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| SGV 541 as RGB - 2cm wide at 300dpiGreen range colour 5Alcohol and drug treatment servicesFact sheet: Bed vacancy registerJuly 2014Information for service providers |

This fact sheet provides information on a new Bed Vacancy Register (BVR), which will support client pathways to residential alcohol and drug (AOD) services in Victoria. This information is directed to catchment-based intake and assessment providers, the care and recovery coordination (CRC) function and Community Offenders and Advice and Treatment Service (COATS).

## Bed vacancy register

Residential treatment is an essential component of an effective and integrated AOD treatment system providing a diverse range of functions including assessment, stabilisation, detoxification and rehabilitation. As Victoria moves to an integrated model, it is essential that there is greater equity of access to residential treatment and that state-wide access to a limited resource is transparent and consistent for those most in need.

*The Bed Vacancy Register (BVR) is an online resource that provides agencies who want to refer clients to any of the 14 specialist residential treatment agencies in Victoria with up-to-date information about current and projected vacancies*.

### Who runs it, how does it work and who is it for?

The BVR is a partnership between the Department of Health, Turning Point and all specialist AOD residential providers in Victoria. It was developed through a working group chaired by Turning Point, involving all specialist residential providers. Three phases of piloting were undertaken – the first involving paper and pencil completion and the subsequent two pilot phases based on online completion.

Each residential service provides the following information for the BVR:

1. Background information: Outline of agency profile and the client group they serve – this part does not change regularly and provides some background information about the agency. Only residential provider agencies will be able to edit information on the site.
2. Current vacancies: Each weekday a member of staff from the residential agency updates information about the number of current vacancies and the number of vacancies they expect to have in the coming days. Where possible and appropriate, additional information will be provided about who that vacancy is suitable for e.g. men or women, parents with children, or clients from the criminal justice system.

The information provided will offer a ‘live’ update on all of the beds across AOD services in Victoria and contact information about how clients can be referred to the most appropriate service.

The role of Turning Point will focus on management of the BVR site, delivery of support to agencies to provide accurate information, and the provision of feedback around ongoing refinement of the register. Turning Point will continue to chair the working group tasked to enhance the BVR process.

The intended audience for the BVR site are catchment based intake and assessment services, the COATS), and providers of the CRC function who wish to refer their clients to residential treatment. These services will be able to view the BVR site to make referrals. Catchment based intake and assessment services will also facilitate access to BVR information for AOD services in their catchment seeking residential treatment for existing clients.

The BVR will be accessible to intake and assessment services, COATS and CRC providers via the DirectLine website from 1 September 2014.

### How will the BVR work?

1. Catchment intake and assessment services, COATS and CRC (the referrer) will identify a client’s need for residential treatment from AOD screening, assessment or review and will specify key client factors (e.g. gender, client only or with child, voluntary or forensic, location preference etc.) and treatment type factors (inpatient withdrawal or residential rehabilitation; planned or immediate admission).
2. The referrer will go on to the DirectLine website and access the BVR via the ‘For Health Professionals’ page.
3. Referrers will log on to view the BVR and search for vacancies (Turning Point will provide log-in details, information and support prior to 1 September 2014).
4. Referrers will identify the residential provider who has the most appropriate vacancy or projected vacancy that matches the client and treatment need.
5. Referrers will contact the residential service to discuss referral and admission.

### Where to from here?

BVR enhancements in 2014–15 will entail working closely with residential providers to identify a consistent process for prioritising clients based on their individual needs.

## More information

For further information, please contact Amy Swan at the Department of Health on 9096 5235 or amy.swan@health.vic.gov.au.

For information about BVR log-in access for catchment-based intake and assessment providers, please contact Rick Loos at Turning Point on 9418 1008 or rickl@turningpoint.org.au.

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