

Service Providers Summary for the client with complex needs

In order to provide high level care to complex needs clients, services will need to provide training and professional development to staff and implement organisational strategies.

Training on complex needs issues will:

Understanding

Increase staff understanding, awareness and empathy when working with clients with complex needs.

Communication

Improve staff communication techniques when working with people with complex needs

Skills

Increase staff skills for working with people with complex needs.

Training and Professional Development

Ongoing training and education are a key component of any service's professional development and continuing quality improvement.

It is particularly important regarding clients with complex needs.

Stigma

Reduce the stigma and labelling associated with people with complex needs issues

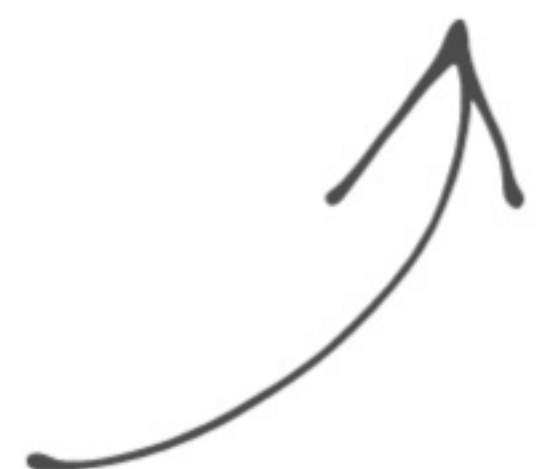
Confidence

Increase staff confidence in managing people with complex needs

Outreach, Aftercare and Referral

Your service can take steps to improve the experience of clients with complex needs while they are part of your program, but for long-lasting affects you also need to follow effective outreach, aftercare and referral practices for these clients.

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AOD service providers will need to establish strategies develop effective working relationships with complex needs clients

Carry Out

early or short-term programs with complex needs clients as appropriate

Specific Needs

Put in place arrangements to meet the specific needs of complex needs clients

Identify

relevant work health and safety (WHS), legal, ethical and duty of care considerations and incorporate in service delivery.

Make Referrals

to relevant agencies that can assist complex needs clients to address other specific needs

Negotiate

goals and action plans with client and document in accordance with organisation procedures

Negotiate

comprehensive and longer care programs with the complex needs client as appropriate.

Immediate Help

provide immediate help or referral for critical incidents arising from complex needs client's alcohol or other drug use. Aid with daily living as appropriate.

Assist

Complex needs clients with strategies and actions to reduce drug-related harm to themselves

Service Directory

www.aadant.org.au/service-directory



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