



**Australian Government**

**Assessment Requirements for  
HLTAHCS011 Provide support to clients  
experiencing alcohol and other drugs  
problems**

**Release: 1**

# Assessment Requirements for HLT AHCS011 Provide support to clients experiencing alcohol and other drugs problems

## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide support to three different Aboriginal and/or Torres Strait Islander clients experiencing alcohol or other drug problems and consistently:
  - communicate in culturally safe ways
  - show empathy and sensitivity according to individual needs
- for each of the three clients, and according to their individual needs:
  - source credible consumer based education resources on alcohol and other drug problems, and treatment and care options from support services, and clearly explain these to the client
  - source information about non-clinical support services, explain their key features and advise the client how to access services
  - plan and organise continuity of support in consultation with the client and multidisciplinary team
  - document, in client records, accurate details of each client contact including details of services, information and referrals provided.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational procedures for client record keeping
- techniques used to communicate with clients experiencing alcohol and other drug problems
- distinctions between providing counselling and primary support
- patterns of drug and alcohol consumption in the local community
- priority drugs identified in Australia's National Drug Strategy (or its successor) as causing the most harm, and how they are used and administered:
  - alcohol
  - methamphetamines and other stimulants
  - opioids
  - cannabis
  - non-medical use of pharmaceuticals

- tobacco
- other substances relevant to the specific community
- emerging trends in drug types and their use
- for priority drugs:
  - physical impacts:
    - on functioning of major body organs and systems
    - on pregnancy, birth and unborn children, including foetal alcohol syndrome
    - on cognitive function
    - likely interactions between chronic illness and mental health issues and substance misuse
    - basic aspects of blood-borne viruses linked to injecting drug use, and associated high rates of HIV and hepatitis C in Aboriginal and/or Torres Strait Islander people
  - social and emotional impacts:
    - family relationships
    - self-esteem
  - environmental impacts:
    - passive exposure to smoke
    - behaviour in public places
  - economic impacts:
    - employment
    - living expenses
  - overview of treatment options and protocols
- principles of harm minimisation that underpin Australia's National Drug Strategy, what they mean and how they impact work at the community health level:
  - demand reduction
  - supply reduction
  - harm reduction
- the concept of holistic health care management for those experiencing problems with alcohol and other drugs:
  - the broad meaning of a 'treatment' within an alcohol and other drugs (AOD) care plan
  - the effectiveness of a multidimensional approach
- the potential reach of a multidisciplinary team, and an overview of the roles, boundaries and interrelationships of those who may be involved in the care of people experiencing problems with alcohol and other drugs:
  - Aboriginal and/or Torres Strait Islander health workers and practitioners
  - primary health practitioners including general medical practitioners and nurses
  - mental health practitioners including psychiatrists, mental health nurses, psychologists, alcohol and other drugs counsellors
  - social workers
  - community workers
  - mental health workers

- specialist alcohol and other drug workers
- how multidisciplinary team members work together to coordinate treatments and care for those affected by substance misuse, and how to facilitate referrals
- the elements and importance of client self-management:
  - acknowledging the problem being experienced
  - sharing in decision-making for care plans, treatments, support services and ongoing care
  - following an agreed care plan
  - monitoring own progress
  - adopting a healthy lifestyle
  - accessing and using support services
- factors that may impact on client choice of treatments, care and support options:
  - adherence to traditional and spiritual belief systems
  - perceptions of risk and benefits
  - ability to manage self-care
- the importance of:
  - current and credible consumer based resources and information about treatment and care options in the client decision-making process
  - respecting client values and choice of treatments, care and support
  - providing balanced and evidence based information to assist with decisions
- barriers and difficulties faced by Aboriginal and/or Torres Strait Islander people and their families who need to travel to care and support services
- alcohol and other drugs care and support services available in the community, state or territory:
  - for the specific substance
  - non-clinical support services to assist with underlying cause(s)
  - specialist services available to people of different genders and ages, and to Aboriginal and/or Torres Strait Islander people
  - how to access information about the types of services and consumer based education resources they provide
  - therapeutic services and any associated costs and benefits paid
  - how clients can access services and the role of health workers and practitioners in facilitating access
- the importance of continuity of care for clients experiencing problems with alcohol and other drugs
- how to use client information systems and recall functions to follow-up clients for care.

## Assessment Conditions

Skills must be demonstrated in a health service workplace within a multidisciplinary primary health care team.

Evidence of performance must be gathered:

- during on-the-job assessments in the workplace under live conditions while interacting with Aboriginal and/or Torres Strait Islander people, or
- during off-the-job assessments in the workplace, not under live conditions, using simulated activities while interacting with Aboriginal and/or Torres Strait Islander people.

Evidence of workplace performance can be gathered and reported through third party report processes. (Refer to the Companion Volume Implementation Guide for information on third party reporting.)

Evidence can be supplemented by assessments in a simulated workplace environment using simulated activities, scenarios or case studies only when:

- the full range of situations covered by the unit cannot be provided in the individual's workplace, or
- situations covered by the unit occur only rarely in the individual's workplace.

Assessment must ensure the use of:

- client records
- current and credible consumer-based education resources from alcohol and other drugs care and support services covering different types of substance misuse problems, impacts, treatment and support options
- information about different types of substance misuse care and support services designed to meet the needs of people of different ages, genders, and those for Aboriginal and/or Torres Strait Islander people if available
- organisational procedures for client record keeping.

Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors, and:

- be an Aboriginal and/or Torres Strait Islander person who has applied the skills and knowledge covered in this unit of competency through experience working as an Aboriginal and/or Torres Strait Islander health worker or practitioner, or
- be a registered health practitioner with experience relevant to this unit of competency and be accompanied by, or have assessments validated by, an Aboriginal and/or Torres Strait Islander person.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c1390f-48d9-4ab0-bd50-b015e5485705>