

# Supporting frontline workers to respond to people affected by ice

## ICE ACTION PLAN

### Our goal

To ensure that all frontline workers have the knowledge and skills to respond safely and effectively to people affected by ice.

### Frontline workers are people who work in:



### What we're doing

Victoria's Ice Action Plan made a commitment to support frontline workers respond safely and effectively to people who are affected by ice. The Victorian Budget 2016-17 invested a further \$5.5 million over four years to deliver a range of learning and development programs that will:

- build the knowledge, confidence and skills of frontline workers to respond safely and effectively to people affected by ice
- support the development of organisational policies and practices to respond to people affected by ice
- provide workers with access to supervision and other supports to respond better to people affected by ice
- offer frontline workers an opportunity to access funded, accredited training.

The Department of Health and Human Services is responsible for this initiative and will be working closely with other departments, member-based organisations, peak bodies and other key stakeholders to deliver the programs.

### More information

To access *Ice: training for frontline workers* visit [ice.vic.gov.au/icetraining](http://ice.vic.gov.au/icetraining). For information on progress, email [iceworkforcetraining@dhhs.vic.gov.au](mailto:iceworkforcetraining@dhhs.vic.gov.au).

## Building the knowledge and skills of frontline workers



### Face-to-face training

Half day, face-to-face training for frontline workers to build their skills to respond to people who are affected by ice. The training will be tailored to the individual needs of different occupational groups. The training delivery costs under this program will be fully funded.

#### Who is it for?

- Frontline workers
- Managers
- Learning and development educators

#### Status

Available from October 2016.



### Online training package

*Ice: training for frontline workers* is a free, comprehensive online training resource. It is designed to develop frontline workers' knowledge and confidence to respond to people affected by ice, and includes a range of customised modules for different work environments.

#### Who is it for?

- Frontline workers looking to build their knowledge at their own pace.
- Educators looking to incorporate ice training into learning and development programs.
- Managers looking to develop effective and appropriate organisational policies and procedures.

#### Status

Available now from [ice.vic.gov.au/icetraining](http://ice.vic.gov.au/icetraining).



### Accredited ice training

*Responding Safely and Effectively to People Who are Affected by Ice* is an accredited course.

It incorporates two units of competency and will be delivered by Registered Training Organisations (RTOs). The training can be contextualised to suit a range of occupational groups.

#### Who is it for?

- Frontline workers

#### Status

Available from January 2017.



### Building clinical supervision and practice support capability

Training for managers and supervisors on how to better support frontline staff delivering services to people affected by ice.

#### Who is it for?

- Senior managers and practice leaders

#### Status

Available now to mental health and alcohol and drug services and in 2017 to other health and human service organisations.

## Ice Action Plan

The Ice Action Plan addresses urgent issues to support families, provide treatment for users, protect frontline workers, close down manufacturers and make our community safer. More than \$100 million has now been committed to implement the plan, including an additional \$57.6 million announced as part of the 2016-17 Budget. For more information visit [ice.vic.gov.au](http://ice.vic.gov.au).

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