



Australian Government

Department of Education, Employment and Workplace Relations

CHCAOD408A Assess needs of clients with alcohol and/or other drugs issues

Release: 1

CHCAOD408A Assess needs of clients with alcohol and/or other drugs issues

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to assess client needs in the context of identifying options for delivery of community services to support their needs
This unit includes applying standard processes and procedures to providing a comprehensive assessment of clients' alcohol and other drugs (AOD) and other needs, developing case plans based on the assessment, and referring *clients* to *other services* as required

Application of the Unit

Application

The skills and knowledge of this unit of competency are used by workers to conduct an assessment and determine eligibility for service provision

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. Prepare for *assessment*

1.1 Conduct discussions with the client to identify reasons for seeking help and other relevant information that may assist in establishing a basis for further work

1.2 Explain to client organisation parameters of confidentiality and policy/procedures

1.3 Inform the client of the purpose and process of the assessment

1.4 Confirm the client's understanding of the purpose and process of assessment

ELEMENT**PERFORMANCE CRITERIA****2. Conduct assessment**

- 2.1 Take *client's drug use history* in accordance with organisation policies and procedures
- 2.2 Identify and clarify any previously identified co-morbidity / dual diagnosis in consultation with relevant health or community services professionals
- 2.3 Assess the *current status of the client* using standardised alcohol and other drugs screens and from discussion with client
- 2.4 Use established assessment procedures and protocols to identify issues related to client health in collaboration with relevant health professional as required
- 2.5 Assess patterns of use with established assessment procedures and protocols
- 2.6 Assess level of dependence with established assessment procedures and protocols
- 2.7 Identify *indicators of other issues* that may affect work with the client through observation and questioning
- 2.8 Provide a suitable and comfortable environment for the assessment
- 2.9 Comply with the guidelines when conducting the assessment
- 2.10 Conduct assessment in a *fair manner*

3. Identify and respond to need for referral

- 3.1 Identify client issues that are outside the scope of the service and/or the scope of the worker
- 3.2 Identify appropriate service and other support options
- 3.3 Inform the client of possible options
- 3.4 Inform the client of the reasons for seeking other service and support options
- 3.5 Confirm the client's understanding of options
- 3.6 Work with the client to determine referral options and responsibilities
- 3.7 Where appropriate, make referral with client consent and within organisation policy and procedures

ELEMENT**4. Interpret and report on
assessment results****PERFORMANCE CRITERIA**

- 4.1 Record assessment results according to defined guidelines
- 4.2 Interpret assessment results according to defined guidelines
- 4.3 Apply organisation criteria to determine entry or exclusion to services
- 4.4 Prepare assessment report based on guidelines and organisation policy and procedures

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|--|---|
| 5. Provide assessment feedback and information | 5.1 Provide feedback to the person according to organisation policy and procedure |
| | 5.2 Provide assessment information to others, including relevant health and/or community services professionals according to consent requirements and organisation policy and procedure |

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

REQUIRED SKILLS AND KNOWLEDGE

- 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
- Co-morbidity issues relating to assessment of people with drug and/or alcohol issues
- Risk management in relation to interventions for people with drug and/or alcohol and co-morbidity issues
- Theoretical frameworks about motivation to change alcohol and/or other drug use
- 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

continued ...

REQUIRED SKILLS AND KNOWLEDGE

Essential knowledge (contd):

- Established processes and protocols for determining:
 - level of dependence
 - patterns of use
 - length of dependence
 - health status
- Aspects of 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
 - protocols around use of interpreters
 - client-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:

- Conduct assessments using established processes and protocols
- Demonstrate the capacity to work with clients:
 - with a range of issues
 - in a range of settings
 - from different cultural backgrounds

REQUIRED SKILLS AND KNOWLEDGE

- in a non-judgemental way
- in emergency situations

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 first aid certification or equivalent skills (as per unit *HLTF301B 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
- Establish rapport
- Use active listening 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

EVIDENCE GUIDE

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
- Competency must be demonstrated in a real work 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

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:

- Assessment of this competency will require human resources consistent with those outlined in the Assessment Guidelines
- 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

EVIDENCE GUIDE

Method of assessment:

- 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:

This unit of competency is recommended to be assessed in conjunction with a first aid unit

Depending on jurisdiction and job role, this may be:

- HLTFA301B Apply first aid
or
- HLTFA402B 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.

Clients include:

- Families and personal network of the client

Assessment may take place:

- Face-to-face
- By telephone

RANGE STATEMENT

Other issues may include but are not limited to:

- Legal issues for persons under court/protective/statutory orders
- Co-morbidity (dual diagnosis) issues related to physical/sensory/intellectual/ psychiatric disabilities
- Developmental issues
- Trauma issues, for example for survivors of domestic violence, abuse, neglect or sexual assault

Other related information may include:

- That provided by other services via referral
- Doctor's or other professional's reports
- Information provided by family or support network

Current status of the client includes:

- Determining readiness to change
- Physical, emotional, financial, legal and psychosocial state and immediate needs in these areas
- Other drug use in the family
- Level of risk of deliberate self-harm behaviours and/or harm to others
- Levels of risk behaviour associated with alcohol and/or other drug use including behaviours which expose clients to blood borne diseases

Indicators of other issues may include:

- A history of mental health issues
- Indicators of abuse, neglect or harm including self-harm
- Indicators of child abuse
- Having no accommodation, employment or money

Options for meeting the range of client needs may include:

- Referral to other services
- Community intervention

RANGE STATEMENT

Client's drug use history refers to collection of relevant information on:

- Name, age, gender etc
- Drug history
- Social and legal history
- Current status including housing status
- Agency ability to cater for the client needs
- Mental health issues
- Other relevant related issues affecting clients

Early or short-term programs refers to:

- Less intensive, shorter term activities that are an alternative to longer and more intensive programs. These brief interventions carried out by a range of workers, often opportunistically, are usually offered to those individuals who are less severely drug dependent

Current information on related issues includes information on:

- Meeting physical, emotional, financial and social needs
- Contacts for self-help groups
- Resources on dependency
- Resources on alcohol and other drugs issues for families or personal network
- Advocacy groups
- Information regarding mental health and self-harm
- Crisis and emergency contacts

Goals and action plans may be short and long term and should include:

- Harm minimisation (including abstinence, controlled drinking, safer sex, safer drug use, safe injecting)
- Strategies to target reducing at risk behaviours

RANGE STATEMENT

Goals and action plans may include:

- Vocational goals (employment and training)
- Accommodation
- Meeting immediate physical needs
- Maintenance of stable social and emotional environment
- Reintegration within social context
- Ensuring personal safety
- Management of crisis
- Timelines and priorities

Review refers to:

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

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

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

RANGE STATEMENT

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

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 that are specific to alcohol and/or other drugs use may include:

- Detoxification
- Inpatient counselling
- Outpatient counselling
- Self-help groups
- Proclaimed place, rehabilitation centres, residential etc
- Sobering up units
- Services which provide consumables e.g. Syringes, thiamine, needle exchange, methadone or other drug substitution/replacement services
- Therapeutic communities

Other services include:

- Department of Social Security
- Accommodation
- Emergency services
- Mental health services

RANGE STATEMENT

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 against care plan may be:

- Within the organisation
- In consultation with other agencies

Unit Sector(s)

Not Applicable