

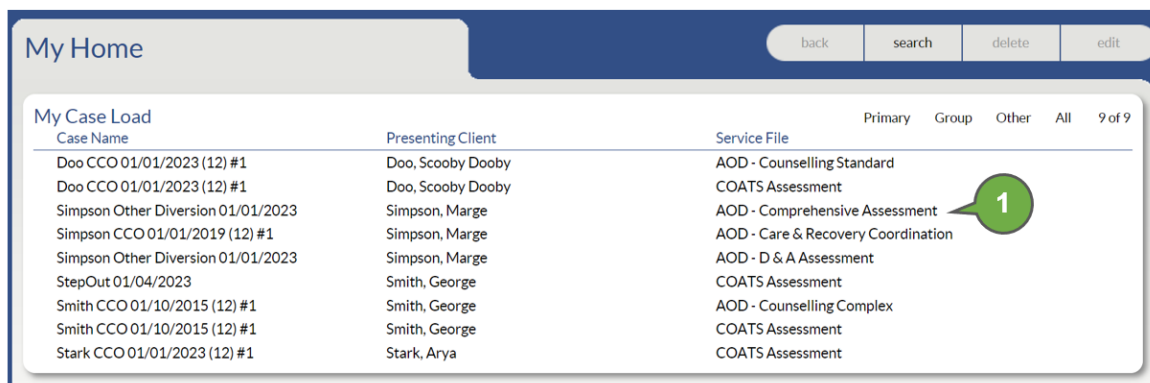
# TCA Clinical Outcomes Assessment - Penelope Guide – July 2025

ACSO relies on assessment and treatment agencies completing treatment completion advice documents in the Penelope portal. These documents are important for the following reasons:

- Ensure that clients are removed from your Penelope case load when you are no longer working with them.
- Provide the Department of Health, Catchment Planners and treatment agencies with accurate information regarding treatment up-take and outcomes in your catchment.
- Ensure that returning clients have a record of treatment outcomes and issues related to past treatment to inform future presentation at assessment.
- Provide Justice services information on the reasons for exiting a client from treatment and any further treatment recommendations.
- Ensure that the work undertaken by agencies for Justice clients are paid according to activity and that agencies that exceed targets can receive additional funding.
- Clinical TCA should be completed for all voluntary and Justice clients.

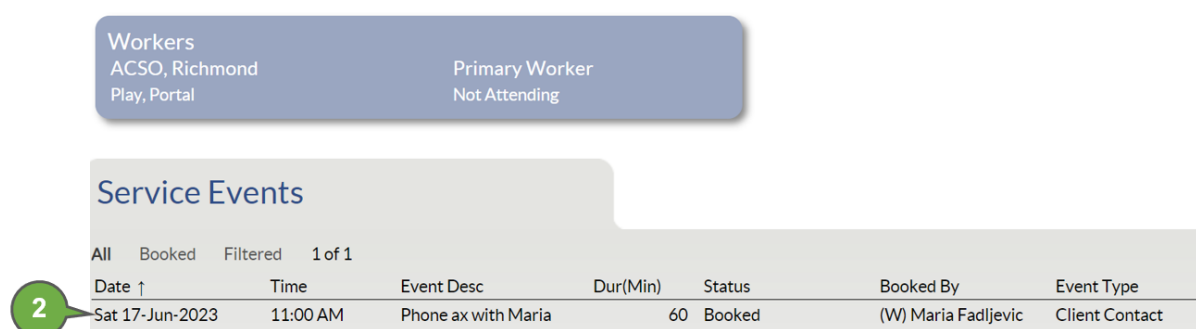
## Instructions for completion:

1. Select your client's assessment service file from My Case Load page or by performing a Search.



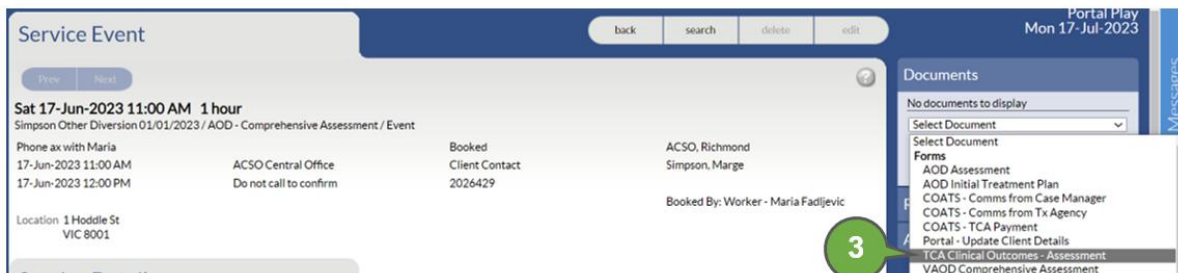
Case Name	Presenting Client	Service File
Doo CCO 01/01/2023 (12) #1	Doo, Scooby Dooby	AOD - Counselling Standard
Doo CCO 01/01/2023 (12) #1	Doo, Scooby Dooby	COATS Assessment
Simpson Other Diversion 01/01/2023	Simpson, Marge	AOD - Comprehensive Assessment
Simpson CCO 01/01/2019 (12) #1	Simpson, Marge	AOD - Care & Recovery Coordination
Simpson Other Diversion 01/01/2023	Simpson, Marge	AOD - D & A Assessment
StepOut 01/04/2023	Smith, George	COATS Assessment
Smith CCO 01/10/2015 (12) #1	Smith, George	AOD - Counselling Complex
Smith CCO 01/10/2015 (12) #1	Smith, George	COATS Assessment
Stark CCO 01/01/2023 (12) #1	Stark, Arya	COATS Assessment

2. Select the assessment service event.



Date	Time	Event Desc	Dur(Min)	Status	Booked By	Event Type
Sat 17-Jun-2023	11:00 AM	Phone ax with Maria	60	Booked	(W) Maria Fadljevic	Client Contact

3. In **Documents** tab, select 'TCA Clinical Outcomes- Assessment'.



Service Event

back search delete edit

Portal Play Mon 17-Jul-2023

Documents

No documents to display

Select Document

Select Document

Forms

AOD Assessment

AOD Initial Treatment Plan

COATS - Comms from Case Manager

COATS - Comms from Tx Agency

COATS - TCA Payment

Portal - Update Client Details

TCA Clinical Outcomes- Assessment

VAOD Comprehensive Assessment

4. Select the client's name and press anywhere on your screen.

#### Document

TCA Clinical Outcomes - Assessment




Document Date 17/07/2023

For Event Attendee Simpson, Marge

Document Description

5. Select your service category, client group, the client's treating clinician and contact details. *\*Use the client's case name as a guide when selecting service category. Justice Case Manager are not required to submit TCA forms.*



Please use the clients Case as a guide to the referral type

Please Select

Client Group

Case Name

☒ Treatment Service (Referrals including CISP / CREDIT / ARC / NJC / CCO / PAROLE / DTO / YJ)

☐ Treatment Service (Referrals including Voluntary / Other Div / KADW / DDAL / StepOut)

☐ Aboriginal and/or Torres Strait Islander

☒ N/A

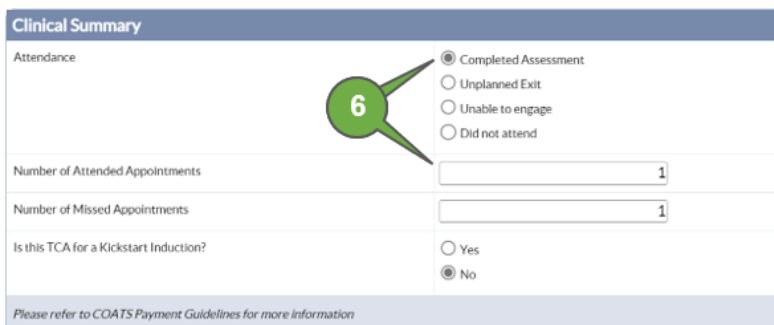
Clinician Full Name Maria Smith

Contact Details 0400000000

Treatment Order Date

Event Date

6. Provide attendance details for assessment. *\*Ensure that, if 'Did not Attend' is selected, no appointments are recorded in the below fields.*



Clinical Summary

Attendance

☒ Completed Assessment

☐ Unplanned Exit

☐ Unable to engage

☐ Did not attend

Number of Attended Appointments 1

Number of Missed Appointments 1

Is this TCA for a Kickstart Induction?

☐ Yes

☒ No

Please refer to COATS Payment Guidelines for more information

7. Provide client exit date and details of any additional follow-up required.

**Exit Information**

Last scheduled appointment date with the client: 21/06/2023

Needs additional follow up with

☐ Mental health services

☐ Accommodation

☐ Family

☒ Needs other specialised treatment modalities

8. Individual Treatment Plan - Answer as applicable.

**8 Treatment Plan**

Was an Initial Treatment Plan developed for the client?

☒ Yes

☐ No

Was the caution notice sent to the Police (DDAL Only)

☐ Yes

☒ No

9. For clients reporting to Corrections or Court Services Victoria: Please seek confirmation for Case Manager prior to submitting form.

**9 Justice Case Manager**

Have you liaised with the Justice Case Manager?

☒ Yes

☐ No

Justice Case Manager Full Name: Bob Smith

Justice Case Manager Site Location: Test CCS

*If this client is reporting to any Justice Officer/Bail Case Manager. It is mandatory to contact them prior to exiting this client, otherwise the TCA will not be processed.*

10. Future Treatment – If a treatment appointment has been obtained or a referral has been accepted, please enter the details and press the '+' button. *\*If a referral is required to be made for a client reporting to Corrections or Court Services, you may leave these field empty and skip to step 11.*

**Future Treatment**

*Please provide details of further treatment appointments if recommended for brokerage purposes. Not to be used for Variation requests.*

*Brokerage of treatment needs to occur within 4 weeks of the referral or commencement date. Any activity prior to this date cannot be claimed nor brokered.*


*Remember to click the + icon to add the data.*

First Treatment Appointment / Referral Acceptance Date:	Treatment	Preferred Agency Name & Site:	Clinician Full Name:	Time (am/pm) **REMEMBER TO CLICK THE PLUS ICON**
03-Jul-2023	Counselling- Standard	ACSO Richmond	John Smith	10am
03/07/2023	Care and Recovery Coordinator	ACSO Richmond	John Smith	11am

11. All services: provide any additional TCA details. *\*If a Justice client requires a referral for treatment, please provide further information here.*

11

Clinical Summary Notes



Client completed assessment. Please refer client for Counselling Standard and CRC at an agency close to home. Client has no appointment preferences.

12. Press 'Finish' to submit.

cancel	back	update	next	finish
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12