

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

'Don't be afraid to ask questions – you've got every right.'

– Liane



What the Standard says:

'When a person's treatment is coming to an end with a service, a detailed transfer of care summary is provided to the client and all relevant ongoing providers.

It will provide a comprehensive summary of the treatment provided, outcomes and ongoing treatment needs, with a focus on client safety.

The process should facilitate access to a range of professionals and agencies as needed.'

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



October 2025 © NSW Ministry of Health.
SHPN (CAOD) 241164.

Alcohol and Drug Treatment Clinical Care Standards



Transfer of Care

Moving forward



Experiences of Transfer of Care

Transfer of Care is...

what happens when you end treatment with a service provider.

It can happen at different points, including when you have completed your treatment plan, you stop treatment unexpectedly, or you still want to receive the same treatment but with another service provider.

What can I expect?

You and your AOD worker may start talking about the end of treatment early on. While this may seem unusual, it is important for you to know if treatment is only available for a limited time. The service provider also needs to plan with you what they should do if you suddenly stop attending.

When treatment is coming to an end, you and your worker should plan for next steps, including relapse prevention and safety.

An in-depth summary of your treatment will be prepared when you leave or transfer to another service provider. You can be involved in writing this, and ask for a copy.

'Ask your worker what's available – what can I expect?'

– John

'Look at all the work you've done and the tools you've gained and be excited.'

– Curtis



'Get together as strong an exit plan as you possibly can.'

– John

Preparing for Transfer of Care

Your AOD worker will have a conversation with you about the end of your time with this service provider. They will discuss what options you have and what comes next.

If you are being referred to or moving to a new service provider, you can ask questions such as: What do they do? What can I expect? What information are you giving them?

You can also ask to be involved in preparing your summary of treatment.

If you decide not to continue treatment it can be helpful to let the service provider know – they just want to know you are safe. You don't need to tell them why.

Talk to peer workers and other support people about what your expectations are.

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?

You are welcome to return if needed – there is no shame in coming back to get help.

Moving to a new service provider can be difficult, but give them a try – they might be exactly what you need now.

Celebrate successes! Even attending your treatment is a win!

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.
- ▶ Endings can be difficult, but they also give you a chance for new beginnings.