







# Program Summary

## Client Services Unit (CSU)



<b>ACSO Division</b>	As shown below, ACSO has four program divisions to support the differing needs of our clients and participants. The division our Client Services Unit (CSU) program falls under is shown below in green.		
<b>Court Support Programs</b>	Forensic Residential Services	Forensic Casework Services	<b>Forensic Assessment and Coordination</b>
<b>Funding Body</b>	Department of Health and Community Services, Victoria		
<b>Program Background</b>	Operational since 1997, CSU is the entry point for all forensic drug and alcohol assessment referrals and provides administrative support for our COATS program. We book drug and alcohol assessments for our COATS assessors and required treatment with other service providers.		
<b>Clients</b>			
 <b>Eligibility</b>	We support adults (18 and above) who are pre-sentence, on bail, on justice orders, and those who are released after completing prison sentences.		
 <b>Risk level</b>	Low – high, telephone-based work.		
<b>Program Summary</b>			
 <b>Purpose</b>	<p>Our CSU team works with our COATS assessors to support those who have come in contact with the criminal justice system as a result of their drug and alcohol use.</p> <p>Our team works to provide seamless service, organising drug and alcohol assessment and treatment appointments to help people reduce or cease their substance use and reduce their likelihood of reoffending.</p>		
 <b>Focus</b>	Our program seeks to work accurately and promptly, to support entry of clients into alcohol and other drug assessment and treatment services.		
 <b>Length</b>	Time taken for individual tasks can range from several minutes to more extended periods.		
 <b>Locations</b>	We are based in Richmond, and support people across the state of Victoria.		

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