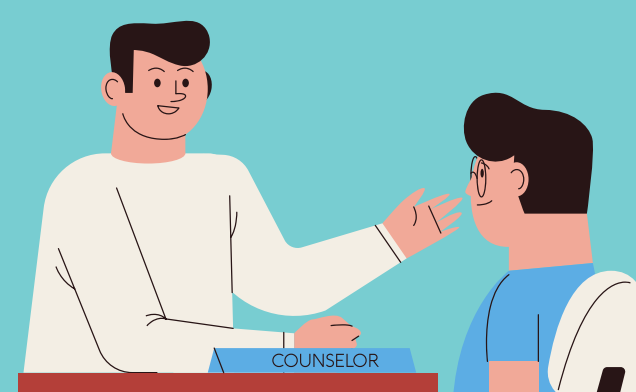


EVERYTHING YOU NEED TO KNOW ABOUT SERVICE EPISODES

What is a service episode?

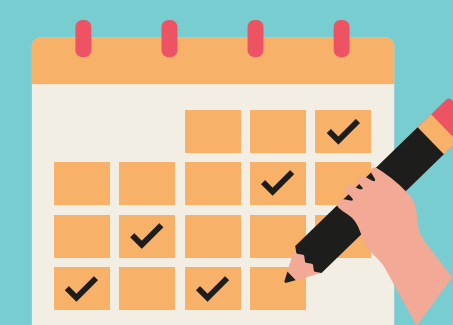
A treatment process with **defined dates of commencement and cessation** between a client and clinician or AOD worker,



in which there is **no major change** in the service delivery setting, main service provided, or principal drug of concern



where there has been **no unplanned interval of contact greater than 3 months.**



What is a service contact?

A service contact sits within a service episode.

By definition, it is a contact made with a client for the purpose of providing a service.

A service contact can include face-to-face, group, telephone or video service delivery models.

Closing a service episode

As a general rule, all Service Episodes have a **maximum of 12 months**.

Exceptions to this are:

- Withdrawal management episodes: maximum length of 30 days
- Maintenance pharmacotherapy (Opioid and Non-Opioid) episodes: can exceed 12 months of continuous service contact.

What if the client stops engaging with the service?

When there has been no client contact for more than one month, and there are no plans in place for contact in the future, the Service Episode needs to be 'closed'.

In these circumstances, the Date of Cessation of Service Episode is the date on which the client was last seen, **not** the date the client's record is updated.

If they show up after a few months, a new Service Episode should be opened.