



First participants welcomed into the TC Training Course in Australia!



The first intake of participants in the TC Training Course commenced their training at WHOS Rozelle Campus on 19th February 2018. Thirty-four staff members from TCs and Residential Rehabilitation Services (RRS) from NSW, ACT and Victoria are enrolled in the first course. This represents seven ATCA member agencies – a fabulous result!



Participants are also drawn from a wide variety of services – Youth (Ted Noffs Foundation), Adult and Family Programs (WHOS Rozelle and Hunter; The Salvation Army; One80TC; Odyssey House Vic; Adele House), opioid substitution programs (WHOS

OSTAR), and those working with Aboriginal and Torres Strait Islander populations (The Glen).

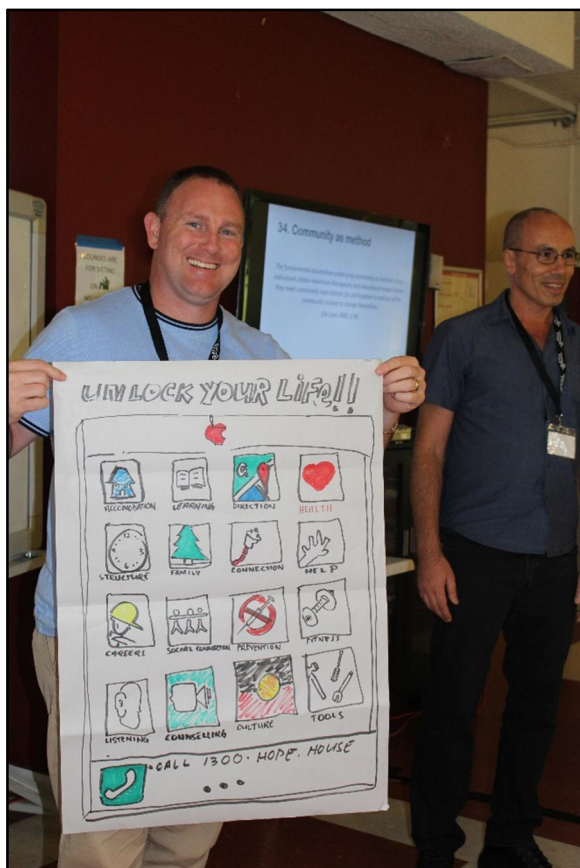
Participants also undertake a range of roles within these services – from program managers to case workers, outreach and youth workers, those working in detox and with opioid substitution programs, counsellors and support workers. This variety of roles and services provided us over the first three days of training with the opportunity for rich discussion and learning.

The key aim of the course is to support AOD practitioners, support workers and other relevant professionals and students to develop knowledge, attitudes and skills that can be applied in the TC context. The course is suited to those who have a base qualification and/or knowledge of dependency-related practice and who wish to develop knowledge and skills for application in the TC and RRS context.

The program comprises six modules and a supervised practicum:

- Module 1. Course orientation and Overview of the TC

- Module 2. Community as method
- Module 3. TC structure, organisation and environment
- Module 4. Relationships in the TC
- Module 5. Staff roles and responsibilities and rational authority
- Module 6. Group work, community tools, work as therapy & continuing care
- Module 7. Supervised practicum



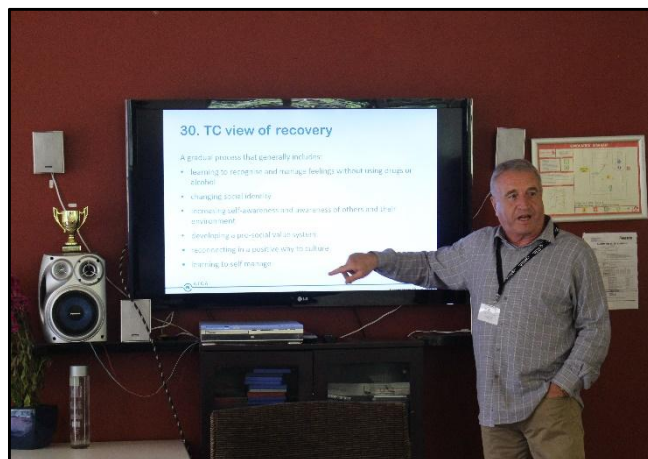
Over six-months of training, each participant completes:

- 48 hours of face-to-face learning facilitated by skilled trainers.
- a 40-hour supervised professional skills practicum in a TC
- 12 hours of self-directed learning.
- Online training in cultural competence.

The practicum may be completed in the person's own TC, or alternatively, a staff exchange could be organised between participants and TCs to provide a wider experience.

This is the preferred option – and we invite TCs willing to offer a practicum placement, to contact us.

As this is an important workforce development initiative which will benefit all staff and member services, it is suggested that ATCA members



approach their State/Territory Government funding bodies and other potential funders (including philanthropic trusts) for funding support to allow as many staff as possible to undertake the training.

With the funding of 100 additional residential beds in Victoria, the Victorian Government and Department of Health and Human Services (DHHS) have been particularly supportive – funding 27 places into the first of the Melbourne courses, and promising continued funding for another three TC Training Courses in Melbourne. The work of Odyssey House Victoria and Windana Drug and Alcohol Recovery has been acknowledged in this funding round – with both opening new services and expanding existing capacity.



Training places in the first Melbourne training round have gone to Odyssey House, Windana, Birribi and Turning Point. Other services, which are part of the 100-bed expansion, will be funded to attend training in the coming months.

We commence in Melbourne on 19th March, with the second block of training commencing on 30th April. At this stage, the following courses are planned or underway – with a fifth now being organised for Adelaide in June and another three courses scheduled for Melbourne over June to November. A

further Sydney training course (the ninth scheduled for this year) has also been organised – to commence in September.



Sydney (1)

Workshop dates:

February 19, 20, 21.
April 9, 10, 11.

Venue:

WHOS, Rozelle



Melbourne (1)

Workshop dates:

March 19, 20, 21.
April 30, May 1, 2.

Venue:

Mantra, Bell City



Perth

Workshop dates:

April 16, 17, 18.
May 28, 29, 30.

Venue:

Cyrenian House



Brisbane

Workshop dates:

June 13, 14, 15.
July 23, 24, 25.

Venue:

Salvation Army Recovery Services: Moonyah

Now is the time to register for the training. The new dates for Melbourne, Adelaide and Sydney are:

Melbourne (2)

Workshop dates:

Block 1: June 18, 19, 20.
Block 2: July 30, 31, August 1.

Adelaide

Workshop dates:

Block 1: June 25, 26, 27.
Block 2: August 6, 7, 8.

Melbourne (3)

Workshop dates:

Block 1: August 13, 14, 15.
Block 2: September 24, 25, 26.

Sydney (2)

Workshop dates:

Block 1: September 18, 19, 20.
Block 2: October 30, 31, November 1.

Melbourne (4)

Workshop dates:

Block 1: October 8, 9, 10.
Block 2: November 19, 20, 21.

This is a unique training opportunity. The TC Training Course has been developed to assist in expanding the potential 'TC work-ready' workforce pool and we look forward to welcoming participants to one of the courses in the coming months.

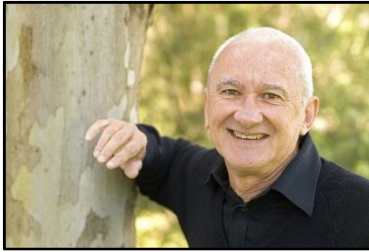
Cost: \$875.00 + GST per person.

The fee covers:

1. 6 days face-to-face training costs
2. Morning and afternoon teas, and lunch on workshop training days
3. All course materials
4. Practicum Placement support and advice
5. Task and assignment assessment
6. Certificate of Completion

NB. Participants are required to attend 6 days of face to face training, shown in the block dates noted above.

If you are interested in undertaking the training, please complete the Participant Application, which you will find on Survey Monkey at:
<https://www.surveymonkey.com/r/986Y5PR>



The ATCA Standard

Barry Evans, Project Officer

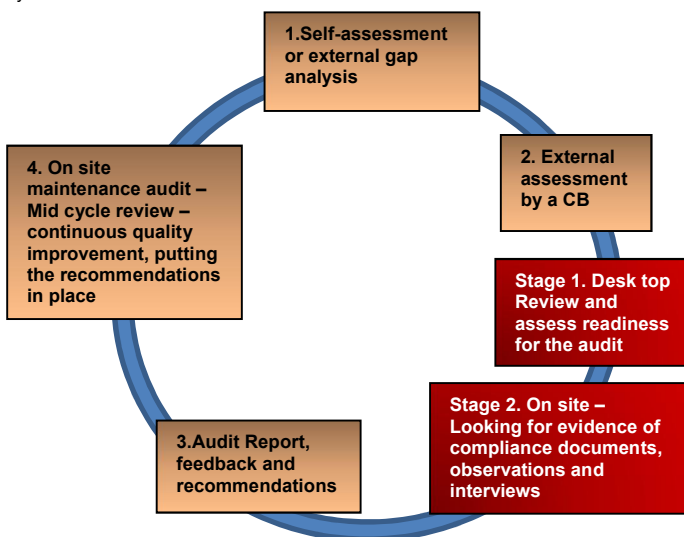
Welcome to the fifth edition of this column on the ATCA Standard and Certification.

In previous editions of this column I have focused on the Expectations of the Standard. In this edition, I will focus on the Certification process itself.

Seven members of the Association have already completed Certification against the ATCA Standard, and two of the seven have also completed a mid-cycle or interim audit against the Standard.

The audit cycle runs over three years and consists of Certification, Maintenance and Re-certification Audit processes. Prior to the first Certification Audit, there is an additional step, generally called the Stage 1 Audit.

The Certification Cycle over a three year period:
HSS 1 P1_7.9.2. The certification cycle should not normally exceed three years and shall include at least one on-site maintenance audit during the certification cycle.



STAGE 1 AUDIT (DOCUMENT REVIEW)

The purpose of the Stage 1 Audit is to assess the readiness of the organisation for the Stage 2 (Certification) onsite audit and to assist the organisation to identify any gaps that need to be addressed. The Stage 1 Audit is conducted remotely and involves a review of the organisation's documents and a telephone conversation.

The self-assessment and the exercise of matching documented evidence to the requirements of the

Standard should help the organisation to identify gaps and opportunities for improvement prior to the site visit.

Ideally the self-assessment and supporting documentation are submitted one month prior to a Stage 1 Audit phone call from the Certifying Body. This gives the Auditor adequate time to review the organisation's documentation against the Standard. It is important to provide the information in a format that is easy for the Auditor to navigate e.g. sorted in folders relating to each Performance Expectation.

At the completion of the Stage 1 Audit, a phone call involving the Auditor and relevant organisational representatives e.g. the TC Manager and the Quality Manager will be arranged. The phone call serves as a forum to:

- Introduce the parties to one another prior to the onsite audit
- Answer any questions the organisation may have about the audit process
- Discuss/clarify issues raised through the document review process

After the Stage 1 Audit phone call, the Auditor will prepare a Stage 1 Audit Report, which provides the organisation with the findings of the document review. This includes the Auditor's assessment of the 'readiness' of the organisation to proceed with the Stage 2 Audit.

The Auditor may also request further documentation after completion of the document review and the Stage 1 phone call. The aim is to sight as much documented evidence as practicable prior to the Stage 2 (onsite) audit to allow the Audit Team to maximise the time spent in the community, speaking to residents and staff and observing community processes.

If the Stage 1 Audit findings indicate that the organisation may not be ready to proceed with Stage 2, the Certifying Body will generally work with the organisation to determine how to proceed. This may mean that the organisation will take additional time addressing identified gaps before being re-assessed.

STAGE 2 AUDIT (CERTIFICATION)

The purpose of the Stage 2 Certification Audit is to assess the conformance of the Therapeutic Community or Residential Rehabilitation Service (RRS) against the requirements of the Standard. The Audit Team works with the organisation to

determine how well it meets the Standard. The audit process is open and transparent, and the audit team will generally discuss any issues with the organisation at the time they are identified.

In preparation for the Stage 2 Audit, the Auditor liaises with the organisation to prepare the audit plan (timetable). In order to assist the audit team to gather the evidence required, the audit will include the following activities:

- A tour of the TC or RRS (facilitated by resident/s if possible)
- Attendance at a TC or RRS group or community meeting (with resident permission)
- Resident interviews (with resident permission)
- Staff interviews

Based on consultation with the organisation, a targeted plan will be developed to enable the audit team to gather the evidence required within the timeframe and with minimal impact on service delivery. Audit plans are flexible, and any required changes can be discussed at the opening meeting and as required throughout the audit.

It is important to ensure that appropriate personnel are available to attend the opening and closing meetings and to assist the audit team. The audit team also requires easy access to documentation and records, and an office if available.

The audit team members abide by confidentiality agreements and a code of conduct, and are asked to declare any conflict of interest prior to accepting the audit. Given that the majority of technical experts available are known in the TC sector, the organisation is asked for their approval prior to the technical expert being appointed to the audit.

Collecting the Evidence Required for an Audit.

In preparation for the Stage 1 Audit, the organisation will need to:

- Complete a self-assessment against the Standard e.g. ATCA Quality Assurance Journal.
- Provide supporting evidence in a logical format that ties back to the Standard. This can be provided in a variety of ways e.g. via google drive, by email or on a USB drive mailed to the Certifying Body*. The Interpretive Guide (available on the ATCA website) is a useful tool in this process as it

gives examples of how each criterion may be evidenced.

The NGO 'Breaking New Ground' has a fee for service Portal that agencies can subscribe to and it provides a comprehensive means of compiling and providing the evidence for the Stage 1 audit. Organisations can sign up for a two-week Free Trial. BNG also provides a 15% discount to ATCA members.

Odyssey House Victoria was Certified last year, Eric Allan and his staff subscribed to the BNG Portal in preparation for the audit and Eric has kindly agreed to share his experience:

"At Odyssey House Victoria we undertook the accreditation process to the ATCA Standard in 2017. Making such an undertaking as an organisation can be daunting whether you are familiar with working in quality systems or not. We purchased access to the BNGSPP portal in preparation for our audit. We found using the portal simple and straightforward. It assisted in identifying and collating what we had and what needed some attention prior to our desktop audit.

I am happy to endorse the portal as a useful tool for anyone undertaking the ATCA accreditation".

*Eric Allan
Odyssey House Victoria.*

* If your organisation is thinking of becoming Certified in the near future, then you can begin the process by contacting the Institute for Healthy Communities Australia. IHCA is currently the only Certifying Assessment Body registered to audit against the ATCA Standard.



LEVEL 7, 73-77 RUSSELL ST.
WEST END.
QUEENSLAND. 4101
P.O. BOX 5582

FREECALL 1800 035 033
Phone: 07 3844 2222



ATCA Quality Portal

A quality management system for therapeutic communities and residential rehabilitation service providers

The ATCA Quality Portal is an easy-to-use system that helps you manage quality, risk and compliance. The Portal includes the new ATCA Standard for Therapeutic Communities & Residential Rehabilitation Services, as well as the main sets of community services and health standards.

KEY FEATURES

- **Self-assessment against standards**
Complete self-assessments against the criteria (indicators) of a set of standards. As you work through each assessment, the portal will identify gaps and let you know what the organisation needs to do to achieve completion.
- **External reviews and accreditation**
Prepares your organisation for external review and accreditation, with the ability to submit your results and evidence online.
- **Automatically generated Work Plans**
As you complete assessments, a Work Plan is automatically generated based on the actions required to meet the standard. You can edit and allocate tasks, set due dates and email reminders.
- **Schedule email reminders**
Set email alerts as due-date reminders in your work plan or registers.
- **Risk, compliance and quality registers**
Create, edit and customise registers for risk management, compliance and other quality monitoring. You can tailor registers to your organisation's needs.
- **Document Library**
Upload and manage pre-existing or newly completed documents, then link them to action items to provide evidence of compliance to external reviewers.
- **Immediate solution to multiple standards**
Cross-referencing with all other sets of standards means you can complete multiple sets of standards by completing a single set.
- **Progress tracking**
Displays graphs showing your organisation's progress against industry benchmarks.

KEY BENEFITS

- Increases service delivery capacity.
- Manages and monitors risk and compliance.
- Undertakes gap assessments.
- Work directly online – no need for paper-based reporting.
- A standards update and alert service keeps you on top of changes.
- Builds staff and organisational capacities.
- An immediate solution to multiple standards.
- Red-tape reduction.
- Increases productivity and saves up to 80% of time.

“The SPP has reduced our reporting time significantly. The system is intuitive, I found my way around quite easily.”

Ronnie Voigt,
Drug Education Network

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Discount
for ATCA
members

THE ATCA QUALITY PORTAL IS A
TAILORED VERSION OF STANDARDS
AND PERFORMANCE PATHWAYS



TC Employment Opportunity - Missiondale Tasmania



Full-time Senior AOD Clinician Missiondale (part-time negotiable with preferred candidate)

City Mission is seeking a qualified and experienced health practitioner to join the staff at Missiondale, our residential therapeutic community located in Evandale.

Essential Qualifications/Experience:

- Registered with the relevant professional Board within the Australian Health Practitioner Regulation Agency.
- Minimum 5 years' experience
- Understanding of the Therapeutic Community model and its guiding principles
- Knowledge of contemporary standards and evidence-based practice in AOD practice and interventions
- Demonstrated experience in mental health screening, assessment and management in an AOD context
- Commitment to delivering culturally safe and sensitive care
- Demonstrated ability to work autonomously as a senior clinician
- Ability to provide practice supervision to non-clinical and clinical AOD staff
- in the application of evidence-based alcohol and other drug (AOD) therapeutic practice with individuals and groups, including assessment, collaborative treatment planning, and therapeutic group facilitation
- Highly developed communication skills.
- Current drivers licence.
- National Police check is required for all roles at LCM.

Desirable:

- Knowledge of AOD pharmacotherapy principles and practice.
- Demonstrated knowledge and experience in assessment and diagnosis of adults with alcohol and drug problems.
- Demonstrated knowledge, experience and skill in the development and implementation of treatment programs for adults with alcohol and drug problems.
- Experience and knowledge of liaison and consultation with other services and agencies in the context of providing specialised alcohol and drug assessment, advice and training.
- Working With Vulnerable People Check or willingness to obtain.
- Experience or demonstrated capacity to work in an organisation adopting a Christian ethos.
- Some experience in the review and development of rehabilitation programs.
- Ability to maintain positive professional relationships with clients and staff.
- Experience in the delivery of group programs.
- Demonstrated success in delivering support to clients with complex needs.
- Success in maintaining positive key stakeholder relationships.
- Demonstrated ability to work unsupervised.
- Positive history of following organisational Policy & Procedures

The position requires the employee to develop working relationships with management, peers and other functional areas within the organisation.

Primarily the role will be responsible for providing high quality assessments, counselling and support to individuals with complex needs working through issues surrounding addiction, through evidence based therapeutic interventions.

The role will support the centre managers in the delivery of programs and services for clients and develop protocols and resources to support centre staff to be able to de-escalate emerging situations with clients.



The role will be the key liaison between other, relevant clinical services and the clinical activities within the centre.

This is a full-time position (part-time negotiable with the preferred candidate) and salary will be based on the Social, Community, Home Care and Disability Services Industry Award 2010

If you have a passion to work as part of a friendly team in a caring compassionate environment, knowing that our success will be directed towards those struggling with dependency related problems, we encourage you to apply.

Please send your written application addressing the selection criteria and your ability to effectively perform the primary tasks above to the Human Resource Manager, Launceston City Mission, PO Box 168, Launceston, or upload it to the SEEK website.

A full job description is available by phoning 6335 3000 during office hours or by emailing office@citymission.org.au or via our website – www.citymission.org.au – Click on “Work With Us”.

Applications close on Monday 19 March 2018 at 9am.

TC Training Course in action - WHOS Rozelle, Sydney

