



Model of Care

BailSafe Australia

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Introduction

The Bail Support Program, operated by BailSafe, is an outpatient treatment and monitoring program designed for adults on bail or seeking bail who require comprehensive support and rehabilitation for substance use, addiction, mental health, and medical care.

The primary aim of the program is to reduce the likelihood of re-offending by offering integrated care that addresses the physical and mental health conditions directly contributing to offending behavior.

Integrated Care Approach

The Bail Support Program adopts an integrated care approach to ensure patients receive comprehensive and individualized treatment. Each patient is assigned a case manager who meets with them weekly to co-ordinate care, review progress, and provide updates to the courts. The integrated care team consists of a General Practitioner, Psychologist, Accredited Social Worker, and Case Manager, all of whom collaborate to provide holistic support to the patients.

Digital Health Implementation

The program embraces digital health solutions to enhance accessibility and convenience for patients. All medical and counselling appointments are conducted online using Telehealth, ensuring easy access to care for patients regardless of their location.

However, follows the guidelines on the management of co-occurring alcohol and other drug and mental health conditions in alcohol and other drug treatment settings, as outlined in the resource available at <https://comorbidityguidelines.org.au/>. This model of care ensures that patients receive evidence-based and therapeutic interventions to address the complex needs associated with substance use, addiction, and mental health conditions.

The guidelines recommend an integrated holistic model of care that includes:

1. Psychological Approaches
2. Medical Care
3. Pharmacology
4. Self Help Groups
5. Physical Exercise
6. E-Health supports
7. Physical Exercise
8. E-Health supports



Eligibility

Criteria

To access the Bail Support Program, patients must meet the following eligibility criteria:

1. **Stable Home Address:** Patients must have a stable home address to ensure consistent engagement with the program.
2. **Medicare Eligibility:** Patients must be eligible for Medicare benefits to access the program's healthcare services.
3. **Working Mobile Phone and Contact Number:** Patients must possess a working mobile phone and provide a reliable contact number for regular communication with the program's care team
4. **Access to a Digital Device with Working Video Camera:** Patients must have access to a digital device equipped with a functioning video camera to participate in Telehealth appointments.
5. **Access to Reliable Broadband Internet Connections:** Patients must have access to a reliable broadband internet connection for seamless online interactions
6. **Ability to Attend Local Pathology Centre Twice Weekly:** Patients must be able to attend a local pathology center twice weekly for supervised urine drug screens, a crucial component of the program.
7. **Capacity to Fund Out-of-Pocket Costs:** Patients must have the financial means to cover any out-of-pocket costs associated with the program.
8. **Consent to Share Treatment Compliance Reports with Police Officer:** Patients must provide consent for the sharing of treatment compliance reports with relevant police officers involved in their bail conditions.
9. **Consent to the Weekly Attendance Requirements of Treatment Program:** Patients must commit to attending the weekly program sessions as per the program's schedule.

Clinical Scope

The Bail Support Program is appropriate for patients who meet the following clinical scope:

1. **Psychological and Social Stressors and Risk Factors:** Patients should present with psychological and social stressors and risk factors that contribute to their substance use, addiction, or offending behavior.
2. **Substance Use Disorder (SUD) and/or Active Mental Disorder:** Patients must meet the criteria for a substance use disorder (SUD) and/or an active mental disorder to be eligible for the program.
3. **Sufficient Orientation and Motivation:** Patients must demonstrate sufficient orientation and motivation to engage actively in the program and work towards their recovery and rehabilitation.

Patient Evaluation and Assessment

The clinical team will conduct comprehensive evaluations and assessments to determine patients' eligibility and suitability for the Bail Support Program. The assessments will involve considering the patient's medical history, mental health status, substance use severity, social support system, and willingness to actively participate in the program.

Referral

The Bail Support Program welcomes referrals from various sources to ensure that individuals in need of support and rehabilitation for substance use, addiction, and mental health conditions have access to the program. This policy outlines the referral process, including the different referral sources and methods.

Referral Sources

Patients can be referred to the Bail Support Program by the following sources:

- **Self-Referral:** Individuals seeking support and rehabilitation for substance use, addiction, and mental health conditions can refer themselves to the program.
- **Police:** Law enforcement officers can refer individuals who are on bail or seeking bail and require support and rehabilitation to the program.
- **Lawyer:** Legal representatives, including defense lawyers, can refer their clients to the Bail Support Program for comprehensive care and treatment.
- **Judicial Officer:** Judicial officers involved in the case, such as magistrates or judges, can refer individuals to the program as part of the bail conditions.
- **Office of Public Prosecutions:** The Office of Public Prosecutions can make referrals for individuals requiring support and rehabilitation during their legal proceedings.
- **Registrar:** Court registrars can refer individuals to the Bail Support Program based on their specific circumstances and needs.
- **Support Services Agency:** Support services agencies working with individuals involved in the justice system can make referrals to the program to enhance their rehabilitation.
- **Family or Friend:** Family members or friends of individuals in need of support can refer them to the program, provided the individual consents to the referral.

Referral Methods

Referrals to the Bail Support Program can be made through the following methods:

- **Website Referral:** Individuals or referral sources can refer patients to the program through the BailSafe Australia website at <https://bailsafeaustralia.com.au>.
- **Phone Referral:** Referrals can also be made by contacting the program's dedicated phone line at 03 9002 4670.

Assessment

The Assessment Policy outlines the procedures and criteria for conducting the Application Assessment as the first step for admission into the BailSafe Treatment Program. The assessment aims to determine a patient's suitability for engagement in the outpatient program and forms the basis for treatment recommendations.

Eligibility for Assessment

Anyone who is seeking treatment and support while on bail or after being awarded bail can apply to be part of the BailSafe Treatment Program. Individuals can refer themselves for assessment or be referred by various sources as outlined in the Referral Policy.

Application Process

To initiate the assessment process, individuals or referring sources can complete the patient registration form available on the program's website. Alternatively, they can directly contact BailSafe through phone at (03) 9002 4670.

Assessment Booking

Same-day bookings for Assessments are possible, subject to the availability of a video link at the relevant custody or remand center. Generally, appointments can be guaranteed for the next business day to ensure prompt evaluation. The program aims to expedite the assessment process to provide timely treatment recommendations.

Assessment Procedure

The Application Assessment is designed to gather essential information about the patient's psycho-social history and validate psychometric data. The assessment will involve the following steps:

- **Patient Interview:** A qualified professional from the clinical team will conduct a comprehensive interview with the patient. During the interview, the patient's substance use history, mental health status, current circumstances, and treatment goals will be assessed.
- **Psychometric Evaluation:** Validated psychometric assessment tools may be utilized to gain insights into the patient's mental health conditions and potential treatment needs.



Assessment Outcome and Treatment Recommendation Report

Based on the information gathered during the assessment, the clinical team will compile an Assessment Outcome and Treatment Recommendation Report. The report will outline the patient's suitability for the BailSafe Outpatient Program and provide treatment recommendations tailored to their specific needs.

Treatment Modalities

The Treatment Modalities Policy outlines the holistic and evidence-based treatment approaches utilized in the BailSafe Treatment Program. The program employs a digital telehealth platform for consultations and utilizes local area network pathology centers for supervised urine drug screens. The treatment modalities are aligned with the Guidelines on the management of co-occurring alcohol and other drug and mental health conditions in alcohol and other drug treatment settings.

Holistic Treatment Regime

The BailSafe Treatment Program adopts a holistic treatment regime to address the complex needs of individuals with co-occurring alcohol and other drug (AOD) use and mental health conditions. The treatment regime includes the following modalities:

Psychological Approaches

- **Motivational Interviewing (MI):** A client-centered counseling style that elicits motivation to change problematic behavior and enhance commitment to treatment goals.
- **Cognitive Behavioral Therapy (CBT):** A goal-oriented, evidence-based therapy that focuses on modifying negative thought patterns and behaviors to promote positive change.
- **Dialectical Behavioral Therapy (DBT):** A therapy that emphasizes mindfulness, distress tolerance, emotion regulation, and interpersonal effectiveness skills.
- **Relapse Prevention:** Strategies to help patients identify and cope with triggers that may lead to relapse.
- **Mindfulness:** Techniques to enhance awareness of the present moment and promote emotional regulation.
- **Contingency Management:** A behavioral therapy approach that uses positive reinforcement to encourage desired behaviors.
- **Psychosocial Group Therapy:** Group therapy sessions to foster support, encouragement, and sharing of experiences among participants.

Pharmacological Approaches

The use of pharmacotherapies is considered as part of the treatment for both AOD use and mental health disorders. Pharmacotherapy may be utilized when appropriate, but it is recommended that such interventions are accompanied by supportive psychosocial interventions to maximize treatment effectiveness.

Self-Help Groups

The program encourages and supports patients to participate in self-help groups such as Alcoholics Anonymous, Narcotics Anonymous, SMART Recovery, or other self-help groups that align with their needs and preferences. 'Dual diagnosis' support groups are also available for individuals with co-occurring mental health and AOD use disorders.

E-Health Interventions

BailSafe embraces e-health interventions as an essential component of the treatment regime. E-health provides online health services and information through the Internet and associated technologies. It overcomes barriers to treatment-seeking, including stigma, accessibility, and financial constraints.

Case Management

A case manager is an individual appointed to help you with your recovery while you are a client BailSafe Australia. A plan will be developed by you and your case manager. Your nominated person, family or carer may be consulted if you consent to their involvement. Your case manager may look at areas causing stress in your daily life and how you can manage them.

Medical Assessment

Our GP will access a Mental Health Treatment Plan for you. The GP will review your medication and issue the pathology requests for your urine drug screens and provide regular medical reviews.

Psychoeducation

Psychoeducation provides people with information about the causes, symptoms, prognosis, and treatments of their diagnosed condition. If you engage in psychoeducation, you can find out what to expect, what you can do, and how to improve your condition. Psychoeducation is a tool for personal development and even relapse prevention.

12 Step Facilitation

"Reviews in the research literature suggest that clients will benefit by joining a self-help group such as Alcoholics Anonymous, Narcotics Anonymous, SMART Recovery, or alternative self-help groups. 'Dual diagnosis' support groups are also an option, specifically for people with co-occurring mental health and AOD use disorders."

Patient Supports

Communication & Patient Phone App

The BailSafe Phone App is a tool to assist patients manage appointments and provides up to date compliance information.

- Schedule
- Treatment Plan
- Attendance Record
- Urine Drug Screen Results
- GEO Location Check-In

BailSafe Australia's Geolocation Facial Recognition mobile application allows patients to establish their presence at this location at the commencement and conclusion of curfew hours and demonstrate appointment compliance. This is a simple process that requires nothing more than an Android or IOS mobile handset.

E-Health Metal Health App

A therapeutic patient tool that provides;

- Sleep tracking + Daily Journaling
- Assessment Administration & Scoring
- Psycho-ed Info & Therapeutic Activities
- Guided Mindfulness Practices
- Suicide Safety Planning
- Customize Crisis Support Info
- Medication Tracking, Reminders, & Alerts
- Digital appointment cards



Physical Activity Plans

GPS Location Tracking

The use of our GPS e-monitoring support for patients can help establish evidence of treatment engagement and bail condition compliance.

GEO Location Check-In

BailSafe Australia's Geolocation Facial Recognition mobile application allows patients to establish their presence at this location at the commencement and conclusion of curfew hours and demonstrate appointment compliance. This is a simple process that requires nothing more than an Android or IOS mobile handset.

Bi-weekly supervised drug screens

To ensure the integrity of treatment all patients are required to produce two supervised urine drug screens each week. To participate in the Treatment Program each patient must ensure that they are able to attend a testing location twice weekly. BailSafe will work with you to help you access the closest testing facility to you.

12-Week Program

The guidelines recommend an integrated holistic model of care that includes, psychological approaches, pharmacological approaches, self-help groups, E-health interventions, and physical exercise.

24-Week Program

The 24-Week Integrated Holistic Care Program is designed to provide comprehensive and evidence-based support to individuals seeking treatment for alcohol and other drug (AOD) use. The program adopts an integrated approach, incorporating psychological, pharmacological, self-help, e-health interventions, and physical exercise to promote recovery and well-being. This policy document outlines the guidelines and components of the program, along with its objectives and principles.

Objectives

The primary objectives of the 24-Week Integrated Holistic Care Program are as follows:

- To provide a comprehensive and individualized treatment plan to address the unique needs of each participant.
- To facilitate a multidisciplinary approach to care, encompassing psychological, pharmacological, self-help, and physical well-being interventions.
- To promote recovery and long-term abstinence from alcohol and other drugs.
- To enhance overall mental health and well-being through the integration of e-health mental health interventions.
- To ensure systematic monitoring and assessment of treatment progress through outcome measures and urine drug screening.
- To empower individuals to take responsibility for their recovery and develop sustainable coping strategies for a healthy and fulfilling life.

Components

The 24-Week Integrated Holistic Care Program includes the following components:

- **Case Management:** Participants will receive personalized case management support to address their individual needs, provide guidance, and coordinate services.
- **Medical Assessment and Review:** Six medical assessments and reviews will be conducted to evaluate participants' physical health and medication requirements throughout the program.
- **One-to-One Psychoeducation:** Participants will engage in 20 one-to-one psychoeducation sessions, which will focus on providing education and skills training related to addiction, coping strategies, and relapse prevention.
- **12 Step Facilitation:** The program will incorporate 24 sessions of 12 Step Facilitation to encourage peer support and participation in self-help groups.
- **Supervised Urine Drug Screens:** Participants will undergo 48 supervised urine drug screens to monitor their progress and adherence to treatment goals.
- **Patient Reported Outcome Measure:** A total of 24 patient-reported outcome measures will be conducted to assess treatment progress and individual well-being.
- **E-Health Mental Health App:** The program will provide access to an e-health mental health app to complement traditional interventions and promote mental well-being.
- **Communication & Patient Phone App:** Participants will have access to a communication and patient phone app to facilitate regular communication with care providers and receive program updates.

Principles

The 24-Week Integrated Holistic Care Program is guided by the following principles:

- **Individualized Care:** The program will tailor interventions to address the unique needs and preferences of each participant.
- **Evidence-Based Practices:** All program components will be based on evidence-based practices, ensuring the highest quality of care.

Reporting

Purpose

The BailSafe Reporting Guidelines outline the procedures and practices adopted by BailSafe Australia in collaboration with Community Correctional Services (CCS), Alcohol and other Drugs (AOD) providers, and law enforcement agencies. The primary objective of these guidelines is to ensure effective information sharing, prompt reporting of critical events, and seamless communication between stakeholders to support treatment engagement, order compliance, and offender rehabilitation. By adhering to these guidelines, BailSafe Australia aims to enhance the overall safety and well-being of both offenders and the community.

Immediate Reporting

Immediate reporting plays a pivotal role in the collaborative practice between CCS and AOD providers. The following key events require immediate reporting:

1. Significant AOD use and/or type of drug which has a relationship to offending behavior and/or could potentially lead to destabilization of an individual.
2. Any AOD use for an individual with an active condition of abstinence.
3. New court orders issued to the offender.
4. Contravention and/or incarceration of the offender.
5. Any identified family violence concerns or events, including knowledge of any intervention order or other family safety notices being issued and/or breached by the offender.
6. Any instance of occupational violence or threat to the relevant treatment provider.
7. Death or hospitalization of the offender.
8. Attempted or confirmed overdose, whether prescribed or illicit substance by the offender.

Weekly Report

BailSafe Australia will provide the informant with a weekly report via email. The report will include the following information:

- Treatment attendance, engagement, and participation information. Results of urinalysis.
- Early exit from the Treatment Program (if applicable).
- Discharge of the client from the Treatment Program (if applicable).

Appointment Dashboard Access

BailSafe Australia offers a secure digital dashboard that provides up-to-date compliance information of urine drug screen results and appointment attendance. The dashboard includes the following features:

- **Patient Schedule:** Provides details of upcoming appointments.
- **Treatment Plan:** Outlines the offender's treatment plan.
- **Attendance Record:** Tracks the offender's attendance in treatment sessions.
- **Urine Drug Screen Results:** Displays the results of urine drug screening tests.

Police informants can register for reporting and access to the dashboard at <https://bailsafeaustralia.com.au/compliance-reporting>.

Reporting Contacts

To ensure timely reporting, BailSafe Australia requires the following information from the informant:

- **Informant** (Name, Email, Phone).
- **Secondary Contact** (Name, Email, Phone).
- **Police Unit** (Name, Email, Phone).

During Business Hours

- **Informant:** Primary contact for reporting during business hours. Secondary Contact: Backup contact for reporting during business hours.
- **Nearest 24 Hour Police Station:** Contact in case immediate assistance is needed outside business hours.

Outside Business Hours:

- **Nearest 24 Hour Police Station:** Contact for reporting events outside business hours.

Reporting Compliance

These reporting guidelines are a fundamental component of BailSafe Australia's commitment to upholding ethical and professional practices. All relevant personnel, including CCS practitioners, AOD providers, and police informants, are expected to adhere to these guidelines strictly. Failure to comply with these guidelines may result in appropriate actions, including corrective measures and legal consequences.

Revision and Updates

BailSafe Australia reserves the right to update and revise these reporting guidelines as needed, in accordance with changes in legislation, best practices, and organizational requirements. Stakeholders will be informed promptly of any such revisions to ensure continued alignment with the most current reporting practices.

By implementing these comprehensive reporting guidelines, BailSafe Australia seeks to foster an environment of collaboration, transparency, and efficiency in the management of offenders, thereby contributing to the overall safety and well-being of society.

Contact

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Foundational Guidelines

Better Access Initiative

The Better Access initiative is designed to encourage individuals with mild to moderate mental health conditions to seek support. It improves treatment and management for such conditions by offering Medicare rebates to help people access mental health professionals and care, regardless of their geographical location. These guidelines align with the Better Access initiative to provide evidence-based interventions for individuals with co-occurring AOD and mental health conditions.

Recovery-Oriented Mental Health Practice

The national framework for recovery-oriented mental health services establishes a new policy direction to enhance mental health service delivery in Australia. In line with this framework, these guidelines emphasize recovery-oriented mental health practices. This approach supports individuals in recognizing and taking responsibility for their own recovery and wellbeing, empowering them to define their goals, wishes, and aspirations.

National Safety and Quality Digital Mental Health Standards

The National Safety and Quality Digital Mental Health (NSQDMH) Standards are designed to improve the quality of digital mental health service provision and ensure the safety of service users and their support people. These guidelines align with the NSQDMH Standards to ensure that digital mental health services provided in AOD treatment settings are of high quality and free from harm.

Telehealth for the Treatment of Serious Mental Illness and Substance Use Disorders

Telehealth modalities offer opportunities for providing treatment for serious mental illness and substance use disorders among adults. These guidelines incorporate the recommendations from the guide on Telehealth for the Treatment of Serious Mental Illness and Substance Use Disorders to ensure that telehealth services are integrated effectively into AOD treatment settings.

Principles of Community-Based Behavioral Health Services for Justice-Involved Individuals

The Principles of Community-Based Behavioral Health Services for Justice-Involved Individuals serve as a research-based guide to ensure that behavioral health services are accessible, effective, and supportive for individuals involved in the justice system. These guidelines align with these principles to foster a holistic approach to AOD treatment for justice-involved individuals.

Using Technology-Based Therapeutic Tools in Behavioral Health Services

The manual on Using Technology-Based Therapeutic Tools in Behavioral Health Services highlights the importance of integrating technology-based assessments and interventions in AOD treatment services. These guidelines emphasize the utilization of technology to reduce barriers to accessing care and enhance the effectiveness of treatment approaches.

Royal Commission into Victoria's Mental Health System Final Report

These guidelines acknowledge the recommendations outlined in the Royal Commission into Victoria's Mental Health System Final Report. By aligning with these recommendations, we commit to continuously improving mental health services and support systems.



BAILS SAFE EMBAIL

GPS MONITORING

The EM BAIL program utilizes two electronic tracking systems and multiple tracing methods to monitor court-involved patients' compliance with bail conditions.

The system incorporates functionalities such as video check-ins, continuous GPS tracking, real-time alerts, and reporting. The combination of smartphone applications and wearable GPS tracking devices are designed to support compliance throughout the bail period.

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1. Wearable GPS Tracking Device

BailSafe EMbail incorporates a wearable GPS tracking device as an additional tracking tool. Key features of the device's include:

- **Tamper-Resistant:** The participant wears a tamper-proof GPS tracking device that will alert if removed.
- **Real-Time GPS Tracking:** The device records location data, date, and timestamp. The device enables real-time tracking of the participant's movements and visited locations, providing continuous monitoring and supervision.

2. Geofence Boundaries

A geofence is a virtual boundary that provides capacity to monitor specific locations by setting customized boundaries around geographic locations.

Geofencing monitors clients stay within or out of specific locations. If they breach the boundaries, immediate notifications are triggered, enabling intervention, and promoting adherence to bail conditions.

- **Curfew:** Geofencing helps enforce curfew requirements and restrict access to locations of risk.
- **Reporting:** Geofencing provides precise location data for reporting purposes.
- **Customized:** Geofencing allows for tailored supervision based on individual needs and court requirements.

3. BailSafe Smartphone Application for Family Members

The BailSafe smartphone application, available on iOS and Android devices, allows family members to access real-time GPS tracking data and reports specific to their loved one.

This App allows families to monitor location 24/7 and receive alerts if their loved one is outside the bounds of their bail conditions. It will provide SMS, email, and push notifications through the phone app every time the bail participant leaves and enters the bail address. It will also alert if the GPS system is not tracking or if any attempt is made to tamper with it. Additionally, the home beacons placed in each of the main rooms will provide real-time tracking and location inside the home.

4. GPS Location Monitoring Indoor Room Positioning

GPS Location Monitoring Indoor Room Positioning enables tracking and monitoring of individuals within the home, specifically within rooms. Unlike traditional GPS systems that rely on satellite signals for outdoor positioning, indoor room positioning utilizes Bluetooth and Wi-Fi with specialized beacons to establish location information.

The beacons emit signals that are be detected by the GPS devices. The system can determine the location of the device within the indoor space.

5. Vcheck24 Phone Application for Bail Participants

EM Bail Smartphone applications is a virtual supervision technology specifically designed for court-involved patients. This smartphone application offers the following key features:

- **Video Check-ins:** Patients are prompted to provide their name, location, and read two random words displayed on the screen. Video check-ins serve as verification for curfew, attendance at police stations, and employment attendance.
- **Continuous GPS Tracking:** The application provides real-time GPS tracking, allowing monitoring of the patient's movements and visited locations. Stop locations are recorded for comprehensive tracking and historical analysis.
- **Daily Patient Report:** Automatic daily reports are generated, detailing patient location points, video check-ins, and zone events. These reports are sent to the nominated police informant for regular monitoring.
- **Two-Way In-App Messaging:** Patients can directly communicate with relevant stakeholders through the application's messaging feature, facilitating secure and efficient communication.
- **Alerts:** Alerts are sent to one or multiple persons via email and/or text message, enabling prompt response to any violations or non-compliance.
- **No GPS Alert:** The system provides alerts if a patient attempts to tamper with the application by deleting it, deactivating location services, or turning off their phone.
- **Access:** Informants or nominated parties are granted unique user logins, providing them with direct and real-time access to GPS tracking data, scheduled alerts, and alarms specific to the nominated bail participant.

6. Engagement Dashboard

A dashboard is available to patients, legal representatives, and police informants, providing a centralized view of the patient's schedule, treatment plan, attendance record, and urine drug screen results. This dashboard facilitates easy access to critical information for effective monitoring and reporting.

When the tracing application is utilized in both VCheck24 and BailSafe Embail systems, the tracking data and alerts are accessed and able to be sent to the key stakeholders:

- **Informant:** They can actively monitor the participant's GPS tracking data, scheduled alerts, and alarms in real-time. This direct access allows them to stay updated on the participant's movements and ensure adherence to bail conditions.
- **Person Providing Surety:** The person providing surety, who plays a crucial role in supervising the participant's compliance with bail conditions, also receives access to the tracing application. This access allows them to actively monitor the participant's GPS tracking data, receive alerts and notifications, and ensure the individual is meeting their obligations.

7. Urine Drug Screens:

Participants are required to undergo urine drug screens twice a week. This testing helps to monitor their substance use and detect any potential violations of bail conditions related to drug use.

8. Reporting at Police Station:

Participants can report to the police station daily. This reporting allows for face-to-face interaction with law enforcement officers and provides an opportunity to verify their presence and compliance with bail requirements.

9. Video Check-Ins:

As part of the monitoring process, participants are prompted to complete video check-ins at randomised times. These check-ins involve recording a short video where they state their name, location, and read off random words displayed on the screen. Video check-ins serve to verify their identity, confirm their whereabouts, and ensure adherence to curfew, police station attendance, or employment obligations.



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