



Australian Government

Department of Education, Employment and Workplace Relations

CHCAOD406E Work with clients who are intoxicated

Release: 1

CHCAOD406E Work with clients who are intoxicated

Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHCAOD406D Work with clients who are intoxicated	CHCAOD406E Work with clients who are intoxicated	ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. Amended related unit HLTFA311A and HLTFA412A. No change to competency outcome.

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to work with alcohol and/or other drug affected clients in a range of settings including night patrols, detoxification/ withdrawal units and sobering up shelters

Application of the Unit

Application

This unit applies to those working with clients with alcohol and other drugs (AOD) issues in the delivery of community services

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Related units

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

- HLTFA311A Apply first aid
or
- HLTFA412A Apply advanced first aid

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 a service to intoxicated clients

1.1 *Assess level of intoxication and nature and extent of drug use according to organisation policy and procedure*

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

1.3 *Where necessary, provide first aid and seek assistance from a health professional*

1.4 *Provide client with a safe and secure environment in which to sober up*

1.5 *Monitor client's physical state regularly in accordance with organisation policies and procedures to ensure health and safety*

1.6 *Document services provided to client in accordance with organisation reporting requirements*

ELEMENT**PERFORMANCE CRITERIA**

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|--|--|
| 2. Assist client with longer term needs | 2.1 <i>Assist client with activities of daily living</i> |
| | 2.2 <i>Provide information</i> as appropriate on alcohol and other drugs issues including services available |
| | 2.3 Contact families and/or support networks upon request of the client and in accordance with organisation policies |
| | 2.4 Assess client in accordance with organisation policy and procedure to determine if they represent a risk to themselves or others by leaving the facility |
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| 3. Apply strategies to reduce harm or injury | 3.1 Maintain calm and confident manner in contact with client |
| | 3.2 Conduct interactions with clients in a fair, just, humane and positive manner |
| | 3.3 Use strategies identified in <i>organisation response plan</i> |
| | 3.4 Maintain safety of self and others |
| | 3.5 Provide services to client in a manner consistent with organisation infection control guidelines |
| | 3.6 Seek emergency assistance as required |

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:

- Alcohol and other drug use and symptoms
- Drugs around in the local community
- Protective/risk management strategies
- Strategies for dealing with aggressive clients
- Statutory and organisation requirements for dealing with clients affected by alcohol and other drugs
- Strategies for dealing with aggressive and potentially violent clients
- Other agencies and services provided
- Recent and relevant information on alcohol and other drugs issues
- Use of breath analysis equipment
- Concurrent medical illnesses which may mimic/mask withdrawal

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate first aid certification or equivalent skills (as per unit *HLTF311A 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
- Work with intoxicated clients in a manner that ensures personal safety and that of others
- Apply a non-judgemental approach to clients regardless of alcohol and/or other drug use

REQUIRED SKILLS AND KNOWLEDGE

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:

- Demonstrate the application of skills in:
 - conflict resolution
 - negotiation
 - self-protection
- Communicate with intoxicated people
- Maintain documentation as required, including effective use of relevant information technology in line with work health and safety (WHS) 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
- Where work is undertaken with clients, assessment should include demonstration of competency on the job or in a workplace environment
- Competence in this unit must be assessed over a period of time in order to ensure consistency of performance across contexts applicable to the work environment
- Consistency in performance should consider the work environment, worker's role and responsibilities in the workplace

EVIDENCE GUIDE

- 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
- Context of and specific resources for assessment:*
- Resources required for assessment include access to:
 - resources required for first aid certification or equivalent skills
 - an appropriate workplace environment where assessment can take place
- 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

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.

Assess may include:

- Immediate drug history
- Orientation to person, place, time
- Level of consciousness
- Breath analysis

Behaviour or physical state inconsistent with alcohol and other drugs use may include:

- Evidence of physical illness or injury
- Evidence of mental illness
- Behaviour inconsistent with drug use history obtained from client
- Assessment of personal risk to client

Assist client with activities of daily living may include:

- Helping the client with personal hygiene
- Providing the client with food and drink
- Assisting the client to travel home
- Transporting clients to a place of safety
- Discharge advice

Provide information may include:

- Contact information for other services e.g. other sobering-up services, withdrawal services
- Harm minimisation information

Unit Sector(s)

Not Applicable