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| DecorativeCare and Recovery Coordination  34300 |
| Outcome objective: Victorians are healthy and well  Output group: Drugs Services  Output: Drug Treatment & Rehabilitation |

# 1. Service Objective

Care and Recovery Coordination facilitates seamless and integrated treatment pathways for complex clients and their families and improves access to other services and support systems in the community through a range of mechanisms including peer support options.

This stream includes coordinating treatment planning and goal setting, and supported referral to services. Care and recovery coordination is an additional individualised and flexible support that supplements other AOD treatment services over a longer period. The duration and intensity of the service varies depending on a person’s need. Care and recovery coordination is available before, during and after a client's treatment for up to 12 months.

# 2. Description of the service

Care and recovery coordination seeks to support integrated treatment and care pathways for the highest-need/risk clients within AOD treatment services, who require a coordinated care response by, at a minimum:

* coordinating treatment planning and care in accordance with recovery goals
* supporting clients’ access to other health, human and support services
* supporting meaningful involvement by the client and their family in care coordination and goal setting to maximise opportunities for meaningful social and economic participation

# 3. Client group

The client group for this activity are people with the highest need or who are at greatest risk.

People are referred for care and recovery coordination when the catchment-based intake service or the assessment provider indicates that the client requires complex intervention. Referrals may also be made through other treatment streams offered by treatment providers, for example, withdrawal services. People eligible for care and recovery coordination typically present with behaviours or conditions that:

* place the individual at high risk to self, to staff or the community
* are identified at assessment as requiring a long-term supportive service, often requiring residential treatment
* are clients of, or recently discharged from, compulsory withdrawal treatment under the *Severe Substance Dependence Treatment Act 2010* (SSDTA)

# 4. Obligations specific to this activity

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

## 4a. Registration and Accreditation

* Funded AOD treatment services in Victoria must comply with the requirements of any relevant accreditations and standards. They must be, or able to be, accredited within generic accreditation frameworks by a certified entity. More information is available on the department’s [AOD service quality and accreditation](https://www2.health.vic.gov.au/alcohol-and-drugs/aod-service-standards-guidelines/aod-program-guidelines) webpage. <https://www2.health.vic.gov.au/alcohol-and-drugs/aod-service-standards-guidelines/aod-service-quality-accreditation>

## 4b. Program requirements and other policy guidelines

* All AOD program requirements are contained in the AOD program guidelines. These are available on the [department’s website.](file:///\\N060\group\Drug%20Policy%20and%20Services\Delivery%20&%20Performance\Service%20agreement%20activity%20descriptions%20project\Guidelines\Alcohol%20and%20other%20drugs%20program%20guidelines-part%202-program%20and%20service%20specifications.docx) <https://www2.health.vic.gov.au/alcohol-and-drugs/aod-service-standards-guidelines/aod-program-guidelines>

# 5. Performance

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement. Performance is measured as follows:

## Key performance measure 1: Number of Drug Treatment Activity Units (DTAU)

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| Aim/objective | To ensure that the service provider has delivered the quantity of services recorded in the service agreement. |
| Target | The performance measure target is provided in the Service Agreement. |
| Type of count | Cumulative  Non-cumulative |
| Counting rule | Care and Recovery Coordination is counted on course of coordination.  DTAUs and their operation are further described in Part 3, Section 4.1 of the AOD program guidelines. These are available on the [department’s website](https://www2.health.vic.gov.au/alcohol-and-drugs/aod-service-standards-guidelines/aod-program-guidelines). <https://www2.health.vic.gov.au/alcohol-and-drugs/aod-service-standards-guidelines/aod-program-guidelines> |
| Data source(s) collection | The Victorian Alcohol and Drug Collection |
| Definition of terms | A DTAU unit is the measure used to quantify AOD service delivery. DTAUs have a fixed dollar value which is subject to indexation. Different activity types have different DTAU weightings and some priority populations attract an additional weighting. |

# 6. Data collection

The reporting requirements for this service are:

| Data collection name | Data system | Data set | Reporting cycle |
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| Victorian Alcohol and Drug Collection (VADC) | Various – Service providers are required to integrate the VADC into their own client management systems | Not applicable | Monthly |

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