

Variations - Penelope Guide - February 2024

Variation documents are used when a client is in treatment and requires referral to another service or agency, or a different treatment type in the same agency. Justice Case Managers may only vary a treatment location while clinicians may vary treatment type and/or location. They are important for the following reasons:

- Ensure that further client referrals from your service are recorded on the system to inform further planning
- Ensure that providers can claim forensic funding for eligible clients

Instructions for completion

Important: The service who identifies a client has moved catchments is responsible to request the variation.

1. Select client name in 'For Event Attendee' then click anywhere on your screen



2. Select your worker category; enter your name and agency site. The form will populate with questions relevant to the service you deliver. **Tip:** select the top option if your client is managed by Department of Justice and Community Safety (DJCS) or Court Services Victoria (CSV)

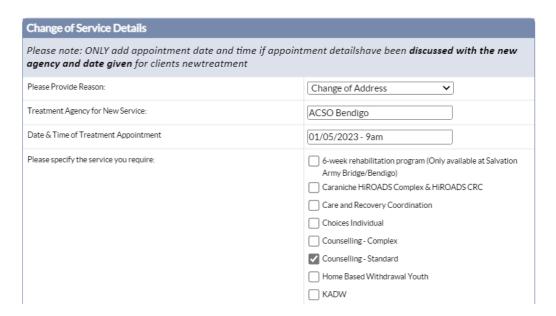




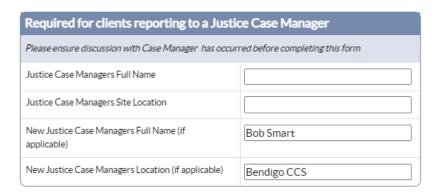
3. Select 'Reason for Variation'



4. 'Change of Service Details' – Enter appointment details (ensuring initial appointment date falls within 4-week backdating limit). If a referral is required for a client managed by DJCS or CSV, please leave 'Date & Time of Treatment Appointment' blank and a referral will be initiated to the requested service. Please note: ACSO does not make new referrals for voluntary clients (e.g. Other Diversion pathway). You must source an initial appointment date and time from intended Provider to include in form submission.



5. Justice Case Manager Consultation - for clients managed by DJCS and CSV only

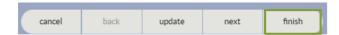




6. 'Additional Information' - Provide any additional information relevant to your request



- 7. Leave 'Client Services Unit' field **blank** this is for ACSO internal use only.
- 8. Press 'finish'



Your form will be reviewed by the COATS team. You will be contacted directly if further information is required.

For further clarification or to discuss any issues, call the COATS (CSU) team on (03) 9413 7196