another catchment. Further information about service types can be found throughout this section.

AOD Adult Services

ELIGIBILITY

How do you know this service system is right for your client?

Adults engaged in problematic substance use. Services also support family members and significant others.

Things that can be difficult:

The client needs to be screened to assess eligibility for state-funded AOD services. If they do not meet the threshold for dependence and thus treatment, they will be referred to other appropriate services/treatment.

Tips and tricks:

If clients are anxious about calling intake you can support them by making the call with them. Explain to them that subsequent to screening they will be referred to an AOD service provider for their comprehensive assessment.

ACCESS

How do you get your client in to this service system?

To access all state funded services, call Central Intake on 1800 700 514.

Tips and tricks:

If the client has difficulties using the phone, they can drop in to one of the North and West Metro AOD service sites or at any other AOD State-funded service site and do a face-to-face screen. Eligible clients will then be referred to an agency to undergo a comprehensive assessment. To facilitate the intake process, the clients are able to complete, alone or with you, the Victorian AOD self-completion form.

<https://www2.vic.gov.au/about/publications/FormsAndTemplates/victorian-aod-self-completion-form>

If your client prefers to drop into a site for screening, these are regional sites for the North and West Metro AOD Service:

- Level 1, 202 Nicholson Street, Footscray
- 2 Market Road and 40 Synnot Street, Werribee
- 26 Jessie Street Coburg (self-completed screeners at any time, assessments dependent on staff availability)
- 349 Bell Street, Preston
- North Richmond Community Health (Mondays and Tuesdays): 23 Lennox Street, Richmond
- 21 Alamein Road, West Heidelberg
- 660 Bridge Road, Richmond

If access is an issue it is possible to arrange for an offsite screen and assessment. Call Central Intake to enquire about the options.

Aboriginal and Torres Strait Islander clients

If your client is from an Aboriginal background, they can either contact our service directly or via one of the local Aboriginal services. We will then engage with the client in collaboration with the that service.

Young people

If your client is aged between 16-25 years old they are also eligible for youth AOD services. These do not have a central intake and assessment service. The best starting point is to contact YoDAA (Youth Drugs and Alcohol Advice) on 1800 458 685. They will then advise on the best referral pathway (See Section 1.1).

Pregnant clients

The Women's Alcohol and Drug Service (WADS) is the only state-wide drug and alcohol service providing specialist clinical services and professional support to care for pregnant women with complex substance use and alcohol dependence. Ph: (03) 8345 3931. It is important to note that upon receipt of a referral WADS may redirect the client to an antenatal service operating in a local maternity hospital.

Forensic clients

If your client is ordered by the court to attend treatment they will be referred to services via the ACSO COATS program <http://coats.acso.org.au>

The North and West Metro AOD Service does not exclude people facing legal processes.

After Hours Phone Support: DirectLine, 1800 888 236, 24 hours, 7 days a week

SERVICE PATHWAY

What will happen/What is the journey you and your client can expect?

1. Initial screen to determine eligibility (10 minutes)
2. Comprehensive assessment to develop an Individual Treatment Plan (90 minutes)
3. Clinical review
4. Referral to appropriate AOD and non-AOD treatment services. Note that residential services (withdrawal and rehabilitation services) may not be local

Things that can be difficult:

Wait times for treatment, particularly residential rehabilitation, can be substantial (between 1-3 months). For clients requiring residential rehabilitation completing a withdrawal episode prior to admission is a requirement. This means they will need support to keep them engaged during the waiting period. Note that residential rehabilitation is not free of charge, with services typically receiving a proportion of the client's Centrelink payment.

Tips and tricks:

For those clients waiting for a residential rehabilitation admission you can coordinate with the regional AOD Intake and Assessment Service to ensure that the client can effectively engage with the residential service's pre-admission support groups.

What are some of the options that might be available for your client?

1. **Counselling:** provided on a one-to-one basis as well as in group settings. Can be provided as a brief intervention (over the short term) or as longer term therapy. Involving one or more counselling styles (e.g. Cognitive Behavioural Therapy, Motivational Interviewing and Narrative approaches). Available to voluntary and mandated clients, as well as family members and significant others.
2. **Care and Recovery Coordination:** for people with complex needs, care and recovery coordination is available to navigate treatment and provide support if clients are waiting to access treatment. It also supports a person transitioning out of intensive treatment to access other services which can assist with their wider health and wellbeing needs, such as housing, training, education and employment, or other support which can assist in preventing relapse.
3. **Overdose prevention program:** an intensive outreach program bridging support and continuity of care to clients at high risk of overdose.
4. **Therapeutic day rehabilitation:** intensive, non-residential programs which aims to address the psychological causes of AOD dependence. Programs are highly structured and include a range of components (including but not limited to psychosocial therapies, relapse prevention, wellbeing and nutrition and linkage support to access other services/supports). Programs typically run for approximately 5-6 weeks.
5. **Non-residential withdrawal:** medically assisted, nurse facilitated withdrawal or reduction in the client's home. Support provided on an outreach basis (via home visits) or whilst the client attends a drug treatment service as an outpatient. Suitable for clients living in stable home settings with access to support.
6. **Residential withdrawal:** 24-hour supervised residential care for clients while they withdraw from one or more substances, where clients are generally provided medication on a sliding scale. Delivered in purpose built residential facilities or hospital settings. Withdrawal units are staffed by nurses and other support staff. The average length of stay is 7-10 days.
7. **Residential rehabilitation:** structured residential program where clients live in residential communities for extended periods (generally between 1-12 months), with the focus on addressing the psychosocial causes of AOD dependence.
8. **Specialist dual diagnosis residential rehabilitation** supports clients who may be experiencing a higher severity of mental health symptoms combined with AOD dependence. These services deliver targeted interventions to address the multiple complexities faced by clients with co-occurring AOD and mental health needs.
9. **Pharmacotherapy:** substitution pharmacotherapies used in the treatment of opiates, alcohol and nicotine. Examples include methadone, Subutex and Campral. Prescribed by accredited GPs and accessed through selected pharmacies.

SERVICE TYPES

Things that can be difficult:

- Limited staffing results in limited after hours service.
- **Day rehabilitation program requires** clients to be in stable accommodation and commit to not attend whilst substance affected. Clients also need to commit to attending the entire program.
- **Non-residential withdrawal requires** clients to be in stable accommodation and receive support from family and/or friends to assist with their withdrawal.
- **Residential rehabilitation can be a long wait** until admission. The wait time can vary depending on their age, gender and whether they need to be accommodated with their children.

Tips and tricks:

Coordinate with the AOD treatment provider to ensure that the client's total needs are being met.

Allow for possible pauses in your work with the client if they are engaged in residential services or an intensive day rehabilitation program.

If clients are unhappy with the North and West Metro AOD Service and wish to complain, their first point of contact should be with their service worker. After that they can contact the Catchment Manager.

Alternatively, they can go online to the agency's website and register a complaint.