

Odyssey Service Update

RESIDENTIAL SERVICES

All Odyssey residential services are operating and accepting new admissions, with some modifications to intake processes.

Therapeutic Community (Lower Plenty)

Admissions are at reduced capacity and there may be a delay in responding to external referrals.

Information and Prep groups have been replaced by individual phone contacts.

Staff are negotiating with detox providers to have one cohort from admissions contained for the maximum stay at the detox before moving to the TC. This is happening through Curran Place

Circuit Breaker (Benalla) has a modified referral process.

Hope Centre (Bairnsdale) has recruited and inducted staff and will be accepting a limited number of residents.

COMMUNITY SERVICES

All Community Service programs are operating at this time, but referrals for home-based withdrawal are currently on hold. To prioritise client and staff safety, phone and web-based consultations are replacing in person contact where possible. There is some capacity to provide in-person contact where it is necessary for vulnerable clients.

KIF is open for referrals with reduced capacity and are continuing to work directly with clients including providing resources and material aid.

Aboriginal Metro Ice Program is providing assessments, referrals, counselling, secondary consults, etc over the phone.

Youth & Family Team continues to provide a flexible service via phone and web.

NW Metro AOD (NW & SW) - Central Intake is unchanged. Assessment, counselling, CRC, Overdose Response Prevention, Family Reunification and NRW are currently provided via phone, FaceTime program and web. In specific circumstances, limited face-to-face services may be provided, subject to screening processes and further Government guidelines.

Discovery Day Rehabilitation Program is now delivered as online individual daily sessions with a mail-out of resources. Referrals are currently available.

Werribee Needle & Syringe Program remains open.

Financial Counselling currently has limited capacity and new referrals are currently on hold. New clients seeking support should be referred to the National Debt Helpline on 1800 007 007

Neighbourhood Justice staff continue to see clients while working from home providing more contacts of shorter duration. The courts are making lengthy adjournments which will reduce demands on services but otherwise functioning normally. Smart Recovery groups are now offered twice a week.

Melbourne Drug Court Counselling Team are on site at the court for Case Conferences while otherwise providing a phone and web-based service.

RTO (Odyssey Institute) - Drug & Drink Driving Behaviour Change are currently provided via Zoom web-conferencing. Other flexible arrangements will be considered for those with priority needs