

Rescheduling Police Court Diversion appointments

Quick reference guide

STEP 1

Identify which diversion program a participant is currently being referred from – i.e.:

- PDDP – Police Drug Diversion Program
- CDP – Court diversion program (IDCDP – Illicit Drugs Court Diversion Program / DAAR – Drug Assessment and Referral)

STEP 2

Locate the relevant program from the list below to obtain the correct information.

Police Drug Diversion Program (PDDP)

If requested by participant:

- Participant to contact DCS (PH: 1800 879 601).
- DCS will email the service provider to cancel existing appointment.
- DCS will book a new appointment and send confirmation email or SMS to the participant.

Note: There is no limit to the number of times a PDDP appointment can be rescheduled, however, appointments cannot be rescheduled after the completion date (i.e., 90 days after the initial appointment is scheduled).

If requested by service provider:

- Service provider to contact DCS (PH: 1800 883 699, Email: dcs@redbourne.com.au) providing as much notice as possible.
- DCS will record when an appointment was cancelled by the service provider.
- The DCS will SMS or email the client to advise the scheduled appointment is cancelled and to contact DCS to arrange a new appointment.

Illicit Drugs Court Diversion Program (IDCDP), Drug and Alcohol Assessment and Referral (DAAR)

If requested by participant:

- Participants to contact the RSS office in Brisbane (07 3738 7100).

If requested by service provider:

- Contact DCS with as much notice as possible DCS (PH: 1800 883 699 Email: dcs@redbourne.com.au)
- DCS will then contact RSS to arrange a new appointment.

Requests to change delivery modality:

Request made prior to appointment:

If requested by the participant:

- PDDP – contact DCS (PH: 1800 879 601)
- IDCDP or DAAR – contact RSS (PH: (07 3738 7100)

If requested by the service provider

- PDDP – contact DCS (PH: 1800 883 699)
- IDCDP & DAAR – contact RSS

Request made after appointment has commenced (e.g. due poor videoconference connectivity):

- If a **video conference appointment** and there are connectivity issues – service provider may offer to complete appointment by phone. On completion, service provider to advise DCS of the change of modality after the service.
- **Tele-D only** – if an appointment commenced and the person wants to change modality, advise the person to contact the DCS to reschedule (PH: 1800 879 601). The service provider is to complete an Advice of Attendance form “non-completion” and record the reason “Requested change of modality”.

Arranging Interpreter/Auslan Services

If you are a Queensland Health (HHS) service provider:

- Interpreter services are available at: http://www.health.qld.gov.au/multicultural/interpreters/interprng_trnsltng.asp

If you are a non-government service provider:

- Dial 07 3115 6900 and follow the prompts, indicating that you are a client. The account reference is Department of Health – NGO District.

To make a booking for in-person and online for Auslan you can email, phone SMS book online:

- Email interpreting@deafconnect.org.au
- Telephone 1300 773 803
- SMS 0476 857 251
- Online www.deafconnect.org.au

For both Interpreter and Auslan service your organisation ID will be required, which can be located in your Service Agreements.

Identification number: _____