

Non-judgemental care builds trust and gets better outcomes

Alcohol and Other Drugs Care Charter

Daria Erihe¹, Ryan Webster¹, Suzie Hudson¹, Regina Nagy², Laura Griffin², Mary Ellen Harrod³, Alice Pierce³, Lucy Pepolim³, Michele Campbell⁴, Jennifer Uzabeaga⁴, Kate Masters⁵, Angela Thornhill⁶, Jocasta Fitzpatrick⁷, Pip Morris⁸, Melissa Romeo⁸, Francine Campbell⁹, Kevin Street^{9,10}, Fabian Galbraith¹¹, Angus Mason⁹, Michael Clark¹⁰, Raewyn Whiting¹², Laura Purcell^{3,13}, Briallen Lloyd^{3,9,13}, Nigel Woudsma¹⁰, Grace Ha^{3,13}, Marisa Ronsisvalle¹.



Signatories

Will you join us? Add your name to the list of signatories by scanning the QR Code. Visit www.health.nsw.gov.au/aod-charter

Contact: Daria Erihe





Daria.Erihe@health.nsw.gov.au

A joint initiative with:



NSW Health
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Clinical Innovation



When working with people who use alcohol and other drugs (AOD)		
	What to do...	Why it matters...
Communication and engagement 	Treat the person with respect, dignity and courtesy.	Everyone deserves equal treatment, you may be the only health contact I have.
	Create a safe and welcoming environment.	When the environment is culturally safe, calm and contained, everyone is less stressed.
	Provide trauma-informed, person-centred care.	Be mindful, I may be vulnerable. My voice, choices and needs matter.
	Listen to the person's presenting needs.	Listen to understand my experience and challenges. Empathy and non-judgemental care builds trust.
	Use person-centred and accessible non-technical language and be aware of body language.	Clear and welcoming words allow me to understand my treatment and what I need to do next. Clear is kind. Scan the QR code below for <i>Language Matters</i> guide and other resources.
	Respect individual, cultural and religious differences.	Health services are for everyone. Respecting my values and beliefs promotes inclusion and equity.
Right care, in the right place, at the right time 	Objectively assess and treat the presenting issue to ensure correct diagnosis and timely, equitable treatment.	My drug or alcohol use may not be the reason I am here today. Do not assume I am drug seeking if I disclose drug use.
	Be informed or seek appropriate consultation to address the person's needs and provide appropriate referrals.	This will lead to a better therapeutic outcome and may reduce the number of times I have to come into a service. If I need pain medication, consider my pain threshold and medication tolerance, or seek appropriate consultation
	Develop treatment plans with the person and provide options for care. Include family/carers as partners with person's consent.	I am the expert of my life. Explore all options with me and take my views and suggestions into account.
	Seek permission to discuss substance use and if so, provide information on harm reduction and managing health effects of AOD use.	I may not want to change my AOD use or may have barriers to accessing treatment. Help me manage the side effects of using AOD.
Safety, privacy and confidentiality 	Respect the person's privacy and confidentiality and do not disclose information unless authorised.	My AOD use is a personal matter that I may not wish to share with everyone. When relevant to my care, use discretion.
	Be honest and upfront about mandatory reporting obligations.	Trust and connection enable me to be open and frankly discuss my issues. I can choose what I wish to disclose.
	Use non-stigmatising language in the person's medical records.	Communicate my story sensitively as this will affect how I'm perceived and treated now and in the future. Scan the QR code for <i>Language Matters</i> guide.
Access to care and supportive environments 	Be clear about care delivery policies when a person is under the influence of AOD and provide a supportive environment until treatment can occur.	This can help to de-escalate the situation in what could be one of my most unwell or difficult situations.
	Be transparent about what specialist AOD services are available and what you can and can't do. Refer and support the person to access other available services.	This helps me manage my expectations around care and what I need to do next.
	Provide access to peer workers within services where possible.	Peer workers help build trust, emotional safety, and help me navigate services and treatment.
	Provide opportunity for feedback.	I would like to have any concerns addressed and share my experience to improve quality of health care services.

'People will forget what you said, people will forget what you did, but people will never forget how you made them feel' - Maya Angelou