



AOD service model of care

Access to treatment for public housing tenants during lockdown

Purpose

The purpose of this document is to detail the pathways into alcohol and other drug (AOD) services for residents of the nine public housing towers while they are subject to lockdown measures. Its primary audience is DHHS staff, funded agencies delivering services to residents, and local GPs and pharmacists.

Background

After an outbreak at the Flemington and North Melbourne housing estates, the Government required residents of nine public housing estates to stay inside their homes to help slow the spread.

A dedicated housing support phoneline (**1800 961 054**) has been set up to help residents with their health and other needs. This number will link tenants in to AOD support services to ensure they can access alcohol and other drug (AOD) treatment and support services when they need them.

Model of care

The model of care is summarised on page 2 of this document and applies following **principles**:

- **seamless and continuous care:** for existing clients, existing therapeutic relationships are maintained and for new clients, follow up support will be available; clients should receive onsite via telehealth as best fits their needs and with no unnecessary disruption – no wrong door
- **quality and safety:** clinical and cultural safety is maintained and promoted through telehealth and onsite consultations where appropriate
- **rapid and holistic:** residents' needs will be met as they arise including co-occurring need
- **stigma-free:** AOD services are delivered respectfully, confidentially, and avoid stigmatising people who use substances and/or who are receiving AOD treatment.

Model features

The model facilitates

- **maintenance of existing treatment relationships** between the resident and their AOD provider (e.g. counselling, pharmacotherapy) with the cohealth Service Access Team (**9448 5551**) who will work with the resident and provider to provide any additional onsite support and warm referrals as needed
- **establishment of new treatment relationships** by the resident either calling the Housing Call Centre (**1800 961 054**), triaged to the cohealth Access Team or DirectLine (**1800 888 236**)
- **back-of-house management** of service access issues – for example arrangements to secure the delivery of treatment and other services (e.g. needle and syringe packs), or warm referrals into treatment – via the cohealth Service Access team
- **expert pharmacotherapy services** for residents not already in treatment but requiring management of addiction (Dr Nico Clark, triaged by cohealth Service Access team)
- **escalation of issues** not capable of being resolved via cohealth Service Access team to DHHS (aod.enquiries@dhhs.vic.gov.au; Denise Laughlin (0413 389 795))