

## What are the Clinical Care Standards?

Alcohol and Other Drug (AOD) Treatment Clinical Care Standards tell you what to expect at different stages in your treatment journey when you're seeking help for a drug or alcohol problem.

## Who are they for?

### People in treatment:

They help you understand what to expect with your treatment so you can make informed choices about your care.

### People who help you:

They help workers and services to provide high-quality AOD treatment as part of your care program.

## The Standards:

- ▶ 1. Intake
- ▶ 2. Assessment
- ▶ 3. Care Planning
- ▶ 4. Risk Monitoring
- ▶ 5. Outcomes
- ▶ 6. Transfer of Care



## What the Standard says:

'Intake is the first contact between a person or referrer and the AOD treatment system.

A person seeking information or treatment for alcohol and other drug use will have access to advice, referral and appropriate support treatment options.

Information is obtained through an intake interview to find out key information and work out the best service providers for you. The intake process also helps you with any urgent issues that need immediate action.'

We acknowledge the traditional custodians of the lands that we live and work on and pay our respects to elders past and present.

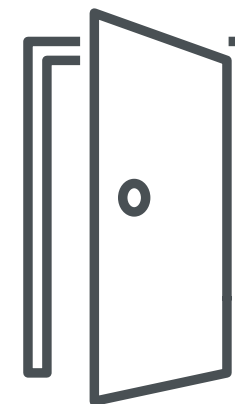
### Check out more online:

[www.yourroom.health.nsw.gov.au](http://www.yourroom.health.nsw.gov.au)



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## Alcohol and Drug Treatment Clinical Care Standards



# Intake

When you start



# Experiences of Intake

## Intake is...

the first step on your treatment journey. You'll speak to an AOD worker who'll ask you some initial questions. In most cases, you'll then be booked in for a full assessment.

They'll also help you with any urgent issue that needs immediate attention.

## What can I expect?

The most common questions you'll be asked at the Intake stage will be about:

- 1 your name, address and next of kin
- 2 details of the person or agency that referred you and reasons for the referral
- 3 your drug and alcohol use – the drugs you take and the frequency of your drug use
- 4 your current and earlier AOD treatment
- 5 your current physical and mental health, as well as any immediate needs you have
- 6 who can be contacted in the event of an emergency.

***'You need to trust yourself and tell your story the best you can.'***

–Curtis

***'Be proud of yourself for the fact you can ask for help.'***

–Sarah



***'The important thing is to be gentle with yourself.'***

–Ben

## Preparing for Intake

When you're ready for treatment, contact an AOD intake line to find out how to access treatment.

The intake worker will ask you some questions. You can also ask them questions about what your options are and what will happen next. Most people will be booked in for an assessment appointment after intake.

The intake worker will give you information on how to keep safe before your assessment appointment and take the time to discuss any concerns you have.

Not all service providers offer all treatments, so ask about the options they can provide.

The intake worker will ask you for the details of someone who can be reached in an emergency.

Thanks to Curtis, Sarah, Dimitri, Ben, John, Frannie, Liane and the other members of the ***Lived and Living Experience Working Group*** for partnering with us on this project.

## What happens next?

Most people will have a more in-depth assessment. There is a framework the service provider will use for prioritising those with the most urgent needs.

If a health professional has referred you, the intake worker will let them know you've been booked in for an assessment appointment if you're okay with this.

## Remember!

- ▶ If you don't know what's happening, you have the right to ask.
- ▶ Peer workers are on hand at some service providers – they can tell you first-hand about their experiences of treatment.
- ▶ You should expect staff to be upfront, non-judgmental and respectful to you.