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Drug Council Tasmania Inc.

## Referring to AOD services

Presentation by Maddi Derrick

- A subsection of the 'Understanding addiction and responding to somebody seeking help' workshop

NHT conference, September 2016

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## Can referral affect motivation?

Motivation for change  
=  
importance of making change  
+  
confidence change can happen

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## Types of referral

- Passive referral – worker *passes on* details of the referral agency to the client
- Facilitated referral – worker contacts the referral agency *for* the client
- Active referral - worker contacts the referral agency *with* the client

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## Passive referral

PROS:

- Consumer taking responsibility allows opportunity for self-empowerment and confidence building
- Least time-consuming option for worker

CONS:

- Risk of motivation waivering and not following through
- Risk of wrong 'fit' with service – reduces confidence

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## Facilitated referral

PROS:

- Consumer is one step closer to accessing intervention
- Opportunity to determine some aspects of consumer's 'fit' with service
- Worker-consumer relationship building

CONS:

- Potential low commitment to attend
- Motivation may waiver before consumer has contact with service
- Consumer does not have opportunity to establish full 'fit' with service

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## Active referral

PROS:

- First step is taken whilst motivation is at its peak
- 'Fit' with service can be fully assessed
- Barriers to following through to next step can be addressed
- Consumer has commenced a relationship with the service
- Worker-consumer relationship building is maximised

CONS:

- Most time-consuming option for worker

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## Who to refer to?

- What are they motivated to do?
- What do they think is important to do?
- What do they have some confidence in doing?

ATDC referral directory:

- Face to face services in Tasmania
- 24/7 helpline – Alcohol and Drug Information Service
- 24/7 online chat – [www.counsellingonline.org.au](http://www.counsellingonline.org.au). An online chat can convert to a telephone conversation if wanted; and online self-help modules are available to complete. Consumers can register (to help with repeat access) or can remain anonymous.

*Note: the helpline and online services are there to help workers too!*

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## Workers' checklist

- Have I understood what is important to the consumer at this stage?
- Have I helped workshop any challenges that may affect capacity to follow through with the next step?
- Am I doing the most 'active' referral I can with the time I have?
- Am I aware of keeping confidentiality?
- Have I given all necessary details to the consumer before they leave? (contact details, directions etc., costs etc.)
- Does the consumer know what to expect?
- Do I have a plan/way to follow up with the consumer?

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## Coming soon...an e-tool to help

- A brief intervention that will guide you through responding to someone who uses substances problematically – includes screening, motivation building, treatment selection and active referral
- Can be completed by consumer alone, or with varying levels of support by a worker

Meanwhile...

- Help us name the e-tool website! *Hand your completed entries to me*
- Get involved – join our testing group? *Email me – [fcln@atdc.org.au](mailto:fcln@atdc.org.au)*

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## Thank you!

**Maddi Derrick**  
Connecting People with AOD Support through Neighbourhood Houses

Email: [fcln@atdc.org.au](mailto:fcln@atdc.org.au)  
Phone: 03 6231 5002

[www.atdc.org.au](http://www.atdc.org.au)

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