

# Drug and Alcohol Training Evaluation Report

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# 1. Executive Summary

## Background

A series of drug & alcohol training sessions were developed to increase knowledge and skills of non drug and alcohol workers in the Goulburn Valley region in the prevention and early intervention of harmful alcohol and other drug use. This capacity building initiative involved a partnership between Goulburn Valley Community Health Service (GVCHS) and Goulburn Valley Primary Care Partnership (GVPCP).

## Attendance

The training was well attended by 62 participants from the GVPCP catchment of Moira, City of Greater Shepparton & Strathbogie Shire. Participants who attended the training mainly came from the case management field. There was a diversity of workers with participants representing other areas such as police, community houses and mental illness.

## Evaluation

From the formal feedback evaluation questionnaires it was shown that many of the participants were pleased with the topics presented at the training. Participants also showed to be pleased with the facilitation presentation style. The choice of venue, catering and organisation of event were also popular among participants.

## Recommendation

There are a number of recommendations provided from the Drug & Alcohol Training. These are as follows:

- Future drug and alcohol training should have a focus on a particular sub group
- A past drug and alcohol user to speak about their experiences.
- A pre training needs analysis must be developed and disseminated well before the training commences in order for the facilitators to determine the content of the training.

## 2. Background

The idea of the drug and alcohol training for professionals emerged from the previous drug and alcohol training that was offered by Goulburn Valley Primary Care Partnership (GVPCP) in 2005 in collaboration with Goulburn Valley Community Health Service (GVCHS). This training was highly successful where participants increased their learning of drug and alcohol issues. As a result it was identified by both organisations that this training should be offered again and is included as an objective in the Goulburn Valley Primary Care Partnership Community Health Plan and Goulburn Valley Community Health Service & Goulburn Valley Health Integrated Health Promotion Plan. Both organisations have developed a strong partnership and feel that taking a 'partnership approach' to this issue would enhance the effectiveness of the training outcomes.

Further, the idea of offering the training a second time was also supported by member agencies who have repeatedly flagged the need for ongoing generic drug and alcohol training for staff of GVPCP member agencies. Both organisations identified that the current knowledge gap results in inappropriate referrals to service providers as well as poorer results for consumers. Therefore adequate training of staff has the potential to lead to more positive outcomes for both consumers and staff.

Another important reason why the drug and alcohol training would be beneficial to professionals is the fact that Goulburn valley region has a high number of rates of drug and alcohol affected people and this continues to increase. With this in mind professionals increasingly have to work with drug and alcohol affected clients so it is important to build the capacity of workers to know how to deal with clients who experience drug and/or alcohol issues. This includes reception and administration staff as well as non-counselling service providers.

### **Aims:**

1. To increase the knowledge and skills of non drug and alcohol workers in the Goulburn Valley region in prevention and early intervention of harmful alcohol and other drug use.
2. To build the capacity of professionals to deal with clients who are affected by drug and/or alcohol issues.

### **Objectives:**

Participants will:

- Learn about drug and alcohol strategies and referral pathways to deal with clients
- Feel confident to work with clients who have alcohol and drug issues

A comprehensive training program was developed for both session 1 and session 2.

Session **1** consisted of a general introduction to drugs and alcohol and focused on counselling skills and interventions, withdrawal and rehabilitation programs, acquired brain injury, current resources and services available.

Session **2** had topics on intoxication programs, harm minimisation and harm reduction, dual diagnosis, pharmacotherapy, how to deal with difficult clients, blood borne viruses and drug classification and drug use in context.

It was established that there would be no prerequisites for attending session 2. Participants had the choice to attend both or just one of the sessions.

The drug and alcohol training was a joint initiative between GVPCP and GVCHS.

The key players in the organisation of the training included:

Nicole Gray - GVPCP  
Danae Oberin - GVCHS  
Kim Scott- GVCHS  
Merri Blair - GVCHS  
Chris Klitzing - GVCHS

Planning for the training included feedback and consultation with the Tobacco Alcohol Drugs (TAD) Working Group.

### **3. Training Workshop Report**

Training sessions 1&2 were offered in the shires of Moira, Shepparton and Strathbogie at; Euroa on the 10<sup>th</sup> of September and on the 8<sup>th</sup> of November held at the Wesley Hall. Cobram on the 17<sup>th</sup> of September and the 12<sup>th</sup> of November held at the Colonial Inn. Shepparton on the 24<sup>th</sup> of September and 19<sup>th</sup> of November held at the Billabong Gardens. However due to low numbers for session 1 in Euroa and Cobram the sessions were cancelled.

#### **Attendance:**

A total of 62 people attended the training. Participants who attended the training came from a range of fields.

- The highest number of participants (15) coming from a case management role.

- This was followed by professionals (14) coming from a type of work (other) that was not stated on the questionnaire.
- The third highest number of participants (7) came from community work as their main area of employment.

### **Facilitators:**

Facilitators for the training were as follows:

#### ***Ms Kim Scott***

Kim Scott is the Drug and Alcohol Counsellor for GVCHS. Kim has a Bachelor of Psychology with Honours. Kim is also near completion of the Certificate 4 in Drug and Alcohol and Certificate 4 in Workplace Training and Assessment. Kim has been working in the counselling field for over two years.

#### ***Ms Merri Blair***

Merri Blair is the Mobile Drug Safety Worker for GVCHS. Merri is trained as a Division 2 Nurse (Mental Health) and has a Diploma in Community Welfare. Merri has been in the drug and alcohol field for seven years.

#### ***Mr Chris Klitzing***

Chris Klitzing is the Hume Region Acquired Brain Injury Worker and Alcohol and Drugs Clinician/Consultant for GVCHS. Chris has a Bachelor of Social Work. Chris's previous area of work include welfare, working with families, children and clients who have a dependency, financial counselling and team management.

### **Guest Speakers:**

Two guest speakers were present at session 2 of the drug and alcohol training:

**Andree Sellars** from Goulburn Valley Area Mental Health Service, presented at Cobram session 2 on dual diagnosis.

**Belinda Moore** from Goulburn Valley Area Mental Health Service, presented at Euroa session 2 on dual diagnosis.

**Drug & Alcohol Resource Pack:**

Participants were provided with presentation folders that contained (See Appendix A):

1. Training program outline
2. Pre and post evaluation questionnaires
3. Speaker presentation handouts
4. Pamphlets including: GVCHS standard pamphlet, GVCHS Drug & Alcohol pamphlet, Hume Region Early Psychosis Service Pamphlet and Clinical Advisory Service: 24 hour phone service for Health Professionals Pamphlet.

**Certificate of Attendance:**

Participants who attended the training received a certificate of attendance. The certificate acknowledged that participants attended and participated in the drug and alcohol training day. Participants received their certificate by post (See Appendix B).

**Promotion of the Event:**

The training was widely publicised via a number of avenues.

- Promotional flyers (see Appendix C) were circulated via Goulburn Valley Primary Care Partnership (GVPCP) extensive distribution email list of service providers in the catchment.
- The training flyer was included in the GVPCP newsletter to member agencies.
- The training was promoted and discussed at the City of Greater Shepparton Council (COGS) and the GVPCP Tobacco, Alcohol and Drugs (TAD) Working Group and the GVPCP integrated Health Promotion Network Meeting.

## 4. Evaluation and Feedback Forms - Report

**Key evaluation questions included:**

- What are you expecting to get out of today's training?
- What did you gain from this training?
- Do you feel confident to work with clients who have alcohol and drug issues?
- Do you think you will incorporate the knowledge gained into practice?

## Evaluation Method:

Self administered questionnaires were developed to collect information about the processes and impacts (See Appendix D: Evaluation and Feedback Form).

- A pre evaluation questionnaire was given to the participants at the start of the training. The evaluation sought to collect information on type of employment participants came from, participant's current level of knowledge of drug and alcohol issues, level of experience with drug and alcohol issues, and what participants were expecting to get out of the training.
- This was followed by a post evaluation questionnaire in which participants completed after the training. This evaluation sought feedback on the training content, participant's level of confidence to work with clients with drug and alcohol issues, participant's level of knowledge of drug and alcohol issues after they completed the training and suggestions for future training.

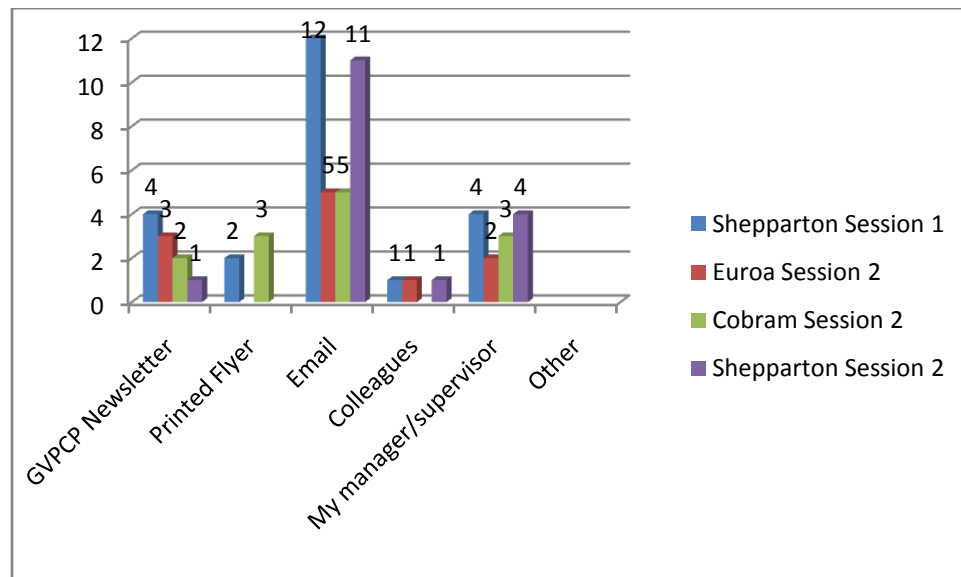
## Findings:

62 participants completed the pre evaluation questionnaire (100% return rate).

60 participants completed the post evaluation questionnaire (98% return rate).

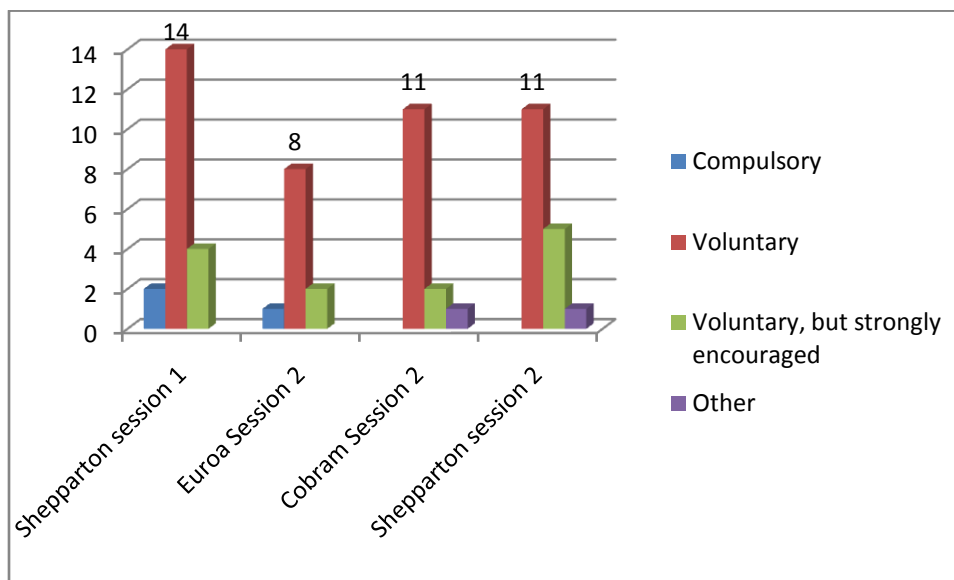
## Participants Details:

33 participants reported that they found out about the training via email.



**Figure 1:** Representation of how participants found out about the training

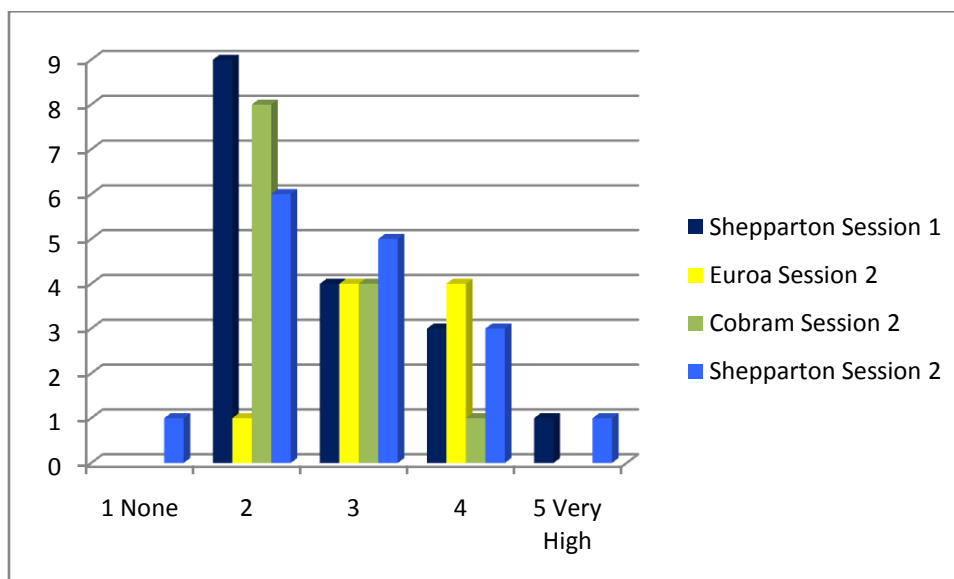
44 participants reported that they voluntarily participated in the training.



**Figure 2:** Representative of why professionals are participating in the training

***Participants were asked to rate their current level of experience with drugs and alcohol.***

23 participants who participated in Shepparton session 1 & 2 and Cobram session 2 reported that their level of experience was 2 on a scale from 1 to 5. However, participants who participated in Session 2 in Euroa reported that their level of knowledge was between 3 and 4 on a level between 1 to 5.



**Figure 3:** Representation of participant's level of experience

***Participants were asked before undertaking the training what they are expecting to get out of today's training?***

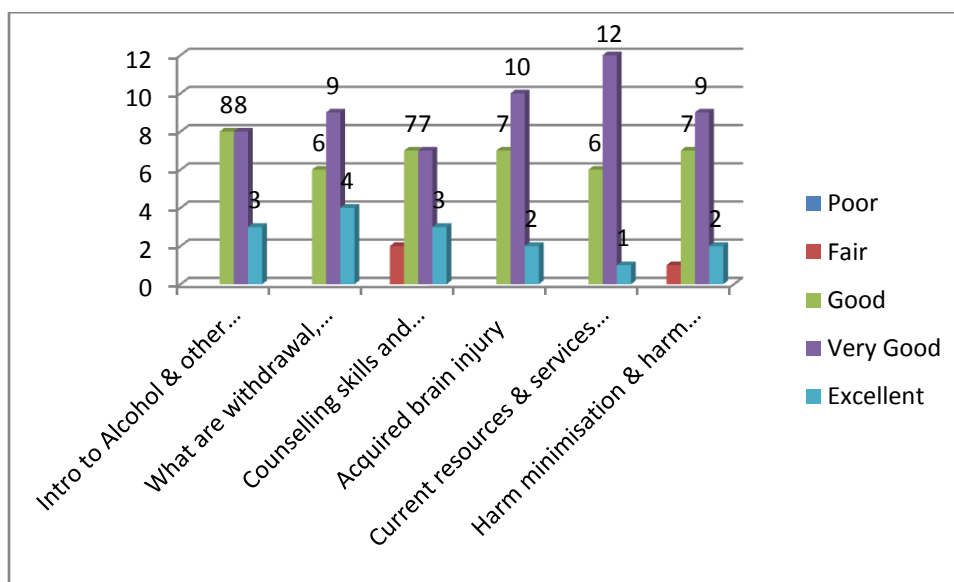
The general consensus between participants reported that they wanted a refresher, increase of knowledge, awareness and understanding of drug and alcohol issues.

### **Rating the sessions:**

***Participants were asked to rate their knowledge and understanding of the various sessions throughout the day.***

#### **Shepparton- Session 1**

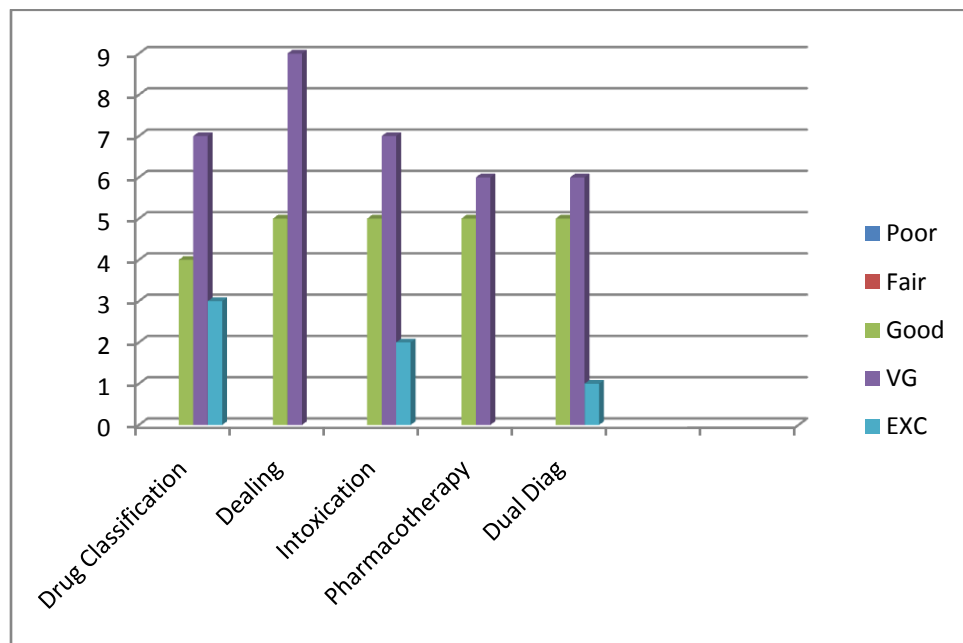
Participants attending session 1 in Shepparton rated the sessions as very good or good.



**Figure 7:** Representation of participants understanding of the various sessions

## Cobram - Session 2

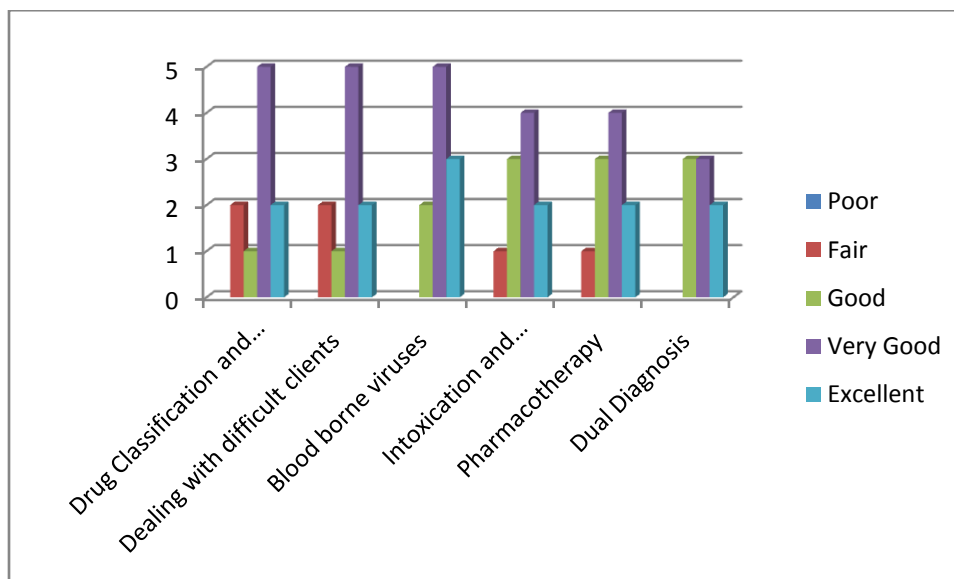
Participants ranked the sessions well with many of the participants rating very good or good.



**Figure 4:** Representative of participants understanding of the various sessions

## Euroa - Session 2

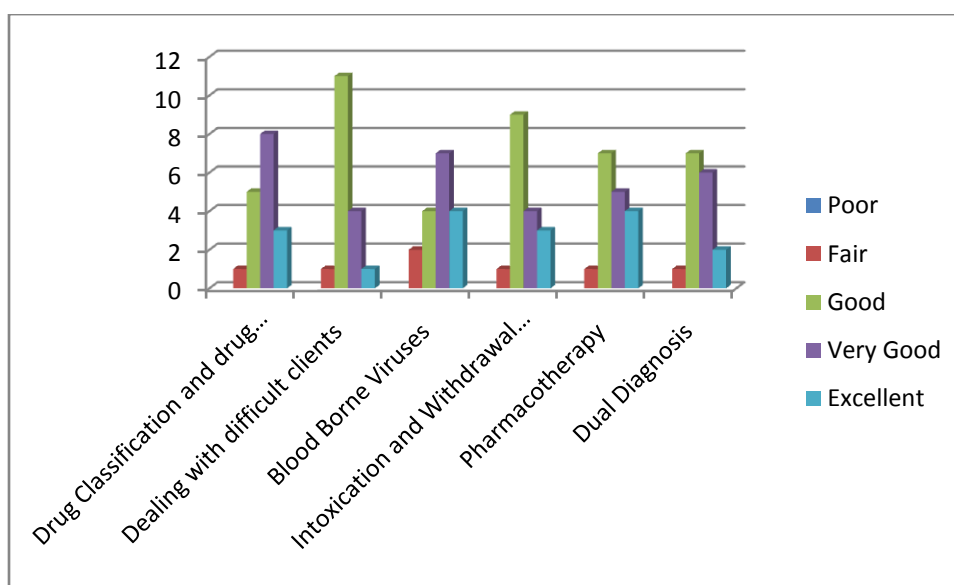
Participants ranked the sessions well at Euroa with many ranking the sessions as very good



**Figure 5:** Representation of participants understanding of the various sessions

## Shepparton - Session 2

Participants attending Session 2 in Shepparton rated the sessions as good or very good



**Figure 6:** Representation of participants understanding of the various sessions

***Participants were asked what topics were most beneficial to you ?***

The three most common topics that were beneficial to participants in session 1 were:

- Current resources and services available
- Withdrawal programs, rehabilitation programs and drug treatment services
- Counselling skills and interventions

The three most common topics that were beneficial to participants in session 2 were:

- Drug Classification and drug use in context
- Intoxication and Withdrawal presentations
- Pharmacotherapy

***Additional Comments:***

- *Enjoyed all aspects of the training*
- *Found all topics to be informative and beneficial*
- *Entire day was great*

***Participants were asked what did you gain from this training?***

The main comments participants reported in this section is that they gained an increase of knowledge, awareness and understanding of drugs and alcohol. Participants also reported that the training was a good refresher of knowledge.

***Participants were asked did you find the training valuable in relation to your practice?***

39 participants reported that they found the training to be valuable in relation to their practice.

***Additional comments were made:***

Very Comprehensive

Yes, it allows me to offer people information on services in the community and what service may meet their needs

Very, I have a better understanding across a range of topics

Will help when dealing with clients to spot potential problems and where to go for help

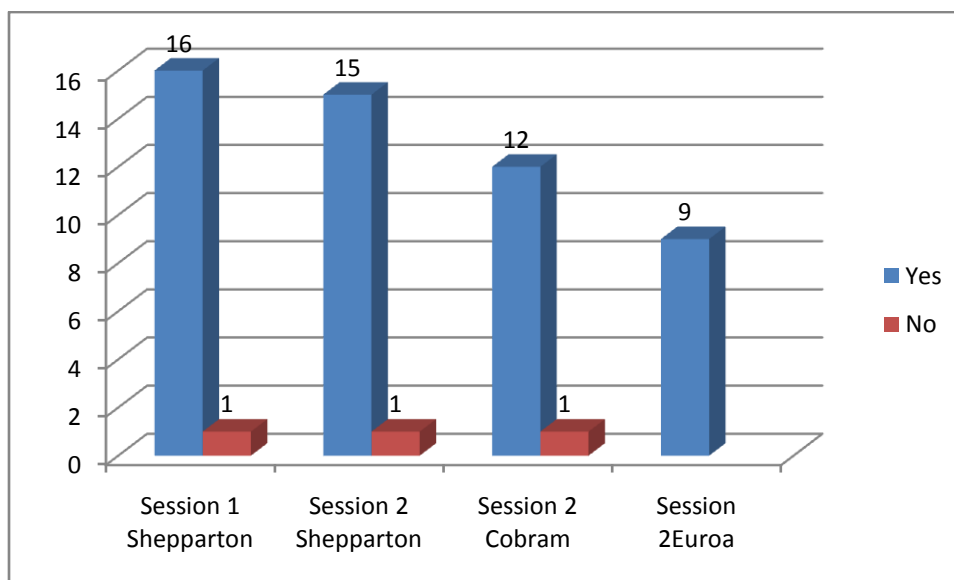
## Training Objectives:

### Objective 1

*Do you feel confident to work with clients who have alcohol and drug issues?*

52 participants out of a total of 62 felt that they would be confident to work clients who have an alcohol and drug issue.

*7 people did not respond to this question*

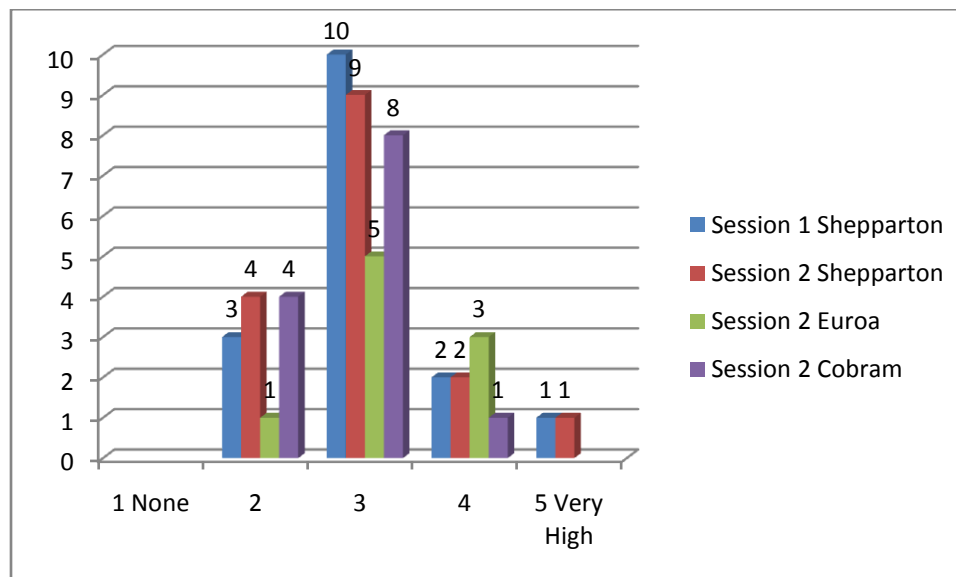


## Objective 2

### *Rate your level of knowledge before undertaking the training?*

32 participants rated their knowledge as 3 on a scale from 1 to 5 with 5 being the highest.

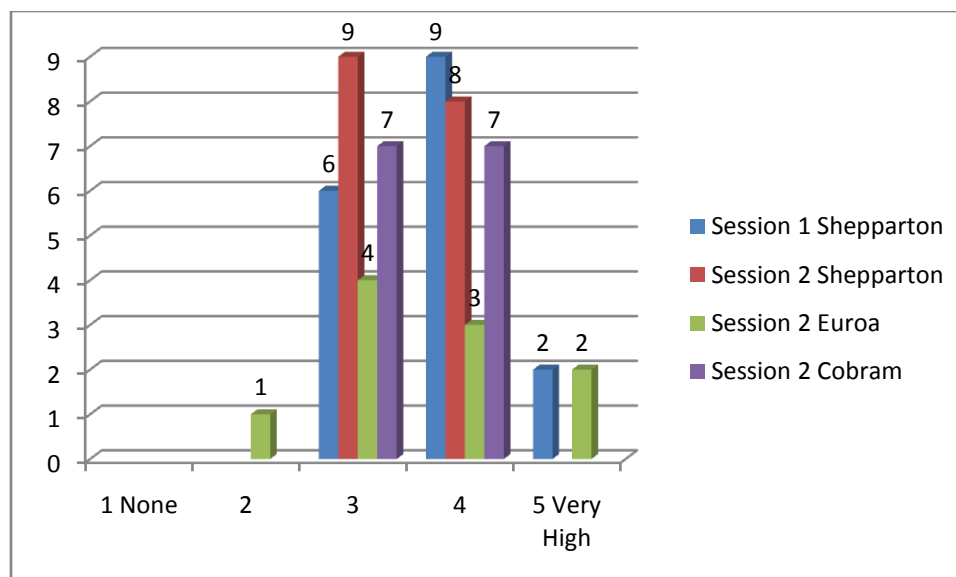
*7 people did not respond to this question*



### *Rate your knowledge after undertaking the drug and alcohol training?*

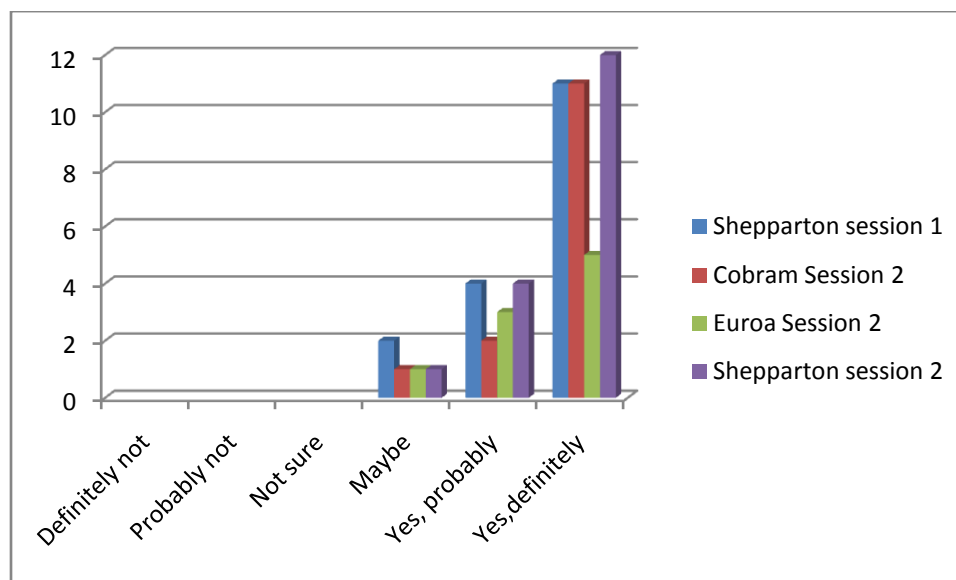
27 people rated their knowledge as 4 on a scale from 1 to 5 and 26 people rated their knowledge as 3 on a scale from 1 to 5.

*2 people did not respond to this question.*



***Participants were also asked if they will incorporate the knowledge gained into practice ?***

In all four sessions the majority of participants reported that they would incorporate knowledge gained into practice.



***Participants were asked if there are any other topics you would like covered at future drug and alcohol training days ?***

The main comments in this section suggested that there be topics around counselling of youth, drought effected clients who are affected by drugs and/or alcohol, screening tools and management strategies and also for a past user to present at the workshop on their experience with drugs and/or alcohol.

## Conference Organisation and Setting:

### Venue

Overall participants reported that they felt the venue was very good. Some informal comments from participants who attended the Euroa session reported that the venue was not very comfortable e.g. seating.

### Catering

The catering was ranked by participants to be very good. The catering was provided by a number of places including Irises Coffee Shop, Euroa church committee and Cobram Colonial Inn.

### Organisation of the event

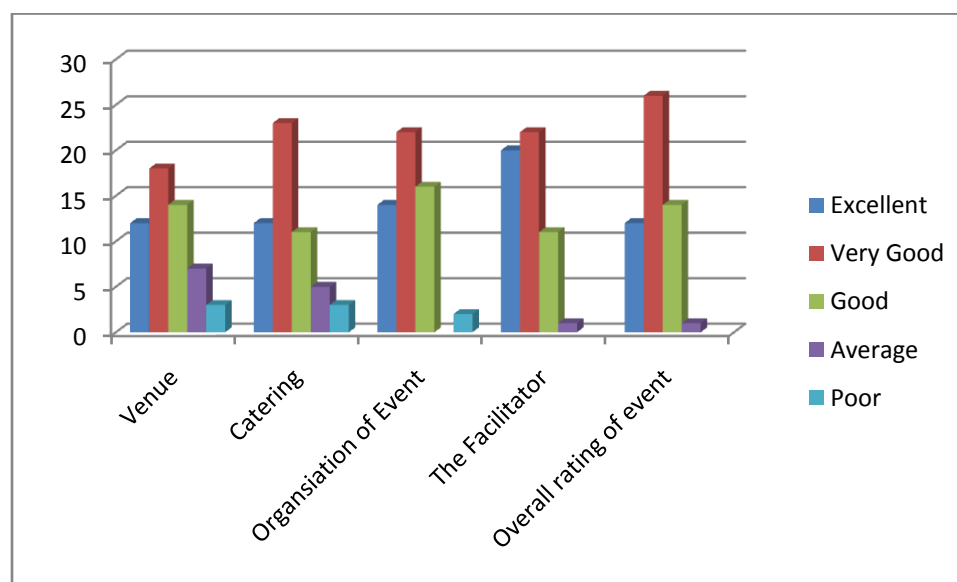
Participants rated the organisation of the event as very good, excellent or good.

### The Facilitator

Participants ranked the facilitators as excellent and very good. Facilitation was coordinated between Goulburn Valley Community Health Services, drug and alcohol team.

### Overall rating of the event

The overall rating of the event was very good, excellent and good. This event was based on a partnership between GVPCP and GVCHS.



**Figure 8:** Representation of participant's ratings of the training organisation and setting

## 5. Discussions and Recommendations

As a whole the drug and alcohol training was successful. This is the second series of generic drug and alcohol training that both GVPCP & GVCHS have worked in partnership to plan, implement and evaluate. The first series of training was proven to be successful and was recommended that the training be held again. As a result of this success there is currently a waiting list for session one to be held again next year.

The partnership between both agencies contributed to the success of the training. Both agencies have priorities around reducing and minimising the harm from tobacco, alcohol and illicit drugs.

It was pleasing to see from the evaluations that participants felt more confident to work with drug and alcohol affected clients as a result of the training and that they found the training valuable. However the participant's level of knowledge surprisingly did not increase substantially. In viewing this, factors that may have come into play is the fact the many of participants may have known the information already, hence the many reasons why participants attended the training was to refresh their knowledge. Another factor is the fact that many of the participants may have after undertaking the training realise how much they do know already.

From these evaluation findings the following recommendations have been made:

### **Recommendation 1:**

That future drug and alcohol training focus on a particular sub population such as youth.

### **Recommendation 2:**

That future drug and alcohol training have a guest speaker who in the past has suffered from drug and alcohol issues. It was generally felt that this would help professionals understanding of a client who is going through the experience.

### **Recommendation 3:**

Future training should invest in developing a pre-needs questionnaire for participants to complete well before undertaking the training. Information collected from this questionnaire will help inform the facilitators the level of experience and knowledge of participants which will also assist in developing the content of the training.

## **6. Appendices**

## Appendix 1. Certificate of Attendance



# Certificate of Attendance

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We wish to acknowledge your participation and attendance at the  
Drug & Alcohol Training, Session Two held in Shepparton.

**19<sup>th</sup> November, 2007**

*Presented and Facilitated by:*

*Kim Scott - Drug & Alcohol Counsellor, Goulburn Valley Community Health Service*  
*Merri Blair – Mobile Drug & Safety Worker, Goulburn Valley Community Health Service*

## Appendix 2. Promotional Flyer

# Drug & Alcohol Training

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Goulburn Valley Primary Care Partnership (GVPCP) and Goulburn Valley Community Health Service (GVCHS) are pleased to announce two generic Drug and Alcohol Training sessions. This training is offered in the towns of Shepparton, Cobram and Euroa.

### Is this training for you ?

Do you deal with clients who experience drug and/or alcohol issues but your primary role is NOT Drug & Alcohol counselling? This includes reception and administration staff as well as other non-counselling service providers.

**Then this training is for you!**

### Cost:

The cost of attending this training is *FREE*. However, agencies who register to attend but fail to do so, will be charged a fee of \$25 per participant (to cover catering & other costs).

### How do I register ?

To register for either Session 1 or Session 2 please complete the registration form on the following page and return to: Nicole Gray at Goulburn Valley Primary Care Partnership on Fax: 58233 299 or Email: [hpgvpcp@gvchs.com.au](mailto:hpgvpcp@gvchs.com.au)

Please ensure that you indicate the session/s you would like to attend. It is recommended that you undertake both sessions, however you can choose to do one or the other.

Registrations close **one week** before the session commences and places are limited.

Lunch is provided on the day. Please advise if you have special needs.

### Need more information ?

Please contact either:

Danae Oberin at GVCHS on Ph: 58 233216 or Email: [healthpromotion@gvchs.com.au](mailto:healthpromotion@gvchs.com.au)

**OR** Nicole Gray at GVPCP on Ph: 58 233247 or Email: [hpgvpcp@gvchs.com.au](mailto:hpgvpcp@gvchs.com.au)



# Drug & Alcohol Training

## Session 1:

### Topics Covered:

- An Introduction to Alcohol and Other Drug Treatment Services
- Statistics on Alcohol and Other Drug Treatment Services
- Current Resources & Services Available
- What are Withdrawal Programs, Rehabilitation Programs and Counselling?
- Harm Reduction and Harm Minimisation

### Course Dates & Location: *(Place a tick next to the session that you would like to attend)*

- Monday 10th September 2007, 10am - 4pm  
Wesley Hall, Binney Street, **Euroa**
- Monday 17th September 2007, 10am - 4pm  
Cobram Colonial Motor Inn, Cnr Murray Valley Highway & William Street, **Cobram**
- Monday 24th September 2007, 10am - 4pm  
Billabong Garden Complex, William Orr Campus, Wanganui Rd, **Shepparton**

## Session 2:

### Topics Covered:

- Drug Classification- Stimulant, Depressant, Hallucinogen
- Drug Use in Context- Experimental, Recreational, Situational, Intensive, Dependant
- Dealing with Difficult Clients
- Intoxication and Withdrawal Presentations
- Harm Reduction & Dual Diagnosis

### Course Dates & Location: *(Place a tick next to the session that you would like to attend)*

- Thursday 8th November 2007, 10am - 4pm  
Wesley Hall, Binney Street, **Euroa**
- Monday 12th November 2007, 10am - 4pm  
Cobram Colonial Motor Inn, Cnr Murray Valley Hwy & William Street, **Cobram**
- Monday 19th November 2007, 10am - 4pm  
Billabong Garden Complex, William Orr Campus, Wanganui Rd, **Shepparton**

To register fill in your details (don't forget to indicate your session preference) and send to:  
Nicole Gray at GVPCCP on Fax: 58233 299 or Email: [hpgvpcp@gvchs.com.au](mailto:hpgvpcp@gvchs.com.au)

Name:	Agency:
Position:	Phone:
Email:	

## Appendix 3. Pre & Post Evaluation Forms



# Drug and Alcohol Training Pre Evaluation Questionnaire



Date .....

Location.....

We would appreciate if you could take a few moments to complete this survey at the **BEGINNING** of the training. This information enables us to assess and improve the quality of the Drug and Alcohol training.

If you need to take the form away, please post it within a fortnight to Goulburn Valley Community Health Service, PO Box 1167, Shepparton, 3632 or fax it to Nicole Gray or Danae Oberin on 5823 3299

### 1. Please indicate the main area of your work (Tick ONE box only):

- |                           |                          |                       |                          |
|---------------------------|--------------------------|-----------------------|--------------------------|
| Health Promotion Practice | <input type="checkbox"/> | Volunteer             | <input type="checkbox"/> |
| Health Research           | <input type="checkbox"/> | Community Work        | <input type="checkbox"/> |
| Case Management           | <input type="checkbox"/> | Counselling           | <input type="checkbox"/> |
| Allied Health             | <input type="checkbox"/> | Administration        | <input type="checkbox"/> |
| Local Government          | <input type="checkbox"/> | State Government      | <input type="checkbox"/> |
| Education                 | <input type="checkbox"/> | Sports and Recreation | <input type="checkbox"/> |
| Arts                      | <input type="checkbox"/> | Other                 | <input type="checkbox"/> |

### 2. How did you find out about this Training? (tick as many as apply)

- |                       |                          |               |                          |
|-----------------------|--------------------------|---------------|--------------------------|
| GVPCP Newsletter      | <input type="checkbox"/> | Printed Flyer | <input type="checkbox"/> |
| Email                 | <input type="checkbox"/> | Colleagues    | <input type="checkbox"/> |
| My manager/supervisor | <input type="checkbox"/> | Other         | <input type="checkbox"/> |

### 3. Why are you participating in this training?

- |                                    |                          |                        |                          |
|------------------------------------|--------------------------|------------------------|--------------------------|
| Compulsory                         | <input type="checkbox"/> | Voluntary              | <input type="checkbox"/> |
| Voluntary, but strongly encouraged | <input type="checkbox"/> | Other (please specify) | <input type="checkbox"/> |





# Drug and Alcohol Training Post Evaluation Questionnaire



Date.....

Location.....

We realise that it was a busy day for everyone, but we would appreciate if you could take a few moments to complete this survey. This information enables us to assess and improve the quality of the Drug and Alcohol training.

Please complete this form at the **END** of the training. If you need to take the form away, please post it within a fortnight to Goulburn Valley Community Health Service, PO Box 1167, Shepparton, 3632 or fax it to Nicole Gray or Danae Oberin on 5823 3299

**AFTER** undertaking the Drug and Alcohol Training how do you rate your knowledge and understanding of the following? (Please circle)

Instructions: Please circle the appropriate number using the scale below after each statement.

1= Poor      2= Fair      3= Good      4= Very Good      5= Excellent

Drug Classification and drug use in context	1	2	3	4	5
Dealing with difficult clients	1	2	3	4	5
Blood Borne Virus	1	2	3	4	5
Intoxication and Withdrawal presentations	1	2	3	4	5
Pharmacotherapy	1	2	3	4	5
Dual Diagnosis	1	2	3	4	5

**2. What topics were most beneficial to you?**

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**3. What did you gain from this training? For example, the training has broadened my thinking about the topic (Please Specify):**

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**4. Did you find the training valuable in relation to your practice? (Please state)**

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**5. Do you feel confident to work with clients who have alcohol and drug issues? (Please tick)**

Yes  No

**6. Rate your level of knowledge about Drug & Alcohol issues: (Please Circle)**

1 2 3 4 5  
None Very High

**7. Do you think you will incorporate the knowledge gained into practice? (Tick ONE box only):**

Definitely not  Maybe  Yes, definitely   
Probably not  Yes, probably  Not sure

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**8. Please rate the following aspects of the day: (Please Circle)**

**A. Venue**

Excellent                  Very Good                  Good                  Average                  Poor

**B. Catering**

Excellent                  Very Good                  Good                  Average                  Poor

**C. Organisation of Event**

Excellent                  Very Good                  Good                  Average                  Poor

**D. The Facilitator**

Excellent                  Very Good                  Good                  Average                  Poor

**9. Overall, how would you rate the drug and alcohol training? (Tick ONE box only):**

Poor                                    Good                                    Excellent                 

Average                                    Very Good                                    Not sure                 

**10. Are there any other topics you would like covered at future drug and alcohol training days?**

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*Thank- you for participating in this survey*