

ACSO REFERRAL PROCESSES TO TREATMENT PROVIDERS

Referral

- ACSO will email each referral to a central contact email address at your consortium or agency using a standardised template advising of a referral
- The subject of the referral will include the service type (such as counselling-standard,) and the client classification (i.e. RAPIDS; VAOD (voluntary client)).
- The email will include an Penelope event ID which will enable the receiving service to search for further client information in the Penelope portal

Search

- Treatment providers can search the Penelope portal for the client using their shared logon and the event ID provided in the referral email.
- In the portal they can review the following documents to assist with determining allocation:
 - Initial treatment plan;
 - AOD Comprehensive Assessment document, Step 1. Initial Screen Documentation, Forensic Assessment Report for COATS clients

Review

- Treatment agencies will then need to review the client and advise via reply email if they can accept or reject the referral.

Outcome of referral

- If ACSO receives notification that **your service cannot accept a referral** we will refer the client to an alternative service
- If ACSO receives notification that **your service can accept the referral** we will require an initial appointment time so we can finalise this referral in our system
 - Please note: For residential services this may include a referral acceptance date, not an admission date.
 - Agencies may choose to negotiate an appointment time with the client and notify ACSO of this date and time
 - For justice referrals confirmation of this appointment is required within 48 hours of referral and a letter should be sent to the client to confirm these appointments.

PLEASE NOTE:

- If services do not provide ACSO with a confirmed appointment or referral acceptance date, the client will remain on the waiting list for your service. This client will be reported to DHHS as awaiting treatment at your agency