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| Victorian alcohol and other drug (AOD) Support Activity (indirect support) trial phase 2 – guidelines |
| Reporting non-client facing activities |
| OFFICIAL |

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# AOD Support Activity (indirect support) trial

These guidelines were established to assist with the reporting of indirect support activity from 1 July 2023 and have been updated to reflect modifications developed for phase 2 of the trial commencing 1 July 2024.

AOD Support Activity (indirect support) is defined as supports provided to/for a client without having direct contact with the client.

In keeping with consistency of trial phase 1 guidelines, AOD Support Activity will be referred to as AOD indirect support activity throughout these guidelines.

## Background

The Department of Health aims to improve the delivery of alcohol and other drugs (AOD) support to clients in the AOD sector. Improved oversight of the types of services being delivered is critical to this, as it will improve strategic planning in the AOD sector and ensure service providers are delivering services where they are most needed.

The department recognises the complexities of providing clients with AOD treatment and that there is currently no ability for agencies to record non-client facing AOD supports provided to clients outside of the current AOD service streams in the Victorian Alcohol and Drug Collection (VADC).

This was further highlighted during the COVID-19 pandemic when service providers delivered a wide range of supports to clients that were unable to be reported through VADC. This is in contrast to other comparable funding and service models such as Mental Health Community Support Services, where it is understood that clients require supports outside of the usual client facing activities.

## New AOD Indirect Support Activity reporting

From 1 July 2023 a trial commenced, enabling service providers to report AOD indirect support activities in VADC.

This trial allows the activity to count towards agencies’ Drug Treatment Activity Units (DTAU) or Episode of Care (EOC) without having to create a contact record. It also provides the department with a better understanding of the amount of indirect support delivered.

This trial initiative is being implemented in two phases:

* Phase 1 from 1 July 2023 to 30 June 2024 – a new service stream was implemented in VADC called Indirect AOD Support (code 85). Guidelines developed to provide advice about the use and recording AOD indirect supports including the activity streams included/excluded, the indirect supports included in the trial, the DTAU weighting and EOC equivalent for an occasion of AOD indirect support.
* Phase 2 from 1 July 2024 - implement updates to the VADC specifications as part of the annual change process to require services to provide details about AOD indirect support provided to clients. In contrast to phase 1 of the trial where Indirect AOD Support was a separate service stream, indirect AOD Support is a data element named Support Activity which is associated with existing service streams.

## Monitoring and counting rules for non-client facing activity

AOD indirect support activity are supports provided to an individual client in a non-client facing environment. These activities are part of a suite of activities that support the delivery of the client’s treatment and are undertaken on behalf of the client.

AOD indirect support activity is applicable to both DTAU and EOC. AOD indirect support activity can be claimed if the duration of support being provided is 15 minutes or more and where the client is not present nor directly receiving the support i.e.: either in person, via telephone or telehealth.

AOD indirect support activity can be claimed multiple times throughout a client’s course of treatment or EOC. Each occasion of AOD indirect support should be recorded individually. Multiple instances of indirect support should not be consolidated to then report as a single indirect support activity

The department will monitor the use of non-client facing support activity to establish a benchmark for expectations on the ratio of face to face to indirect activity.

Indirect supports activity:

* Should not be recorded under a client’s active Care and Recovery Coordination service event. Indirect Support Activity tasks may be reported for the client’s other concurrent service events under other service stream codes.
* Should not be reported against service streams currently not recorded through VADC.
* Must only be recorded against open service events.
* Will only be included if the service stream achieves a DTAU or EOC value.

The types of indirect supports included in the trial are outlined below in Table 1.

Table 1 AOD Indirect Supports

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| --- | --- |
| Support Type | Duration of support |
| Care coordination and liaison with relevant support providers (not under a client’s active Care and Recovery Coordination service event). | 15 minutes or more |
| Organising and/or attending case conferencing on behalf of the client | 15 minutes or more |
| Organisation or support of the client, including organising appointments, referrals to local health and community services and referral follow-up | 15 minutes or more |
| Report writing, risk assessments and other plans (where client is not present) | 15 minutes or more |
| Case notes and other required documentation | 15 minutes or more |

In phase 2 of the trial commencing 1 July 2024 the actual type of AOD indirect support is to be reported in VADC.

Travel time and did not attend (DNA) were considered but will be excluded for the period of the trial. They are being actively considered for future inclusion, with further discussion and consultation to take place.

For further information regarding reporting specifications to the VADC refer to the VADC Data Specification 2024-25 <<https://www.health.vic.gov.au/funding-and-reporting-aod-services/vadc-documentation>>

## Recording AOD indirect support activity - DTAU

The DTAU weighting being trialled for AOD indirect support activity equal to .091 of a Drug Treatment Activity (DTAU) at a base level. Table 1 includes the additional DTAU weightings.

Indirect support activity for forensic clients should be reported in line with the usual VADC processes. Currently they are not required to be reported in the Treatment Completion Advice (TCA) documents.

**Table 1 DTAU weightings:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Data element** | **DTAU per unit of activity (base)** | **Forensic weighting (15%)** | **Aboriginal weighting (30%)** |
| Support Activity | 0.091 | 0.105 | 0.118 |

If the client is Aboriginal and qualifies as forensic, only the Aboriginal loading will apply.

## Recording AOD indirect support activity – Episode of Care

The unit price for an EOC is higher than the DTAU price, but there is no additional weighting for an EOC based on the treatment provided or the client’s complexity. This has been considered when calculating the percentage of an EOC that an occasion of AOD indirect support activity will equate to.

There are also different unit prices for EOC depending on the treatment type being delivered. For example, the unit price for Youth Outreach differs from that of Specialist Pharmacotherapy or Aboriginal AOD Worker etc.

Each occasion of AOD indirect support activity recorded under an EOC will account for 4% of one EOC. For forensic and/or Aboriginal clients, no additional percentage will be added.

Indirect support activity for forensic clients should be reported in line with the usual VADC processes. They are currently not required to be reported in the Treatment Completion Advice (TCA) documents.

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| **Data element** | **Percentage of an episode of care** |
| Support Activity | 4% |

## Data elements required to use when reporting indirect supports.

The list of data elements and data values to be reported for indirect AOD support activities is shown in the table below.

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| **Data element** | **Definition** |
| Support Activity – support activity date | The commenced date and time of support activity provided by an AOD service provider for a client in a non-client facing environment where the task duration is greater than or equal to 15 minutes. |
| Support Activity—support activity duration | The total duration of the support activity (in minutes) that has been provided for a client in a non-client facing environment and is more than or equal to 15 minutes. |
| Support Activity—support activity type | The type of support activity provided to an individual client in a non-client facing environment of 15 minutes or more  1 Care co-ordination and liaison with relevant support providers (not under a client’s active Care and Recovery Coordination service event)  2 Organising and/or attending case conferencing on behalf of the client  3 Organisation or support of the client, including organising appointments, referrals to local health and community services and referral follow-up  4 Report writing, risk assessments and other plans (where client is not present)  5 Case notes and other required documentation |

## Implementation Timeframes

The VADC Data Specification 2024-25 incorporates revisions to enable the collection of AOD Indirect Supports from 1 July 2024. Service providers should ensure their client management systems are able to report of AOD indirect support activity in line with these changes. AOD indirect support activity reported via VADC will count towards agency performance targets as described in the current guidelines from 1 July 2024.

If a service provider is unable to commence reporting in line with phase 2 of the trial from 1 July 2024, please inform the department via email at: [aod.enquiries@health.vic.gov.au](mailto:aod.enquiries@health.vic.gov.au) with the expected commencement date.

## Review and Evaluation

Throughout the trial, the department in consultation with stakeholders will review and evaluate the effectiveness, amount and associated costs of providing AOD indirect support activity each quarter. This guidance will be updated as required.

Initially the amount of AOD indirect support activity will not be capped, the department will monitor and review the data at the end of each quarter. The amount of AOD indirect support activity reported should not exceed the current client facing activities.

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