ALCOHOL & OTHER DRUGS TOOLBOX

National Toolbox Series 3
Alcohol & Other Drugs

Learner Guide

Holmesglen Institute of TAFE
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Introduction

Welcome to the Learners’ Guide for the Toolbox for Community Services, Alcohol and Other Drugs (AOD) Work Stream. This guide has been designed to help you construct your own learning for the nine specialist alcohol and other drugs competencies.

You may be enrolled as a student with a registered training organisation to undertake specific competencies as part of a qualification, or you may be studying specific learning units as part of a professional development program.

This guide contains information about the qualifications, competencies, learning units and assessment.

What is in this guide?

This guide is specific to the learning units provided in the AOD toolbox. It describes the various qualifications, competencies and learning units and provides notes on how to navigate around the toolbox. This guide also contains information on the assessment requirements for each competency.

This guide is divided into three main sections.

- Overview and navigation of the AOD toolbox.
- About the AOD competencies and assessment requirements.
- About the learning units.

The general overview provides you with information about the toolbox as a whole. It describes:

- how the toolbox learning units are organised
- how to navigate around the toolbox
- the target audiences
- practical work requirements.
- the assessment approach.

The section dealing with the AOD competencies gives more detail about the assessment requirements of each competency and the learning units that can be studied as a learning program for the competency.

The last section is about the learning units in detail. It gives information on the:

- purpose of the learning unit
- various components of the unit
- units of competence to which the learning unit relates.
What is a toolbox?

The main component of a toolbox is a library of discrete learning resources designed for web based delivery. The resources provide a flexible set of learning materials for use in online learning programs. We have used the term ‘learning unit’ to describe the separate resource files in the AOD toolbox. The learning units in this toolbox are based on the nine specialist alcohol and other drugs units of competency from the Community Services Training Package.

The AOD toolbox has been designed to enable you to select learning units that are appropriate to your learning needs and to construct your own learning, using the resources of the toolbox.

Technical requirements

You will need to have access to the following software to use the materials:

- version 4 browser (Netscape or Internet Explorer)
- version 4 Quicktime plug in
- version 4 Flash player plug in.

Your tutor will have provided this toolbox resource for you in the preferred delivery platform of the tutor’s organisation. The actual learning units are stored on a CD-ROM that accompanies this toolbox. The CD-ROM contains all the required software and instructions for installation on your server. You may need to get assistance from your tutor’s computer service provider to install the resource files.

To display the content in some learning units, this toolbox requires the following plug-ins as a minimum:

- Adobe Acrobat 3.0 to display PDF documents (you can get to the download page at www.adobe.com by going to) http://www.adobe.com/products/acrobat/readstep2.html.
- Macromedia Flash 4.0 to display Flash movies (you can get to the download page at www.macromedia.com by going to http://www.macromedia.com/shockwave/download/index.cgi?P1_Prod_Version=ShockwaveFlash

NOTE

The video that is provided in flash format has a higher quality version provided in Quicktime movie and Windows AVI movie format. If you have a PC running Windows, we recommend you download the latest version of Windows Media Player 6 or later (available from www.microsoft.com/downloads). If you have an Apple Macintosh, we recommend you download Quicktime version 4 or later from http://www.apple.com/quicktime/download/.
Overview and navigation of the AOD toolbox

The learning units of the AOD toolbox have been designed so you can take an active and constructive role in your own learning. Each learning unit has a mix of learning activities, learning support mechanisms and content.

The learning activities may be presented as part of the content or as separate assessment type activities. The purpose of the learning activities is to engage you in the content and give context and purpose to the learning unit.

Learning support mechanisms enable you to gain feedback and guidance as you progress through the learning unit. Your tutor will encourage and support you in the learning process.

The content of the learning units is designed to make use of the web environment by using a variety of media. Text based content has been kept to a minimum and visual materials have been included where possible. The resources in the library building allow you to access a broad range of information sources beyond the learning unit content.

Units of competency – AOD stream

The nine specialist alcohol and other drugs competencies in the Community Services Training Package are packaged into five qualifications:

- Certificate II in Community Services (Alcohol and Other Drugs Work)
- Certificate III in Community Services (Alcohol and Other Drugs Work)
- Certificate IV in Community Services (Alcohol and Other Drugs Work)
- Diploma of Community Services (Alcohol and Other Drugs Work)
- Advanced Diploma of Community Services (Alcohol and Other Drugs Work).

The nine specialist units of competence covered by this toolbox are:

- CHCAOD1A – Introduction to the alcohol and other drugs sector
- CHCAOD2A – Orientation to the alcohol and other drugs sector
- CHCAOD3A – Provide first point of contact for potential clients
- CHCAOD4A – Support people with alcohol and other drugs issues
- CHCAOD5A – Provide services to clients with alcohol and other drugs issues
- CHCAOD6A – Work with clients who are intoxicated
- CHCAOD7A – Provide needle exchange services
- CHCAOD8A – Work with clients who have alcohol and other drugs issues
- CHCAOD9A – Provide alcohol and other drug withdrawal services.
The alcohol and other drug specialisations are combined with common competencies from the Community Services Training Package to form a qualification. Each alcohol and other drugs specialisation competency may be packaged into more than one qualification. The following table shows how each specialist unit of competence relates to the AOD qualifications (C = compulsory, E = elective).

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<td>CHCAOD1A</td>
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<td>CHCAOD3A</td>
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<td>CHCAOD4A</td>
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<td>CHCAOD9A</td>
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Refer to the Community Services Training Package for more information on the competencies required for each qualification.

**Navigating around the toolbox**

**How do I use this toolbox?**

Each competency is represented as a village. Within the village, the learning units can be found within the various buildings.

Each of the nine competencies is made up of:

- learning units which contain information about particular aspects of the AOD sector
- learning activities to allow you to further develop skills and knowledge
- case studies of people within the sector (found in the workplace building)
- library resources to assist your studies, including articles, recommended reading and suggested websites (found in the library building)
- points of view of people who work in the AOD sector and other contributors who have an interest in AOD issues (found in the workplace building)
- discussion starters specific to the learning unit you are studying (found in the Meeting Place).
When you are working within learning units, you will be directed to these areas and items, as required. When this direction occurs, you will find an underlined word, which is the link to the specific item. Click on the link to open the relevant area.

**How do I move around the village?**

You can see what each village building contains by rolling your mouse over the various buildings. Clicking on a building will take you into that building and you then have choices for your next move.

Words that are underlined allow you to click on the words to move directly to that specific subject.

The back button on your toolbar can be used to return to the previous screen.

The village icon on the top right hand corner of your screen will return you to the entire village screen.

The building icon on the top left hand corner of your screen shows you where you currently are within the village.

The tabs at the top of the screen allow you to move directly to specific village areas.

When you are working within learning units you can use the navigation bar on the left hand side to the screen to explore the learning unit.

**How do I get started?**

When visiting the site for the first time, you may find it useful to spend some time navigating around the village and viewing the content.

If you are ready to begin your studies, you should select the AOD competency you are undertaking from the index page.

You can always find out which competency you are currently in by checking the address bar on your browser. **Remember**, every competency has a number preceded by the letters ‘AOD’. If you discover you are in the wrong competency, return to the index page to select another competency.
Who are the target audiences?

The alcohol and other drug competencies and qualifications are designed to target vocational workers in the following types of services:

- withdrawal services
- needle exchange units
- community counselling services
- residential/rehabilitation services
- methadone services
- half-way houses
- self-help groups
- information and education providers
- prevention services.

Source: Australian National Training Authority, 1999, Community Services Training Package (CHC99), Alcohol and Other Drugs Work National Competency Standards, Australian Training Products, Melbourne, p.3.

Training in the alcohol and other drugs competencies and qualifications may be obtained:

- in the workplace
- at TAFE colleges and institutes
- from private training providers.

The learning materials provided as part of the AOD toolbox can be used in any of these settings. Learners may elect to use the materials from their workplace, at home or in an educational institution.

Learners

It is impossible to isolate one specific group of learners who will access the alcohol and other drugs competencies. Broadly learners will include:

- existing workers in the alcohol and other drugs field
- existing community service workers who deal with people with AOD issues
- new entrants into the alcohol and other drugs field undertaking a specialist AOD qualification
- new entrants undertaking other studies in community services with AOD electives.

The following characteristics do not always apply to each and every learner and are only listed here in an attempt to identify typical attributes of the learners targeted in the toolbox materials.
Existing AOD workers

AOD workers are characterised by:

- a high level of part-time and casual work
- a broad level of formal education – ranging from workers who have completed only minimal secondary education to psychologists, psychiatrists, nurses or social workers with high level formal qualifications.
- direct personal experience, either through friends or relatives who have problems associated with AOD addictions
- some AOD workers have had personal experiences as being AOD dependant and may have undergone rehabilitation programs.

Existing community service workers who deal with people with AOD issues

These people:

- work for both private and public organisations
- work in the following fields and as a consequence of their daily work interact with AOD issues:
  - family services
  - child protection
  - juvenile justice
  - statutory supervision
  - children’s services
  - community work
  - community housing
  - disability work
  - youth work
  - mental health work.

Learners with existing work experience may wish to undertake a whole qualification or they may select individual units of competence. In this case the individual competencies may be used for professional development purposes.
New entrants into the alcohol and other drugs field undertaking a specialist AOD qualification

This group is characterised by:

- being associated with AOD service providers as volunteer workers
- undertaking these studies because of their own personal, a close friend or relative’s experience with AOD addiction
- having previous professional experience in Family Services, Juvenile Justice and/or Youth Services.

New entrants undertaking studies in community services with AOD electives

Typically this group is undertaking studies to enter the fields of Family, Youth, Aged Care, Child Protection or Mental Health Work and wishes to gain an introduction to AOD issues.

Although the materials have been designed for self-paced or flexible delivery they may be used as part of an instructor led program.

How are the toolbox materials organised?

Each unit of competence is made up of a number of learning units and each learning unit may form part of more than one competency. The content of the learning units may be the same for a number of competencies, however, specific learning activities or assessment materials encourage learners to construct an understanding of the content within the context of the specific competencies.

For example, the content for Motivational Interviewing covers the same topics for each competency that it relates to. You would discover how to conduct a motivational interview, things to avoid, the role of decisional balance and the communication skills required for effective motivational interviewing. The difference between the units of competence is reflected in the learning activities and assessment tasks you would be asked to undertake. If you are participating in AOD5A you will use role plays and case studies that reflect the AQF level and your particular work role of providing services to clients with alcohol and other drug issues. If you are participating in AOD9A you will apply your learning to withdrawal services.

The following table shows how each learning unit relates to the nine specialist alcohol and other drug competencies.
<table>
<thead>
<tr>
<th>Learning Units</th>
<th>1</th>
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<tr>
<td>1. Drug Use</td>
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<td>2. Drug Use and HIV/AIDS</td>
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<tr>
<td>3. Drug Use, HIV/AIDS and Sexual Health</td>
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<tr>
<td>4. Drug Use, HIV/AIDS and Social Disadvantaged Groups</td>
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<td>1. Drug Use</td>
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What are the practical work requirements?

‘Work in the alcohol and other drugs field centres around skills in interacting with people, many of whom are experiencing hardship, stress or long term disadvantage. Workers require a high level of competence in communication, collaboration and negotiation. Clients with alcohol and other drug issues come from a variety of cultural backgrounds, have varying levels of literacy and range in age. The community services industry is also a significant employer of people from non-English speaking backgrounds and Aboriginal and Torres Strait Islander backgrounds.’

Source: Australian National Training Authority, 1999, Community Services Training Package (CHC99), Alcohol and other drugs work national competency standards, Australian Training Products, Melbourne, p.11.

A critical aspect of evidence for many of the alcohol and other drug competencies is first aid certification. A first aid learning unit is not included in the toolbox materials. It is suggested you enquire of your training provider to arrange for appropriately certified trainers or training organisations to conduct first aid sessions.

What assessment approaches have been used?

‘Assessment evidence for the alcohol and other drug competencies needs to consider how the learner brings together knowledge, an understanding of the work context, a decision about what to do, attitudes, values and ethics, as well as what the person actually does to perform the role’.

Source: Australian National Training Authority, 1999, Community Services Training Package (CHC99), Alcohol and other drugs work national competency standards, Australian Training Products, Melbourne, p.11.

Your tutor or assessor will provide you with details relating to the assessment of competencies.

Your assessment might include:

- workplace supervisor reports on your work (both structured reports, diary notes, written observations, feedback from colleagues, etc.)
- performance appraisal documentation
- notes made by you as part of a client’s case file (subject to maintaining client confidentiality)
- video or audio taping of interviews conducted by you with clients (subject to maintaining client confidentiality)
  - your compilation of a journal over a set period of time, encouraging reflection of actions and decisions made in the course of your work.
The use of holistic and work centred assessment may mean that:

- you need to complete a number of learning units before you are ready to be assessed
- the assessment task includes a practical demonstration by you of skills and knowledge
- evidence of competence is built up through participating in a number of learning units
- you will need to negotiate an assessment task with your Tutor that reflects your particular work situation.
About the AOD competencies

CHCAOD1A – Introduction to the alcohol and other drugs sector

Introduction to the Alcohol and Other Drugs Sector is part of the Certificate II in Community Services (Alcohol and Other Drug Work). CHCAOD1A has the following elements of competency and performance criteria.

- Develop knowledge of the alcohol and other drugs sector.
  - Work reflects knowledge of the current issues that impact on the work area/organisation and different models of work.
  - In collecting information about the work role and the organisation’s role, the views of key stakeholders and representatives from relevant target groups are sought and used in accordance with organisational policies and procedures.

- Demonstrate a commitment to the central philosophies of the alcohol and other drugs sector.

- Work undertaken demonstrates consideration and understanding of the underpinning values and philosophies of the sector.

- Work in the sector demonstrates a commitment to access and equity principles.

- Personal values and attitudes regarding alcohol and other drugs use are identified and taken into account when implementing work activities.

Learning units that relate to this competency

The following learning units relate to CHCAOD1A – Introduction to the alcohol and other drugs sector.

- The Sector, Service Provider, Client and You.
- Models of Treatment/Work.
- Harm Minimisation.

Practical requirements

This competency must be assessed in a realistic workplace environment.

Interdependent assessment units of competency

This unit must be assessed with all other specialisation units when chosen as part of a qualification for example, assessment with units CHCAOD3A and CHCAOD4A as Certificate II.
Assessment

Your tutor will discuss the requirements of assessment with you. You may be asked to demonstrate your competence in a number of ways or over an extended period of time. You might also be able to undertake the assessment of this competency at the same time as you are assessed for other units of competency.

If assessment is to be carried out concurrently with other units, it may be preferable to both your and your Tutor to assess over an extended period of time and to supplement assessment tasks with on-going feedback from workplace supervisors and colleagues.
CHCAOD2A – Orientation to the alcohol and other drugs sector

Orientation to the alcohol and other drugs sector is part of the Certificates III and IV, Diploma and Advanced Diploma in Community Services (Alcohol and Other Drug Work). CHCAOD2A has the following elements of competency and performance criteria.

- Work within the context of the alcohol and other drugs sector.
  - All work in the sector reflects consideration of the historical context of the sector.
  - All work reflects consideration of the changing social, political and economic context.
  - All work reflects consideration of the interrelationship of issues affecting clients in the alcohol and other drugs sector.

- Develop knowledge of the alcohol and other drugs sector.
  - Work reflects knowledge of the current issues that impact on the work area/organisation and different models of work.
  - In collecting information about the work role and the organisation’s role, the views of key stakeholders and representatives from relevant target groups are sought and used in accordance with organisational policies and procedures.

- Demonstrate a commitment to the central philosophies of the alcohol and other drugs sector.
  - Work undertaken demonstrates consideration and understanding of the underpinning values and philosophies of the sector.
  - Work in the sector demonstrates a commitment to access and equity principles.
  - Personal values and attitudes regarding alcohol and other drugs use are identified and taken into account when implementing work activities.

Learning units that relate to this competency

The following learning units relate to CHCAOD2A – Introduction to the alcohol and other drugs sector.

- The Sector, Service Provider, Client and You.
- Models of Treatment/Work.
- Harm Minimisation.
- Historical Perspectives.
- Drug ID 1.
- Statutory Frameworks.
- Mental Health and the Link to AOD Issues.
Practical requirements

This competency may be assessed in a workplace setting or through simulation.

Interdependent assessment of units of competency

This unit must be assessed with all other specialisation units when chosen as apart of a qualification for example; assessment with elective competencies CHCAOD5A, CHCAOD6A, CHCAOD7A as Certificate II.

Assessment

Your tutor will discuss the requirements of assessment with you. You may be asked to demonstrate your competence in a number of ways or over an extended period of time. You might also be able to undertake the assessment of this competency at the same time as you are assessed for other units of competency.

If assessment is to be carried out concurrently with other units, it may be preferable to both your and your tutor to assess over an extended period of time and to supplement assessment tasks with on-going feedback from workplace supervisors and colleagues.
CHCAOD3A – Provide first point of contact for potential clients

Provide first point of contact is part of the Certificate II in Community Services (Alcohol and Other Drug Work). This unit of competency is about providing services where the worker may be the first point of contact for the client or may take a client support role. CHCAOD2A involves identifying and responding to the immediate needs of potential clients including the provision of services such as needle exchange, referral and information.

CHCAOD3A has the following elements of competency and performance criteria.

- **Greet and observe client.**
  - Client is acknowledged in a pleasant and accepting way.
  - Observations about client behaviour and physical symptoms is evaluated against established criteria, recorded and reported to appropriate persons.
  - Collect routine information from the client.
  - Identifying information is collected and documented in accordance with organisational procedures.
  - Reasons for contact with the service are established with the client in accordance with organisational procedures.
  - Client information is recorded and stored according to organisational policy and procedure.

- **Judge priority of need for service.**
  - Assistance is sought from appropriate persons according to urgency and nature of need.
  - Personal safety of self, client and others is assessed in accordance with organisational procedures and policies.

- **Provide a service.**
  - Clients are provided with information about and supported to participate in existing organisational activities.
  - Client rights and responsibilities are explained and observed in accordance with organisational policy.
  - Client appointments with an agency worker are organised upon request of the client or at suggestion of the worker in accordance with organisational policies and procedures.
  - Client is informed of any costs which the service may incur and waiting times where these apply.
  - Client service details are recorded and stored according to organisational policy and procedure.
  - Client is provided with current, relevant and culturally appropriate information on other services.
  - Other services are recommended where client needs are not able to be met by the service.
Learning units that relate to this competency

The following learning units relate to CHCAOD3A – Provide first point of contact for potential clients.

- *The Sector, Service Provider, Client and You.*
- *Drug ID 1.*
- *Statutory Frameworks.*
- *Interacting with Clients.*

Practical requirements

This competency needs to be assessed in a workplace environment, or a realistically simulated situation.

Assessment

Your Tutor will discuss the requirements of assessment with you. You may be asked to demonstrate your competence in a number of ways or over an extended period of time. You might also be able to undertake the assessment of this competency at the same time as you are assessed for other units of competency.

If assessment is to be carried out concurrently with other units, it may be preferable to both your and your Tutor to assess over an extended period of time and to supplement assessment tasks with on-going feedback from workplace supervisors and colleagues.

Assessment and evidence may be gathered on one or more occasions but must include at least two different client groups.
CHCAOD4A – Support people with alcohol and/or other drug issues

Support people with alcohol and/or other drug issues is part of the Certificate II in Community Services (Alcohol and Other Drug Work). This unit of competency relates to providing basic support to people with alcohol and other drugs issues in a range of settings, eg night watch in residential settings, volunteer work and night patrol work.

CHCAOD4A has the following elements of competency and performance criteria.

- **Respond to cues.**
  - People with alcohol and/or other drug issues are spoken and responded to in an unhurried and sensitive way.
  - Distressed people are responded to in a relaxed and calm manner.
  - Non-verbal cues are responded to appropriately.

- **Assist in responding to people’s needs.**
  - Individual’s needs for care are met as directed and/or in accordance with organisational procedures and policies.
  - Physical comfort is provided as needed by the individual and accordance with guidelines.
  - Information is provided on alcohol and other drugs services available, as appropriate.
  - Where immediate care cannot be provided, help is sought in accordance with organisational procedures and policies.

- **Use self-protection strategies.**
  - Conflict resolution and negotiation are used as appropriate.
  - Appropriate action is taken to ensure the safety of self and others.
  - Services are provided to the client in a manner consistent with infection control guidelines.
  - Emergency assistance is sought as required.

**Learning units that relate to this competency**

The following learning units relate to CHCOAD4A – Support people with alcohol and/or drug issues.

- *The Sector, Service Provider, Client and You.*
- *Statutory Frameworks.*
- *Interacting with Clients.*
Practical requirements
This competency should be assessed in the workplace.

Interdependent assessment of units of competency
This unit should be assessed with CHCCOMIA ‘Communicate with people assessing the services of the organisation’.

Assessment
Your tutor will discuss the requirements of assessment with you. You may be asked to demonstrate your competence in a number of ways or over an extended period of time. You might also be able to undertake the assessment of this competency at the same time as you are assessed for other units of competency.

If assessment is to be carried out concurrently with other units, it may be preferable to both your and your tutor to assess over an extended period of time and to supplement assessment tasks with on-going feedback from workplace supervisors and colleagues.
CHCAOD5A – Provide services to clients with alcohol and/or other drug issues

Provide services to clients with alcohol and/or other drug issues is part of the Certificate III in Community Services (Alcohol and Other Drug Work). This unit of competency is concerned with supporting clients through providing a range of services within organisational policies and procedures.

CHCAOD5A has the following elements of competency and performance criteria.

• Assist clients to identify their needs.
  – Possibilities and options for responding to client needs are discussed and preferred action is determined and prioritised.
  – Clients are assisted to evaluate and select strategies to achieve their goals.
  – Clients in distress or crisis are responded to promptly and supportively in accordance with organisational policies and procedures.

• Support clients to meet their needs.
  – Information and skills required by the client to meet their needs are identified.
  – Opportunities to obtain information and develop skills are provided or developed in accordance with organisational philosophies, policies and procedures.
  – Individual and group support is provided in accordance with resources and procedures.

• Review work with clients.
  – Work with clients is reviewed within organisational policies and procedures and strategies are adapted as appropriate.
  – Outcomes of client work are reviewed with supervisor and/or colleagues in accordance with organisational policies and procedures.

Learning units that relate to this competency

The following learning units relate to CHCOAD5A – Provide services to clients with alcohol and/or other drug issues.

• Harm Minimisation.
• The Sector, Service Provider, Client and You.
• Models of Treatment.
• Mental Health and the Link to AOD Issues.
• Interacting with Clients.
• Case Management and Referral.
• Assessing the Client.
• Motivational Interviewing.
**Practical requirements**
This competency should include demonstration on the job or in a workplace environment.

**Interdependent assessment of units of competency**
Completion of this unit removes the requirement to complete CHCC51A ‘Deliver and monitor service to clients’.

**Assessment**
Your tutor will discuss the requirements of assessment with you. You may be asked to demonstrate your competence in a number of ways or over an extended period of time. You might also be able to undertake the assessment of this competency at the same time as you are assessed for other units of competency.

If assessment is to be carried out concurrently with other units, it may be preferable to both your and your tutor to assess over an extended period of time and to supplement assessment tasks with on-going feedback from workplace supervisors and colleagues.
CHCAOD6A – Work with clients who are intoxicated

Work with clients who are Intoxicated is part of the Certificate III in Community Services (Alcohol and Other Drug Work). This unit of competency relates to working with alcohol and/or other drug affected clients in a range of settings including night patrols, detoxification/withdrawal units and sobering up shelters.

CHCAOD6A has the following elements of competency and performance criteria.

- Provide a service to intoxicated clients.
  - Level of intoxication/nature and extent of drug use is assessed according to organisational policy and procedure.
  - Behaviour or physical status inconsistent with alcohol and/or drug use is reported to the appropriate person and/or assistance sought.
  - Medical or emergency assistance is provided or sought as appropriate and in accordance with organisational policies and procedures.
  - Clients are provided with a safe and secure environment in which to sober up.
  - Client’s physical state is monitored regularly in accordance with organisational policies and procedures to ensure health and safety.
  - Services provided to the client are documented in accordance with organisational reporting requirements.

- Assist client with longer term needs.
  - Client is assisted with activities of daily living.
  - Information is provided as appropriate on alcohol and other drugs issues including services available.
  - Families and/or support networks are contacted upon request of the client in accordance with organisational policies.
  - Client is assessed in accordance with organisational policy and procedure to determine if they represent a risk to themselves or others by leaving the facility.

- Apply strategies to reduce harm or injury.
  - A calm and confident manner is maintained in contact with client.
  - Safety of self and others is maintained.
  - Services are provided to the client in a manner consistent with organisational infection control guidelines.
  - Emergency assistance is sought as required.
Learning units that relate to this competency

The following learning units relate to CHCOAD6A – Work with clients who are intoxicated.

- Harm Minimisation.
- The Sector, Service Provider, Client and You.
- Models of Treatment.
- Drug ID 1.
- Statutory Requirements.
- Interacting with Clients.
- Working with Clients.
- Case Management and Referral.
- Assessing the Client.

Practical requirements

This competency should include demonstration on the job or in a workplace environment.

Assessment

Your tutor will discuss the requirements of assessment with you. You may be asked to demonstrate your competence in a number of ways or over an extended period of time. You might also be able to undertake the assessment of this competency at the same time as you are assessed for other units of competency.

If assessment is to be carried out concurrently with other units, it may be preferable to both your and your tutor to assess over an extended period of time and to supplement assessment tasks with on-going feedback from workplace supervisors and colleagues.
CHCAOD7A – Provide needle exchange services

Provide needle exchange services is part of the Certificate III in Community Services (Alcohol and Other Drug Work). CHCAOD7A has the following elements of competency and performance criteria.

- Provide needle exchange.
  - Needle exchange service is provided in accordance with organisational and legislative requirements.
  - Services are provided to clients in a manner consistent with organisational and legislative occupational health and safety and infection control guidelines.
  - All needle exchanges are documented in accordance with organisational and legislative requirements.
  - Confidentiality is maintained in accordance with organisational and legislative requirements.
  - Safety of self and others is maximised.
  - Emergency assistance is sought as required.

- Provide education of safer drug use.
  - Information on safe needle handling and drug use is provided to users of the service.
  - Relevant and current information on alcohol and other drugs and related issues is provided to and discussed with the client.
  - Harm minimisation strategies for alcohol and other drug use are discussed with the client.
  - The client is assisted to contact and use other services as appropriate.

Learning units that relate to this competency

The following learning units relate to CHCOAD7A – Provide needle exchange services.

- Harm Minimisation.
- The Sector, Service Provider, Client and You.
- Models of Treatment.
- Statutory Frameworks.
- Interacting with Clients.
- Case Management and Referral.
- Assessing the Client.
- Needle Exchange.
**Practical requirements**

This competency should be assessed in the workplace. A simulated workplace could also be used for assessment purposes.

**Assessment**

Your tutor will discuss the requirements of assessment with you. You may be asked to demonstrate your competence in a number of ways or over an extended period of time. You might also be able to undertake the assessment of this competency at the same time as you are assessed for other units of competency.

If assessment is to be carried out concurrently with other units, it may be preferable to both your and your tutor to assess over an extended period of time and to supplement assessment tasks with on-going feedback from workplace supervisors and colleagues.

Your assessor/tutor may ask you to present an information session to peers on the services provided by NSP’s and information of safer drug use practices.
CHCAOD8A – Work with clients who have alcohol and/or other drug issues

Work with clients who have alcohol and other drug issues is part of the Certificate IV and Diploma in Community Services (Alcohol and Other Drug Work). This unit of competency relates to assessing client needs, providing a range of services to meet their needs, reviewing client progress and evaluating the work undertaken with clients.

CHCAOD8A has the following elements of competency and performance criteria.

- Assess the needs and status of clients.
  - Client’s reasons for seeking help are identified through discussion with the client and other related information.
  - Organisational parameters of confidentiality and policy/procedures are explained to the client.
  - Client’s drug use history is taken in accordance with organisational policies and procedures.
  - The current status of the client is assessed using standardised alcohol and other drug screens from discussions with the client.
  - Organisational criteria is used as the basis of entry or exclusion to services.

- Provide services to meet client needs.
  - Goals and action plans are negotiated with the client and documented in accordance with organisational procedures.
  - Early or short-term programs are carried out with clients as appropriate.
  - Comprehensive and longer care programs are negotiated with the client as appropriate.
  - Relevant and current information on alcohol and other drugs related issues is provided to and discussed with the client.
  - Assistance with daily living is provided as appropriate and in accordance with organisational policies and procedures and service guidelines.
  - Relapse prevention strategies are carried out with the client.
  - Immediate help or referral is provided for critical incidents arising for the client’s alcohol and other drugs use.
• Review progress with the client.
  – Client’s progress is regularly reviewed against negotiated goals and action plans.
  – Revised action plans and timelines are negotiated and written into the plan of care as needed.
  – Client exit of the program is negotiated with the client and support provided in accordance with organisational policies and available resources.
  – Outcomes of client work are reviewed with supervisor and/or colleagues in accordance with organisational policies and procedures.

• Refer clients.
  – Clients experience with services is checked and details confirmed.
  – The suitability of other services is discussed with the client.
  – The client is supported to make contact with other services.
  – Follow up is provided in accordance with organisational policies and available resources.

• Evaluate work undertaken with clients.
  – Outcomes of client work are reviewed against care plan goals and documented in accordance with organisational policies and procedures.
  – Outcomes are discussed with the client and appropriate persons inside or outside the organisation and documented in accordance with organisational policies and procedures.

Learning units that relate to this competency
The following learning units relate to CHCOAD9A – Work with clients who have alcohol and/or other drugs issues.

• Harm Minimisation.
• The Sector, Service Provider, Client and You.
• Models of Treatment.
• Statutory Frameworks.
• Mental Illness.
• Interacting with Clients.
• Drug ID 1.
• Referral and Advocacy.
• Assessing the Client for Ongoing Needs.
• Supporting your Client – Goal Setting and Problem Solving.
• Delivering Client Services.
Practical requirements

This competency can be assessed in the workplace.

Interdependent assessment of units of competency

Completion of this unit removes the requirement to complete CHCCS2A – ‘Deliver and develop client service’.

Assessment

Your tutor will discuss the requirements of assessment with you. You may be asked to demonstrate your competence in a number of ways or over an extended period of time. You might also be able to undertake the assessment of this competency at the same time as you are assessed for other units of competency.

If assessment is to be carried out concurrently with other units, it may be preferable to both your and your tutor to assess over an extended period of time and to supplement assessment tasks with ongoing feedback from workplace supervisors and colleagues.
CHCAOD9A – Provide alcohol and/or other drug withdrawal services

Provide alcohol and/or other drug withdrawal services is part of the Certificate IV in Community Services (Alcohol and Other Drug Work). This unit of competency deals with providing assistance to people going through the process of withdrawing from alcohol, tobacco and other drugs, including combinations of these. Withdrawal services may be non-medical or provide pharmacological relief under relevant legislative guidelines. Services may be residential or home based.

CHCAOD9A has the following elements of competency and performance criteria.

- **Assess the needs of clients.**
  - Client is questioned to ascertain substance/s used, duration of use, average daily intake, time and amount of last dose and how the drug/s was administered.
  - Behaviour or physical status inconsistent with alcohol and/or drug use is reported to the appropriate person and/or assistance sought.
  - Medical or emergency assistance is provided or sought as appropriate and in accordance with organisational policies and procedures.
  - Client is assessed to determine if they meet organisational admission criteria and have been referred appropriately.

- **Manage withdrawal.**
  - An appropriate environment within which alcohol and/or other drugs withdrawal is to take place is selected/provided in accordance with organisational policy and procedure.
  - Client’s physical state is monitored regularly in accordance with policies and legislation to ensure health and safety.
  - Client’s fluid and nutrition intake is monitored in accordance with organisational policies and procedures.
  - Client is provided with support services in accordance with organisational policies and procedures.
  - Signs of concurrent illness are documented with organisational and legislative requirements.
  - Consultation with medical officer is undertaken in accordance with organisational policies and procedures and relevant legislation.

- **Evaluate client withdrawal.**
  - Outcomes are discussed with the client and appropriate persons inside the organisation.
  - Outcomes of client drug withdrawal are assessed and documented in accordance with organisational policies and procedures.
• Assist clients with ongoing harm minimisation.
  − Relevant and current information on alcohol and other drugs and related issues is provided to and discussed with the client.
  − Harm minimisation strategies for alcohol and other drug use are discussed with the client.
  − The client is assisted to contact and use other services as appropriate.
  − Follow up is provided in accordance with organisational policies and available resources.

**Learning units that relate to this competency**

The following learning units relate to CHCOAD9A – Provide alcohol and/or other withdrawal services.

- *Harm Minimisation.*
- *The Sector, Service Provider, Client and You.*
- *Models of Treatment.*
- *Drug ID 1.*
- *Statutory Frameworks.*
- *Mental Illness.*
- *Interacting with Clients.*
- *Drug ID II.*
- *Case Management and Referral.*
- *Assessing the Client for On-going Needs.*
- *Managing Withdrawal.*

**Practical requirements**

This competency should be assessed in the workplace. A simulated workplace could also be used for assessment purposes.

**Assessment**

Your tutor will discuss the requirements of assessment with you. You may be asked to demonstrate your competence in a number of ways or over an extended period of time. You might also be able to undertake the assessment of this competency at the same time as you are assessed for other units of competency.

If assessment is to be carried out concurrently with other units, it may be preferable to both your and your tutor to assess over an extended period of time and to supplement assessment tasks with on-going feedback from workplace supervisors and colleagues.

As an additional/substitution assessment task, the assessor or tutor may ask you to construct a case study detailing a typical experience of a client undergoing withdrawal.
About the learning units

There are nineteen learning units which form the nine alcohol and other drugs competencies.

A description of each learning unit is contained in this section.

All learning units contain learning activities and discussion starters. Additional resources and suggested internet sites can be found in the library. Your tutor may advise you that some learning activities will form part of your assessment.

Learning unit – harm minimisation (principles and concepts)

This unit focuses on the context of harm minimisation and the range of harm minimisation activities and strategies.

The content of this learning unit covers:

• government policy
• public health model
• harm minimisation as a philosophy or approach:
  – links between approaches that reduce demand, supply and harm
  – harm reduction
  – harm prevention
  – health promotion
  – harm management
  – giving control to the user.
• Range of harm minimisation activities/strategies:
  – early intervention
  – abstinence
  – specialist treatment
  – supply control
  – safer drug use
  – controlled drinking
  – safer sex
  – safe injecting.

1 The URL addresses provided within this material were current at the time of development. Sites do change from time to time, and we suggest that you check the currency of addresses, periodically.
Competency statement

This learning unit can be studied as part of the following units of competence:

- CHCAOD1A – Introduction to the AOD sector
- CHCAOD2A – Orientation to the AOD sector
- CHCAOD5A – Provide services to clients with AOD issues
- CHCAOD6A – Work with clients who are intoxicated
- CHCAOD7A – provide needle exchange services
- CHCAOD8A – work with clients who have AOD issues
- CHCAOD9A – provide AOD withdrawal services
Learning unit – the sector, service provider, client and you.

This unit focuses on the interrelationship of workers, clients, service providers and the sector as a whole. It provides the ‘big picture’ on the AOD sector and it is strongly recommended that learners do this unit first.

The content of this learning unit covers:

- **Understanding the client**
  - Cultural, gender, age and literacy issues (catering for individual differences).
  - Rights of the client.
  - Client needs and interrelationship of needs.
  - Patterns of drug use (social context).
  - Drug use as an interaction of the individual, environment and drug.

- **The worker**
  - Own biases and beliefs.
  - Duty of care.
  - Work role and responsibilities.
  - Confidentiality.
The service provider

- the workplace and its procedures and policies:
  - emergencies
  - occupational health and safety
  - referrals and giving information
  - storing and reporting client information
  - goals, objectives and targets
  - accountability
  - code of conduct
  - confidentiality
  - client rights and responsibilities.
  - types of services offered in the sector
  - other resources and information available
  - philosophies of the service provider.

- The sector
  - key stakeholders and their roles
  - support services eg: emergency services, medical aid
  - philosophies of sector – holistic, client centred approach:
    - promotion of health and wellbeing
    - early identification of health problems
    - delivery of appropriate services
    - commitment to meeting the needs and upholding the rights of clients
    - commitment to empowering the client.
  - principles of client and community empowerment/disempowerment within specific area of work.

**Competency statement**

This learning unit can be studied as part of the following units of competence:

- CHCAOD1A – Introduction to the AOD sector
- CHCAOD2A – Orientation to the AOD sector
- CHCAOD3A – Provide first point of contact for potential clients
- CHCAOD4A – Support people with AOD issues
- CHCAOD5A – Provide services to clients with AOD issues
- CHCAOD6A – Work with clients who are intoxicated
- CHCAOD7A – Provide needle exchange services
- CHCAOD8A – Work with clients who have AOD issues
- CHCAOD9A – Provide AOD withdrawal services.
Learning unit – historical perspectives

This unit focuses on the historical use and abuse of alcohol and other drugs and the origins of societal attitudes and government policies.

The content of this learning unit covers:

- changing attitudes to alcohol and other drug use
- changing approaches to working with clients
- the relationship between AOD issues and the principles of health promotion (as per Ottawa Charter)
- changing government and societal views of alcohol and other drug use and their impacts on working with clients
- government policies and initiatives affecting alcohol and other drugs work
- the economic context as it relates to and affects alcohol and other drug use and the subsequent impact on client needs.

Competency statement

This learning unit can be studied as part of the following units of competence:

- CHCAOD2A – Orientation to the AOD sector

Learners studying competencies other than CHCAOD2A may also like to undertake this unit as a background to alcohol and other drugs work.
Learning unit – models of treatment

This unit focuses on the different models of treatment adopted within the sector.

The content of this learning unit covers:

• community development and education
• case management
• working with families
• public health model
• treatment models including:
  – Thorley
  – Roizens
  – Zinberg.

Competency statement

This learning unit can be studied as part of the following units of competence:

• CHCAOD1A – Introduction to the AOD sector
• CHCAOD2A – Orientation to the AOD sector.
Learning unit – drug ID 1

This unit focuses on basic pharmacology, types of drugs, effects of drugs and tolerances.

The content of this learning unit covers:

- the link between pharmacology and other factors influencing drug use (its place within the public health/Zinberg model)
- types of drugs
- dose levels
- effects of specific drugs on body systems and functions and psychological effects
- tolerance
- basic drug names
- drugs/substances commonly used in the learner’s local community
- multiple drug use – effects.

Competency statement

This Learning Unit can be studied as part of the following units of competence:

- CHCAOD2A – Orientation to the AOD sector
- CHCAOD3A – Provide first point of contact for potential clients
- CHCAOD5A – Provide services to clients with AOD issues
- CHCAOD6A – Work with clients who are intoxicated
- CHCAOD8A – Work with clients who have AOD issues.
Learning unit – statutory frameworks

This learning unit explores the legislative framework in Australia, in the field of alcohol and other drugs.

This unit also covers the links between organisational policies, legislation and work procedures.

Competency statement

This learning unit provides underpinning knowledge for workers in the alcohol and other drugs sector.
Learning unit – mental health and the link to AOD issues

This learning unit focuses on the knowledge needed by AOD workers to recognise clients at risk of self harm or with a mental illness.

The content of this learning unit covers:

- the difference between major mental illnesses and a range of emotional issues including distress and anxiety
- how people suffer mental illness as a result of particular drugs
- de-institutionalisation and social issues (eg clients with mental illnesses using drugs within the broader community)
- the relationship between alcohol and other drug use and mental health
- mental health agencies and AOD agency policies and procedures for working with related agencies
- policies and procedures for working with clients with AOD and mental health issues (dual-affected clients)
- eating disorders
- self harm and suicide risk awareness and assessment
- legal and ethical obligations regarding clients with mental illnesses.

Competency statement

This learning unit can be studied as part of the following units of competence:

- CHCAOD5A – Provide services to clients with AOD issues
- CHCAOD8A – Work with clients who have AOD issues
- CHCAOD9A – Provide AOD withdrawal services.
Learning unit – interacting with clients

This learning unit focuses on the skills needed to communicate with clients.

The content of this learning unit covers:

• communicating with clients.
  – observation skills (responding to and interpreting verbal and non verbal cues)
  – establishing rapport
  – active listening and questioning
  – communicating in a calm, unhurried and sensitive manner
  – being culturally sensitive
  – reporting

• confidentiality and boundaries with clients

• dealing with challenging behaviours and aggressive clients

• conflict resolution and negotiation.

Competency statement

This learning unit can be studied as part of the following units of competence:

• CHCAOD3A – Provide first point of contact for potential clients
• CHCAOD4A – Support people with AOD issues
• CHCAOD5A – Provide services to clients with AOD issues
• CHCAOD6A – Work with clients who are intoxicated
• CHCAOD7A – Provide needle exchange services
• CHCAOD8A – Work with clients who have AOD issues
• CHCAOD9A – Provide AOD withdrawal services.
Learning unit – working with intoxicated people

This learning unit focuses on the skills and knowledge needed by AOD workers to work with intoxicated clients.

The content of this learning unit covers:
- recognising intoxication
- communicating with intoxicated people
- resolving conflicts and negotiating with intoxicated clients
- self protection/risk management strategies
- using breath analysis equipment
- responding to the short and longer term needs of intoxicated clients:
  - safe and secure environments to sober up
  - monitoring physical states
  - assisting clients with activities of daily living.

Competency statement

This learning unit can be studied as part of the following units of competence:
- CHCAOD6A – Work with clients who are intoxicated.
Learning unit – drug ID 2

This learning unit focuses on the signs and symptoms of withdrawal from various drugs and the effects which may mask or mimic other illness.

The content of this learning unit covers:

- addiction/dependence
  - signs and stages of dependent drug use
  - psychological and physical effects of addiction/dependence to specific drugs
  - tolerances to specific drugs
- withdrawal
  - signs and symptoms of withdrawal to specific drugs
  - concurrent medical illnesses which may mimic/mask withdrawal
- health issues associated with drug use
  - malnutrition
  - blood borne diseases
  - skin infestations
  - effects of drug use on health
  - cognitive, social and emotional development
- social context of drug use
  - range of use and use scenarios (eg lifestyle context of drug use)
  - patterns of drug use within the community
- drugs (and their effects) used in treatment.

Competency statement

This learning unit can be studied as part of the following units of competence:

- CHCAOD8A – Work with clients who have AOD issues
- CHCAOD9A – Provide AOD withdrawal services.
Learning unit – assessing the client

This learning unit focuses on the collection of information from the client for the purposes of making an assessment of the immediate needs of clients.

The content of this learning unit covers:

- assessing physical signs and symptoms
  - orientation to person, place and time
  - levels of coherence and consciousness
  - breathing
  - evidence of physical injury/distress
  - evidence of mental illness
  - indicators of abnormal client behaviour.

- collecting information from the client
  - taking immediate drug histories, nature and extent of drug use
  - collecting routine information, eg contact details, reasons for contact.

- making an assessment
  - assessing the safety of self, client and others
  - judging priorities of need and emergency assistance requirements.

Competency statement

This learning unit can be studied as part of the following units of competence:

- CHCAOD3A – Provide first point of contact for potential clients
- CHCAOD6A – Work with clients who are intoxicated
- CHCAOD7A – Provide needle exchange services.
Learning unit – assessing the client for on-going needs

This learning unit focuses on the skills needed for assessing the client, on a continuing basis.

The content of this learning unit covers:

- assessing physical signs and symptoms
  - orientation to person, place and time
  - levels of coherence and consciousness
  - breathing
  - evidence of physical injury/distress
  - evidence of mental illness
  - indicators of abnormal client behaviour.

- collecting information from the client and others

- taking a history and determining the current status of the client:
  - name, age, gender
  - drug history
  - readiness to change
  - physical, emotional, financial, legal, housing and psychosocial status and immediate needs
  - other drug use in the family
  - mental health history – level of risk of deliberate self harm behaviours and/or harm to others
  - levels of risk behaviour associated with alcohol and other drugs use, including behaviours which expose clients to blood borne diseases.

- standard drug screens

- collecting information from others:
  - information provided by other services via referral
  - doctor’s or other professional’s reports
  - information supplied by family or support network.

- making an assessment
  - assessing the safety of self, client and others
  - judging priorities of need and emergency assistance requirements
  - identifying behaviours and physical status inconsistent with alcohol and drug use
  - making an assessment using non face to face interactions (eg over the telephone)
  - using organisational criteria as the basis of admission or exclusion to services.
Competency statement

This learning unit can be studied as part of the following units of competence:

- CHCAOD5A – Provide services to clients with AOD issues
- CHCAOD8A – Work with clients who have AOD issues
- CHCAOD9A – Provide AOD withdrawal services.
Learning unit – case management and referral

This learning unit focuses on the skills and knowledge required by the AOD worker to refer clients to the ‘best fit’ service provider.

The contents of this learning unit cover:

- **Providing information.**
  - Identifying information appropriate to assessed client needs that takes into account:
    - language and literacy levels
    - cultural factors
    - previous contact
    - disabilities and special needs.

- **Referring clients to a colleague or other organisational activities.**
  - Matching client needs to services offered by the organisation.
  - Exclusion criteria for referrals (eg waiting lists, costs, catchment area).
  - Arranging referral to a colleague or other organisational activity:
    - client rights and responsibilities
    - appointments
    - costs and waiting times
    - recording and storing information required by others.

- **Recommended other services**
  - Matching client needs with services provided by others including:
    - government and non-government services (health, accommodation, education/training, employment, social/recreation, counselling, financial and legal advice, self-help, transport, advocacy)
    - other agencies and service providers
    - government allowances, pensions and benefits.
  - Assisting clients to contact and use other services.
  - Client confidentiality.
  - Seeking emergency assistance or help in a crisis.
Competency statement

This learning unit can be studied as part of the following units of competence:

- CHCAOD3A – Provide first point of contact for potential clients
- CHCAOD5A – Provide services to clients with AOD issues
- CHCAOD6A – Work with clients who are intoxicated
- CHCAOD7A – Provide needle exchange services
- CHCAOD9A – Provide AOD withdrawal services.
Learning unit – referral and advocacy

This learning unit focuses on the skills and knowledge by AOD workers to refer clients to the ‘best fit’ service provider and to advocate on behalf of the client, when required.

The content of this learning unit covers:

- **Providing information.**
  - Identifying information appropriate to assessed client needs that takes into account:
    - language and literacy levels
    - cultural factors – lifestyle, beliefs and customs
    - previous contact
    - disabilities and special needs.
  - Providing and discussing information with a client.

- **Referring clients to a colleague or other organisational activities.**
  - Matching client needs to services offered by the organisation.
  - Arranging referral to a colleague or other organisational activity.

- **Referring clients to other services**
  - Matching client needs with services provided by others including:
    - government and non-government services (health and mental health, accommodation, education/training, employment, social/recreation, counselling, financial and legal advice, self-help, transport, advocacy, emergency services)
    - services specific to aid use (eg detoxification, in patient counselling, out patient counselling, self help groups, proclaimed place, rehabilitation centres, sobering up unit, consumable providers, therapeutic communities)
    - government allowances, pensions and benefits.
  - Determining service availability.
  - Checking and confirming the client’s experience with other services.
  - Discussing the suitability of other services.
  - Supporting clients to contact and use other services.
  - Client confidentiality.
  - Providing follow up:
    - obtaining feedback and reports on outcomes of referrals
    - checking protective support is available for suicide risk
    - making appointments for follow up
    - contacting the client at the referral agency
    - liaising with other workers and services.
  - Providing immediate help or referral for critical incidents.
Competency statement

This learning unit can be studied as part of the following units of competence:

- CHCAOD8A – Work with clients who have AOD issues.
Learning unit – motivational interviewing

This learning unit provides underpinning knowledge of the techniques for motivational interviewing.

Competency statement

This learning unit can be studied as part of the following units of competence:

- CHCAOD5A – Provide services to clients with AOD issues.
Learning unit – supporting your client goal, goal setting and problem solving

This learning unit focuses on the knowledge required to work with clients in counselling situations.

The content of this learning unit covers:
- motivational interviewing
- brief and intensive intervention
- relapse prevention.

Competency statement

This learning unit can be studied as part of the following units of competence:
- CHCAOD8A – Work with clients who have AOD issues.
Learning unit – needle exchange including statutory requirements and infection control

This learning unit focuses on the legislative and organisational requirements for needle exchange and infection control.

The content of this learning unit covers:

- Providing needle exchange.
  - Legislative and organisational requirements for needle exchange.
  - Legislative and organisational requirements for OH&S and infection control.
  - Documentation requirements.
  - Maximising the safety of self and others (universal precautions).
  - Responding to health and safety incidents (eg needle stick injuries).
  - Maintaining confidentiality.
- Providing education on safer drug use.
  - Safer drug use and needle handling strategies (inc vein care and needle stick injuries).
  - Discussing harm minimisation strategies.

Competency statement

This learning unit can be studied as part of the following units of competence:

- CHCAOD7A – Provide needle exchange services.
Learning unit – managing withdrawal

This learning unit focuses on appropriate environments for withdrawal, the support services available and harm minimisation strategies.

The content of this learning unit covers:

- Responding to the stages of withdrawal
  - Organisational and legislative protocols for withdrawal services.
  - Selecting an appropriate withdrawal environment.
  - Monitoring the client's physical state.
  - Monitoring fluid and nutrition intake.
  - Providing support services:
    - herbal remedies
    - aromatherapy
    - appropriate physical exercise
    - provision of vitamin and mineral supplements
    - dietary management
    - therapeutic massage
    - spending time with the client
    - relaxation techniques.
  - Seeking back up and medical assistance:
    - concurrent illnesses
    - accessing medical assistance
    - consulting with medical officers.
  - Keeping accurate records of services provided.

- Evaluating withdrawal.
  - Assessing and documenting the outcomes of withdrawal.
  - Discussing the withdrawal outcomes with clients and others.
  - Discussing ongoing harm minimisation strategies.
  - Providing follow up.

Competency statement

This learning unit can be studied as part of the following units of competence:

- CHCAOD9A – Provide AOD withdrawal services.
Learning unit – delivering client services

This learning unit focuses on the skills and knowledge required by AOD workers to work with clients from diverse backgrounds.

The content of this learning unit covers:

- Providing services
  - Negotiating goals and action plans:
    - harm minimisation strategies
    - targeting at risk behaviours
    - setting vocational goals
    - meeting immediate physical needs
    - meeting accommodation needs
    - reintegrating clients within a social context
    - ensuring personal safety
    - managing a crisis
    - setting timelines and priorities.
  - Carrying out early or short term programs.
  - Negotiating longer care programs.
  - Assisting clients with everyday living.
  - Using interpreters.
  - Preventing relapse:
    - drug use triggers
    - self help groups
    - managing stress
    - providing ongoing support
    - monitoring client progress
    - using community resources
    - developing a support network
    - using role plays
    - strategies for money management, problem solving, personal goal setting, prioritising, problem solving and decision making, disengagement.
• Reviewing client progress
  − Reviewing progress against action plans.
  − Revising action plans and timelines.
  − Negotiating client exit:
    ✤ negotiating client contracts
    ✤ what clients can expect when they leave
    ✤ providing follow up
    ✤ ending the client/worker relationship
    ✤ ensuring ongoing safety of clients at risk of self harm
    ✤ accessing harm reduction consumables
    ✤ using client questionnaires
    ✤ record keeping and documentation (reasons for and conditions of exit and treatment/assessment progress).

• Evaluating work
  − Reviewing outcomes against care plans and goals:
    ✤ measuring of harm minimisation
    ✤ identifying changes made during intervention and over time
    ✤ assessing client behavioural and attitudinal change
    ✤ referral and linkages.
  − Reviewing and discussing outcomes with clients and others.

**Competency statement**

This learning unit can be studied as part of the following units of competence:

• CHCAOD8A – Work with clients who have AOD issues.