



## **Working with Clients Who Have Drug and/or Alcohol Dependency**

A one-day workshop for client services staff

### **Overview**

At times, housing and support staff work with clients who are experiencing substance abuse dependency.

This training is provided to assist housing workers who work with people who may be experiencing difficulties in living that may be associated with alcohol or substance abuse issues (abuse, misuse and dependency).

### **Content**

Workshop participants will explore the issues of working more effectively with clients who are experiencing substance abuse dependency.

While the training may not be able to address each specific concern that an attendee may have – or provide ideal solutions for every situation, the aim is to share and then try out different approaches and ideas that may be of help.

There are four aims to this workshop:

1. to de-bug some of the common myths and misconceptions about alcohol and drug use
2. to provide information about alcohol and drugs, that may be of value for workers
3. to develop a clear conceptual understanding of substance abuse problems, as experienced by individuals and communities, and
4. to look at strategies and techniques that may be of use to aid workshop participants in their work with alcohol and drug affected clients.

This workshop utilises both informative and interactive learning processes, however emphasises interpersonal skills as the foundation for an effective helping process.

### Learning Outcomes

- To gain a broad understanding of substance abuse concerns.
- To understand the why and how of assessing substance abuse problems
- To be able to demonstrate relationship building skills with people with substance abuse problems
- To understand the major models for understanding dependency and also change (abstention, harm minimisation, controlled use)
- To examine strategies to facilitate change in substance using clients
  
- To identify relevant community networks to support the worker and client

### Who should attend?

This workshop is aimed at social housing professionals whose work involves direct contact with clients.

### Presenter

Dr Steve Morgan, *D.Psych (Forensic)*

### Participant feedback

“Motivational techniques and interviewing skills very helpful.”

“The speaker was great and delivered the information well. He taught me a very respectful and positive way to deal with clients.”

“The presenter’s knowledge of personality disorders and his ability to make it realistic and relevant was outstanding.”

“Enjoyed the exercises, good overall information on how to deal with change and how to motivate people towards positive change.”

“Very humorous informative presentation, kept up the interest all day.”

“The presentation by Steve Morgan was brilliant. It was presented in an easy to understand format, relaxed but definitely realistic with strategies that are easy to apply. Thankyou!”