



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CHCAOD510A Work effectively with clients with complex alcohol and/or other drugs issues**

Release: 1

## **CHCAOD510A Work effectively with clients with complex alcohol and/or other drugs issues**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This unit describes the knowledge and skills required to provide a range of community services to meet the needs of clients who may have alcohol and other drugs (AOD) issues, which may be combined with other issues

It also covers the review of client progress and evaluation of all work undertaken with clients

### **Application of the Unit**

#### **Application**

This unit applies to those working with clients with AOD issues in the delivery of community services  
Service delivery may take place in a range of settings

### **Licensing/Regulatory Information**

Not Applicable

### **Pre-Requisites**

Not Applicable

## **Employability Skills Information**

### **Employability Skills**

This unit contains Employability Skills

## **Elements and Performance Criteria Pre-Content**

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Provide services to meet client needs                                  | 1.1 Establish <i>strategies to develop effective working relationships</i> with clients to enable the delivery of <i>targeted services</i> |
|   | 1.2 Negotiate goals and action plans with the client and document in accordance with organisation procedures                               |
|   | 1.3 Carry out early or short-term programs with clients as appropriate   |
|   | 1.4 Negotiate comprehensive and longer care programs with the client as appropriate  |
|   | 1.5 Put in place arrangements to meet the specific needs of clients  |
|   | 1.6 Provide client with relevant and current information on alcohol and other drugs and related issues and discuss                         |
|   | 1.7 Provide assistance with daily living as appropriate and in accordance with organisation policies and procedures and service guidelines |
|   | 1.8 Provide immediate help or referral for critical incidents arising from client's alcohol and other drugs use                            |
|   | 1.9 Identify relevant occupational health and safety, legal, ethical and duty of care considerations and incorporate in service delivery.  |
|   | 1.10 Plan and implement <i>relapse prevention strategies</i>   |
|   | 1.11 Assist clients with strategies and actions to reduce drug related harm to themselves  |
|   | 1.12 Make referrals to relevant agencies that can assist clients to address other specific needs   |
| <br>  |  |
| 2. Plan and implement harm minimisation and relapse prevention strategies | 2.1 Plan and implement relapse prevention strategies   |
|   | 2.2 Assist clients with strategies and actions to prevent and/or reduce drug related harm to themselves and others                         |
|   | 2.3 Assist client to identify indicators of possible relapse   |

## ELEMENT

## PERFORMANCE CRITERIA

3. Provide support for additional needs
  - 3.1 Determine *additional client issues* likely to have an influence on treatment and rehabilitation
  - 3.2 Determine *additional service and support needs*
  - 3.3 Identify client issues that are outside the scope of the service and/or the scope of the worker
  - 3.4 Inform the client of possible options
  - 3.5 Inform the client of the reasons for seeking other service and support options
  - 3.6 Confirm the client's understanding of options
  - 3.7 Work with the client to determine referral options and responsibilities
  - 3.8 Where appropriate, make referral with client consent and within organisation policy and procedures
  - 3.9 Work with the client to determine case management requirements
  
4. *Review client progress*
  - 4.1 Implement processes to ensure client's progress is regularly reviewed against negotiated goals and action plans
  - 4.2 Monitor, record and report progress against the plan of care according to organisation guidelines
  - 4.3 Negotiate revised action plans and timelines and write into the plan of care as needed
  - 4.4 Negotiate *client exit* from the program with the client and provide support in accordance with organisation policies and available resources
  - 4.5 Review *outcomes* of client work with supervisor and /or colleagues in accordance with organisation policies and procedures

**ELEMENT**

**PERFORMANCE CRITERIA**

5. Evaluate work undertaken with clients

5.1 *Review outcomes of client work against care plan goals and document in accordance with organisation policies and procedures*

5.2 *Discuss outcomes with clients and appropriate persons inside or outside the organisation and document in accordance with organisation policies and procedures*

5.3 *Put in place processes to ensure feedback from supervisors, clients and other workers and reflection on own practices are incorporated in work activities and services provided*

5.4 *Identify professional development needs and options and access to ensure ongoing competence*

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

#### *Essential knowledge:*

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Legal and organisation knowledge, including:
  - legal and organisation requirements for client registration, allocation and referral
  - organisation policies on reporting and confidentiality
  - organisation policies and procedures for documenting work with clients
  - understanding agency role, agency target group and the impacts on the local community
  - range of alcohol and other drugs specific treatment intervention options including detoxification, inpatient treatment programs, outpatient treatment services, and brief interventions
- Effects of alcohol and other drugs use, including:
  - signs and symptoms of medical risk associated with alcohol and other drugs use
  - stages and symptoms of alcohol and other drugs withdrawal
  - basic health issues relating to alcohol and/or other drugs use - e.g. malnutrition, blood borne diseases, skin infestations, effects of drug use on health, cognitive, social, emotional development and impact on others
  - basic pharmacology - types of drugs; dose levels; effects of specific drugs; tolerance; treatment approaches broadly
  - the effects of alcohol related brain injury
  - consequences and effects of drug substitution/replacement
  - effects of prescribed drugs on the use of other drugs
  - patterns of drug use in Australia and the local community
  - range of use and use scenarios e.g. lifestyle context of illegal drug use
- Complexity of poly drug use, including:
  - medical
  - physiological
  - knowledge

## **REQUIRED SKILLS AND KNOWLEDGE**

- Indicators of other issues, including:
  - mental health issues
  - homelessness
  - financial issues
  - domestic issues
  - employment issues
  - disability issues
  - gender identification issues
  - post traumatic stress disorder - Vietnam veteran
  - children of Vietnam veteran

*continued ...*



## REQUIRED SKILLS AND KNOWLEDGE

### *Essential knowledge (contd):*

- Legal issues, including:
  - legal status of drugs
  - legal issues surrounding alcohol and other drugs use
- Policy issues, including:
  - public health model - interaction of impact of drugs, individual and the environment
  - harm minimisation including a range of approaches: prevention, early intervention, abstinence, specialist treatment, supply control and safer drug use
- Working with clients, including:
  - common relapse precipitants
  - a range of strategies for working with clients
  - strategies to promote participation in programs
  - range of cultural contexts - lifestyle, set of beliefs, customs
  - client empowerment/disempowerment
  - rights of workers and clients
  - different lifestyles
  - self-esteem, abuse issues, self-awareness, own biases, ethical obligations re: helping relationships
  - types of counselling e.g. motivational interviewing, brief and intensive intervention, relapse prevention
  - medical approaches to treatment for drug use
  - nature and approaches of therapeutic communities
  - protocols around use of interpreters
  - person-centred approach
  - case management principles
- Working with clients at risk of self-harm, including:
  - suicidal or self-harming behaviour, ideation or intention
  - no-suicide contracts and other protective strategies
  - links between predisposing factors for self-harm, drug use and mental health problems
  - legal and ethical obligations regarding clients at risk of self-harm or with mental illnesses

### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

- Where jurisdiction and job role mandate, demonstrate first aid certification or equivalent

## REQUIRED SKILLS AND KNOWLEDGE

skills (as per unit *HLTFA301B Apply first aid*) including:

- cardio pulmonary resuscitation (CPR)
- bandaging
- managing toxic substances
- managing bleeding
- managing broken bones
- managing consciousness
- managing choking and knowledge of coma positions
- Where jurisdiction and job role mandate, work with clients in a range of settings e.g. residential, in community settings and outreach work
- Work with clients with coexisting issues such as mental health, child abuse
- Work collaboratively with clients to address their issues
- Refer the client to health professionals immediately the client needs exceeds the responsibility and capacity of the worker or in an emergency situation
- Identify coexisting issues such as mental health issues and
- Identify and address child protection issues that will effect work with the client

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Establish rapport
- Apply active listening skills, including questioning
- Interpret verbal and non-verbal communication
- Work with a range of clients
- Contract with clients
- Demonstrate application of skills in:
  - conflict resolution
  - negotiation
  - crisis intervention
  - protective intervention
  - advocacy
  - networking and liaison with other agencies
  - identification of support structures
- Maintain documentation as required, including effective use of relevant information technology in line with occupational health and safety (OHS) guidelines

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

*Critical aspects for assessment and evidence required to demonstrate this unit of competency:*

- The individual being assessed must provide evidence of specified essential knowledge as well as skills  
In addition, this competency should be assessed in the context of the particular workplace client group
- This unit of competence will be most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions  
Some theoretical knowledge may be assessed by formal testing e.g. suicide risk assessment
- Assessment must include the normal range of workplace situations

*Access and equity considerations:*

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

## EVIDENCE GUIDE

*Context of and specific resources for assessment:*

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resources required for assessment of this unit include access to a workplace or simulated workplace where assessment may occur

*Method of assessment:*

- In cases where the learner does not have the opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
- Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

*Related units:*

Depending on jurisdiction and job role, assessment of this unit of competency *may be* required in conjunction with:

- HLTF302B Apply first aid  
or
- HLTF402B Apply advanced first aid

## Range Statement

### RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

*Targeted services (i.e. specific to alcohol and/or other drugs use) may include:*

- Detoxification
- Inpatient counselling
- Outpatient counselling
- Self-help groups
- Proclaimed place, rehabilitation centres, residential
- Sobering up units
- Services which provide consumables e.g. syringes, thiamine, needle exchange,
- Drug substitution/replacement services e.g. methadone, bupranorphine, naltrexone
- Therapeutic communities

*Other services include:*

- Accommodation
- Emergency services
- Mental health services
- Financial assistance
- Health professionals
- Counselling
- Employment support

*Strategies to develop effective working relationships*

- Verbal communication styles
- Plan areas to be addressed, approaches to be taken and special considerations
- Planning to address contingencies
- Implementing appropriate cultural approaches

## **RANGE STATEMENT**

*Relapse prevention strategies may include:*

- Identification of drug use 'triggers' and working with the client to develop responses to deal with triggers
- Referral to self help groups
- Stress management advice
- Ongoing positive support
- Monitoring of the client's progress
- Facilitating use of community resources
- Encouraging client to develop a support network
- Role play
- Discussion of strategies for stress management, money management, goal setting, prioritising, problem solving, decision-making, disengagement

*Review refers to:*

- A short term formative analysis of client progress
- Reviewing strategies
- Standards against which a review can occur

*Client exit (negotiation of with the client) will depend on the organisation policies and procedures and the individual clients needs and may include:*

- Negotiation of contract with client
- Providing information on what the client may expect when they leave
- Providing follow up
- Ending the client/worker relationship
- Ensuring personal safety of clients at risk of self-harm including availability of ongoing supports from appropriate agencies
- Access to harm reduction consumables e.g. Needles, syringes, and needle exchange programs

*Client exit (organisation requirements) may include:*

- Client questionnaire
- Documentation including reason for exit and condition of client at exit
- Organisation's documentation on treatment/assessment progress

## **RANGE STATEMENT**

*Supporting a client to make contact with other services may include:*

- Making an appointment for the client
- Accompanying client to first appointment
- Organising for another appropriate person to accompany the client to an appointment
- Organising interpreter services for the client

*Other services include:*

- Centrelink
- Accommodation
- Emergency services
- Mental health services

*Follow up will depend on the organisation's policies and procedures and the client needs and may include:*

- Obtaining feedback and reports on outcomes of referrals from other agency in accordance with organisation policies and procedures including those referring to client confidentiality
- Checking protective support for suicide risk is available if required
- Making an appointment for follow up
- Contact with client at referral agency
- Liaison between alcohol and other drugs worker and other services

*Outcomes may include:*

- Measurement of harm minimisation
- Changes made during intervention and changes sustained over time
- Those negotiated with the client as part of a management plan
- Referral and acceptance to another treatment program or half-way house
- Both positive and negative outcomes
- Linkage with appropriate services
- Client being moved from institution or service
- Client changes - behaviour, attitudinal

*Review outcomes of client work against care plan may be:*

- Within the organisation
- In consultation with other agencies

## **Unit Sector(s)**

Not Applicable