

2. Core program intervention

- Wrap-around case management support that facilitates the person's access to, and development and maintenance of, health, well-being, education, employment, housing, financial support/planning, and other community services, living skills and social support.
- Psychosocial interventions focus on the prevention and minimisation of harm associated with alcohol and other drug use, including overdose and BBV infection.
- Comprehensive health and social assessments are regularly re-administered to track progress and inform changes to the care plan.

3. Exit and transfer of care

- Individual exit and transfer of care planning is undertaken in partnership with the person's family/friends and other care providers, which is clearly documented and shared (with the person's consent). Documented exit and transfer of care summaries are provided to the person exiting CCCP and to ongoing care providers.
- People exiting CCCP are provided with AOD harm reduction information and advice, and ongoing support contacts.
- Comprehensive health and social assessments are undertaken at exit and follow up periods to consider if further referrals and support are needed and to measure sustained positive effects of the Program.

The Program does not directly provide therapeutic treatment services such as:

- Alcohol and other drug treatment, including counselling, group work and day rehabilitation services
- Other psychosocial counselling, including financial, domestic and family violence and mental health

More information

The CCCP is funded by the NSW Government with services delivered by contracted non-government service providers.

Program oversight is the responsibility of the Centre for Alcohol and Other Drugs, NSW Ministry of Health www.health.nsw.gov.au/aod.

For information about other drug and alcohol services please contact the Alcohol and Other Drugs Information Service (ADIS) on 1800 250 015.

Local contact information:

Central Coast and Hunter New England (02) 4032 3573
Illawarra Shoalhaven and Southern NSW (02) 4032 3507
Mid North Coast and Far North Coast (02) 6687 1111
Murrumbidgee:

- Wagga Wagga (02) 5942 3519
- Albury (02) 4621 5515

Nepean Blue Mountains (02) 4621 5537
Sydney:

- Central and Eastern (02) 8622 0463
- Northern (02) 9480 2500
- South Western (02) 4032 3507
- Western (02) 8093 6778

West and Far West NSW (02) 6884 8526

Alcohol and other Drug

Continuing Coordinated Care Program (CCCP)

The Continuing Coordinated Care Program (CCCP) provides case management to coordinate care for people experiencing alcohol and other drug (AOD) and other significant health and social issues that cannot be addressed by their AOD treatment alone.

The CCCP focuses on reducing drug related harms and improving broader health and social functioning. CCCP does not provide direct counselling or other therapeutic alcohol and drug treatment interventions but the CCCP can link people into these types of services.

Aim

To reduce the risk of harm and improve health and psychosocial outcomes for people who have alcohol and other drug use issues and complex support needs.

Objectives

- Support retention in and access to AOD treatment.
- Improve access to and coordination of health and psychosocial services.
- Reduce alcohol and other drug use and related harm.
- Address barriers to accessing services by providing individual and systemic advocacy to achieve access to AOD, health and psychosocial services.

CCCP Eligibility

The CCCP services are available to people 18 years or older with:

- Complex psychosocial support needs that require intensive case management to support achievement and/or maintenance of AOD treatment goals, and
- current or recent harmful AOD use; or
- current or recent (within the last month) engagement with AOD treatment or requiring support to access AOD treatment.

Referral

People will only be accepted into the CCCP if their involvement is voluntary.

Referral to CCCP can be made by anyone with the person's consent or self-referral by phoning or applying online using the local contact information provided at the end of this brochure.

Priority access

Entry to the program is prioritised based on need; people with urgent, multiple and complex issues will be prioritised. Priority focus may include homelessness or if a person is at risk of losing their housing, people with frequent emergency department presentations, Aboriginal people, people leaving custody and parents and carers whose AOD use is placing their children at risk.

Key Program Elements

- Outreach support and intensive case management provides active referral to, and supports continuing engagement with, AOD, health and psychosocial services.
- A single episode of CCCP care may be provided for up to six (6) months. Program extension may be required for some people to enable referral and transition to other programs, but people with continuing needs will be actively referred (with the person's consent) to services that can assist in the longer term.
- The program is aligned with the NSW Health AOD Clinical Care Standards with a focus on individualised, strengths based and holistic case management.

Key program stages

1. Screening, comprehensive assessment and care planning

- Assessment to determine the person's eligibility and suitability to CCCP and to identify any immediate risks that may need to be prioritised.
- If the person is eligible and suitable, comprehensive health and social assessments are undertaken to help identify the person's needs and goals.
- Care plans are developed in close consultation with (if the person consents) family and friends, AOD services, and health and other psychosocial service workers, to address the person's AOD use, mental health, physical health, psycho-social, cultural, socio-economic, legal, and other needs and goals.