
Intake and assessment for alcohol and drug problems

Summary

- Intake and assessment' services are the primary entry point into alcohol and drug treatment services. Intake and assessment services are available throughout Victoria.
 - You can contact your local intake and assessment service directly or be referred from your local doctor or **DirectLine**.
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'Intake and assessment' is the name of the process used to work out the best treatment path for people with alcohol or drug problems in Victoria. This service, which is available right across Victoria, screens and assesses clients and, if necessary, refers them to the most suitable treatment provider to meet their needs, taking into account their preferences.

Contacting your local intake and assessment service

In Victoria, adult non-residential alcohol and drug treatment services are provided within 16 'catchments' areas across the state. There are seven catchments in rural and regional and nine catchments in metropolitan Melbourne (see the table below). Catchments are based on local government areas.

You can access an intake and catchment team via a referral from your local doctor or DirectLine (Victoria's 24-hour alcohol and drug information telephone helpline), or you can contact them directly. Intake, screening and assessment can happen face to face, over the telephone, via the internet or by 'outreach' – when the service comes to you.

The role of intake and assessment

Intake and assessment conducts a detailed assessment of your treatment needs and then develops an initial treatment plan. This treatment plan goes with you when you receive treatment, if you agree for your information to be shared. This means you will not have to keep re-telling your story.

If your treatment needs are minimal, intake and assessment might give you support to manage your treatment yourself ('self-managed options'). Sometimes treatment needs are more complex and might be linked to other health conditions such as mental illness. The intake and assessment team will identify those issues and develop a treatment plan accordingly.

Depending on what kind of treatment you need, one or more of the following services might be recommended for you:

- counselling
- non-residential withdrawal
- residential withdrawal
- therapeutic day rehabilitation
- residential rehabilitation
- care and recovery coordination
- pharmacotherapy
- youth-specific alcohol and drug services
- Aboriginal alcohol and drug services.

To make sure you get the support you need, the intake and assessment service will make a referral to treatment services for you. If the treatment service refers you to another service, they will tell the intake and assessment service so they can update your treatment plan. This makes sure that a record of your whole treatment journey is

documented so you do not 'get lost in the system'.

Intake and assessment service providers

Following is a list of intake and assessment providers and their contact details.

Catchment	Local government area	Contact	Consortium
Bayside	City of Port Phillip City of Glen Eira City of Bayside City of Stonnington City of Kingston	1800 229 263 9690 9778	Bayside Integrated Services
South East Melbourne	City of Greater Dandenong City of Casey Cardinia Shire	1800 142 536	South Eastern Consortium of Alcohol and Drug Agencies (SECADA)
Frankston-Mornington Peninsula	City of Frankston Mornington Peninsula Shire	1300 665 781	Frankston and Mornington Drug and Alcohol Services (FaMDAS)
Inner East	City of Boroondara City of Manningham City of Whitehorse City of Monash	1800 778 278	Eastern Consortium of Alcohol and Drug Services (ECADS)
Eastern Melbourne	Shire of Yarra Ranges City of Knox City of Maroondah	1300 007 873	EACH SURE Consortium
Inner North, North Melbourne, North West Melbourne, South West Melbourne	City of Moreland City of Moonee Valley City of Melbourne City of Yarra City of Whittlesea City of Darebin City of Banyule Shire of Nillumbik Shire of Melton City of Brimbank City of Hume City of Maribyrnong City of Hobsons Bay City of Wyndham	1800 700 514	UnitingCare ReGen & Odyssey House Victoria: North and West Metro Alcohol and Other Drug Service

Catchment	Local government area	Contact	Consortium
Gippsland, Hume, Goulburn Valley, Grampians, Loddon-Mallee, Great South Coast	Shire of Bass Coast	1300 022 760	Australian Community Support Organisation (ACSO)
	Shire of South Gippsland		
	Shire of Baw Baw		
	Shire of Wellington		
	City of LaTrobe		
	Shire of East Gippsland		
	Rural City of Wodonga		
	Rural City of Wangaratta		
	Rural City of Benalla	1300 022 760	
	Shire of Indigo		
	Shire of Towong		
	Shire of Mansfield		
	Shire of Alpine		
	Shire of Moira		
	City of Greater Shepparton		
	Shire of Strathbogie		
	Shire of Mitchell		
	Shire of Murrindindi		
	City of Ballarat		
	Shire of Moorabool		
	Shire of Golden Plains		
	Shire of Pyrenees		
	Rural City of Ararat		
	Shire of North Grampians		
	Rural City of Horsham		
	Shire of West Wimmera		
	Shire of Hindmarsh		
	Shire of Yarriambiack		
	Shire of Hepburn		
	Rural City of Mildura		
Rural City of Swan Hill			
Shire of Buloke			
Shire of Gannawarra			
Shire of Loddon			
Shire of Campaspe			
Greater City of Bendigo			
Shire of Central Goldfields			
Shire of Mount Alexander			
Shire of Macedon Ranges			
Shire of Glenelg			
Shire of Southern Grampians			
Shire of Moyne			
City of Warrnambool			
Shire of Corangamite			
Barwon	City of Greater Geelong	Colac area:	Barwon AOD Consortium
	Shire of Colac-Otway		
	Shire of Surf Coast	1300 094 187	
	Borough of Queenscliff	1300 763 254	

Where to get help

- Your doctor
- Your intake and assessment service
- DirectLine, call 1800 888 236

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