

Integrated Intake Assessment and Triage Service (IIATS)

This information sheet is for referring agencies and service providers. Members of the public who need support should contact the Coronavirus Hotline (1800 675 398)

What is the IIATS

To slow the spread of coronavirus (COVID-19) the Integrated Intake Assessment and Triage Service (IIATS) has been established to help people to self-isolate safely because they have been diagnosed with coronavirus or are a close contact of a person with coronavirus.

IIATS provides rapid screening and assessment to identify the supports a person or group may need to self-isolate safely. These can include referral to services and, if required, access to emergency accommodation.

Led by the Department of Justice and Community Safety (DJCS) in partnership with the Department of Health and Human Services (DHHS), IIATS:

- receives timely notifications of coronavirus positive and close contact cases from government-funded settings, to support the management of public health risks
- assesses the needs of community members with complex needs, and identifies supports to enable them to safely isolate at home wherever possible
- identifies suitable emergency accommodation for community members who are unable to safely isolate at home

The Coronavirus Hotline (1800 675 398) is the first contact point for information, advice and supports (including practical supports such as food relief) for the community. The Hotline will refer people who need assistance to the IIATS as required.

How to access IIATS

- The IIATS service operates 24 hours, 7 days a week. To make a referral:
 - call 1800 365 100
 - email IIATS@justice.vic.gov.au

Referrals can be made by accommodation providers, health and community service organisations, Victoria Police and Government departments. Individuals seeking support for themselves and their family may also self-refer.

Numbers for alternative referrals

Coronavirus Hotline on 1800 675 398 – If you suspect you, a staff member or service users may have coronavirus. Available 24 hours, 7 days a week. Use Triple Zero (000) for emergencies only.

Frontline Worker Accommodation – For frontline staff requiring assistance to self-isolate. For bookings between 8pm and 8am contact **1800 675 398** or email covid19.hcwaccom@dhhs.vic.gov.au, which is monitored daily from 8am to 8pm.

Business Victoria Coronavirus Hotline on 13 22 15 – For information on the operation of businesses or to access business-related assistance about coronavirus.

To report breaches of restrictions – **Victoria Police** on **131444** or make a report online at onlinereporting.police.vic.gov.au/s/covid19