



Australian Government

CHCAOD002 Work with clients who are intoxicated

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to elements and performance criteria. New evidence requirements for assessment, including volume and frequency requirements. Significant change to knowledge evidence.

Application

This unit describes the skills and knowledge required to respond to the immediate and ongoing needs of people intoxicated by alcohol and/or other drugs, with a focus on harm minimisation.

This unit applies to people working in alcohol and other drugs (AOD) services and other community service delivery contexts.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1. Provide services to intoxicated clients

1.1 Assess level of intoxication and nature and extent of alcohol and/or drug use

1.2 Report behaviour or physical status inconsistent with alcohol and/or drug use to the appropriate person and/or seek assistance

1.3 Identify the need for first aid and seek assistance from a health professional as required

1.4 Provide client with a safe and secure environment in which to sober up/come down

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1.5 Monitor client's physical state regularly to ensure health and safety

1.6 Accurately document services provided to client

2. Reduce harm or injury to self, client and others

2.1 Maintain calm and confident manner in contact with client

2.2 Conduct interactions with clients in a fair, just, humane and positive manner

2.3 Use strategies identified in organisation response plan

2.4 Maintain safety of client, self and others using established procedures

2.5 Provide services to client in a manner consistent with organisation infection control guidelines

2.6 Follow established procedures to seek emergency assistance

3. Assist client with longer term needs

3.1 Assist client with activities of daily living

3.2 Provide information on AOD issues and availability of support services

3.3 Contact families and/or support networks at client request and in accordance with organisation policies

3.4 Assess client in accordance with organisation policy and procedure to determine if they represent a risk to themselves or others by leaving the facility

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCAOD002 Work with clients who are intoxicated

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- provided services to at least 2 intoxicated clients
- used the following communication and interpersonal skills in dealing with intoxicated clients:
 - management of difficult and aggressive behaviour
 - non-judgmental communication
 - conflict resolution
 - negotiation
 - self-protection

Knowledge Evidence

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 work role. This includes knowledge of:

- legal and ethical considerations (international, national, state/territory, local) in AOD work, and how they are applied in organisations and individual practice:
 - children in the workplace
 - codes of conduct
 - codes of practice
 - discrimination

- dignity of risk
- duty of care
- human rights
- informed consent
- mandatory reporting
- practice standards
- privacy, confidentiality and disclosure, including limitations
- policy frameworks
- records management
- rights and responsibilities of workers, employers and clients
- specific AOD legislation
- work role boundaries – responsibilities and limitations
- work health and safety
- infection control
- contexts in which interactions with intoxicated persons may take place:
 - night patrols
 - detoxification/withdrawal units
 - sobering up shelters
 - emergency departments and other health environments
 - other community service delivery environments
- signs and symptoms of alcohol and/or drug use
- signs and symptoms that indicate need for assistance from a health professional
- ways to assess intoxication and/or drug use level/s
- concurrent medical illnesses which may mimic/mask withdrawal
- strategies for dealing with aggressive and potentially violent clients, including protective/risk management strategies
- types of daily living assistance that may be provided:
 - personal hygiene
 - food and drink
 - transportation/assistance with travel
- current information on alcohol and other drugs issues
- available support services and resources
 - emergency and crisis contacts
 - sobering up services
 - withdrawal services
 - mental health services

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including organisation policies and procedures
- modelling of industry operating conditions, including:
 - involvement of people with whom the candidate can interact
 - scenarios that cater to a range of settings, including crisis situations

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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