CHCAOD3A – Provide first point of contact for potential clients

Provide First Point of Contact is part of the Certificate II in Community Services (Alcohol and Other Drug Work). This unit of competency is about providing services where the worker may be the first point of contact for the client or may take a client support role. CHCAOD2A involves identifying and responding to the immediate needs of potential clients including the provision of services such as needle exchange, referral and information.

CHCAOD3A has the following elements of competency and performance criteria.

- **Greet and observe the client.**
  - Client is acknowledged in a pleasant and accepting way.
  - Observations about client behaviour and physical symptoms are evaluated against criteria, recorded and reported to appropriate persons.

- **Collect routine information from the client.**
  - Identifying information is collected and documented in accordance with organisational procedures.
  - Reasons for contact with the service are established with the client in accordance with organisational procedures.
  - Client information is recorded and stored according to organisational policy and procedure.

- **Judge priority of need for service.**
  - Assistance is sought from appropriate persons according to urgency and nature of need.
  - Personal safety of self, client and others is assessed in accordance with organisational policies and procedures.
  - Client information is recorded and stored according to organisational procedures and policies.
• Provide a service.
  – Clients are provided with information about and supported to participate in existing organisational activities.
  – Client rights and responsibilities are explained and observed in accordance with organisational policy.
  – Client appointments with an urgency worker are organised upon request of the client or at suggestion of the worker in accordance with organisational policies and procedures.
  – Client is informed of any costs which the service may incur and waiting times where these apply.
  – Client service details are recorded and stored according to organisational policy and procedure.
  – Client is provided with the current, relevant and culturally appropriate information on other services.
  – other services are recommended where client needs are not able to be met by the service.

**What Learning Units Do I Do?**

You can undertake the Learning Units for this competency in any order, but the suggested learning sequence for this competency is: the sector, service provider, client and you

- drug ID 1
- statutory frameworks
- interacting with clients
- assessing the client
- case management and referral.

**Assessment**

Your tutor will discuss the requirements for assessment with you.

You may be asked to demonstrate your skills and knowledge by satisfactorily completing the learning activities described below.
The demonstration of underpinning knowledge and reporting skills can be evidenced by the satisfactorily completion of the learning activities described below.

<table>
<thead>
<tr>
<th>Learning Unit Title</th>
<th>Elements and performance criteria targeted</th>
<th>Activity title</th>
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<tbody>
<tr>
<td>The sector, service provider, client and you</td>
<td>4</td>
<td>4.1 Compilation of a resource kit.</td>
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<td>Drug ID 1</td>
<td>3</td>
<td>3.1 Case Studies: Jimmy, Sandra, Denny User Profiles</td>
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<td>Statutory Frameworks</td>
<td>2 Underpinning Knowledge</td>
<td>2.1 – 2.3 Case Studies: Craig, John, Susan</td>
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<td>Interacting with Clients</td>
<td>1 - 4 Underpinning Knowledge</td>
<td>Learning Activity 32 Video: Bill’s story</td>
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<tr>
<td>Case management and referral</td>
<td>4</td>
<td>4.1 – 4.7 Case Study: Mary</td>
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### Learning Unit Title: Assessing the Client

#### Elements and performance criteria targeted

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<tr>
<td>1.1 Case Study:</td>
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<td>2.1 – 2.3 Activity – developing a proposed treatment plan.</td>
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<td>3.2 Activity – compile a record of assessment.</td>
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You may need to undertake part or all of your assessment on the job and your tutor will advise you on the requirements, if this is the case.
Qualifications and competencies

Units of competency – AOD Stream

The nine specialist alcohol and other drugs competencies in the Community Services Training Package are packaged into five qualifications:

- Certificate II in Community Services (Alcohol and Other Drugs Work)
- Certificate II in Community Services (Alcohol and Other Drugs Work)
- Certificate IV in Community Services (Alcohol and Other Drugs Work)
- Diploma of Community Services (Alcohol and Other Drugs Work)
- Advanced Diploma of Community Services (Alcohol and Other Drugs Work).

The nine specialist units of competence covered by this toolbox are:

- CHCAOD1A – Introduction to the Alcohol and other drugs sector
- CHCAOD2A – Orientation to the alcohol and other drugs sector
- CHCAOD3A – Provide first point of contact for potential clients
- CHCAOD4A – Support people with alcohol and other drugs issues
- CHCAOD5A – Provide services to clients with alcohol and other drugs issues
- CHCAOD6A – Work with clients who are intoxicated
- CHCAOD7A – Provide needle exchange services
- CHCAOD8A – Work with clients who have alcohol and other drugs issues
- CHCAOD9A – Provide alcohol and other drug withdrawal services.
The alcohol and other drug specialisations are combined with common competencies from the Community Services Training Package to form a qualification. Each alcohol and other drugs specialisation competency may be packaged into more than one qualification. The following table shows each specialist unit of competence relates to the AOD qualifications (C=compulsory, E=elective):

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Refer to the Community Services Training Package for more information on the competencies required for each qualification.