



NCETA

Australia's National Research Centre
on AOD Workforce Development

Booklet 2

Responding to

ALCOHOL

and other

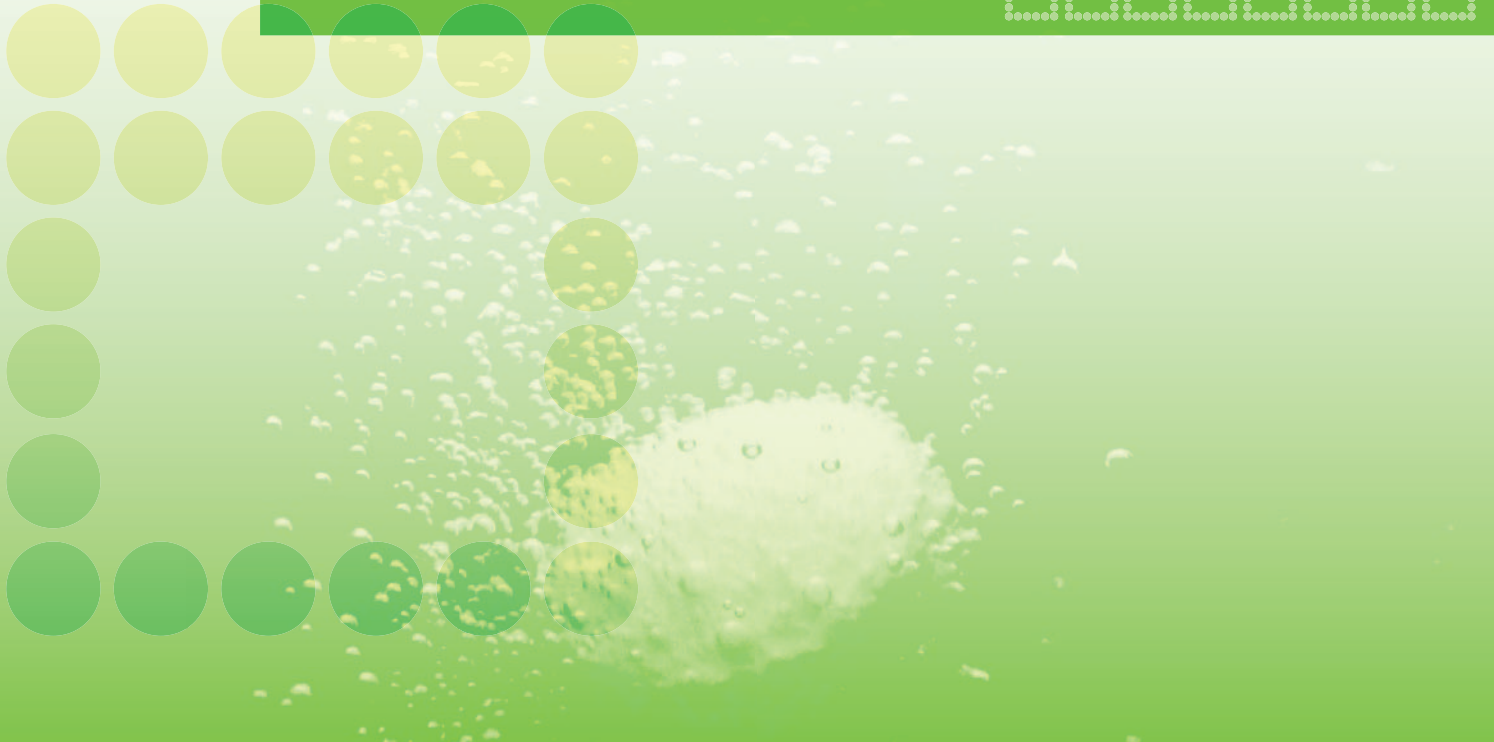
DRUG ISSUES

in the

WORKPLACE

USEFUL RESOURCES

and **CONTACTS**





Booklet 2

Responding to
ALCOHOL
and other
DRUG ISSUES
in the
WORKPLACE

USEFUL RESOURCES
and **CONTACTS**

April 2006



NCETA

*Australia's National Research Centre
on AOD Workforce Development*

The National Centre for Education and Training on Addiction
Flinders University, Adelaide, Australia

© National Centre for Education and Training on Addiction, 2006

This work is copyright. Apart from any use as permitted under the copyright Act 1968, no part may be reproduced by any process without prior written permission from the National Centre for Education and Training on Addiction. Requests and enquiries concerning reproduction and rights should be addressed to GPO Box 2100, Adelaide, South Australia, 5001.

National Centre for Education and Training on Addiction (NCETA)
Flinders University
GPO Box 2100
Adelaide SA 5001
Australia
Telephone: +61 8 8201-7535
Fax: +61 8 8201-7550
Email: nceta@flinders.edu.au
Website: <http://www.nceta.flinders.edu.au>

ISBN: 1 876897 10 4

Suggested Citation:

National Centre for Education and Training on Addiction, 2006. *Responding to Alcohol and Other Drug Related Issues in the Workplace: An Information and Resource Package*. NCETA, Adelaide, South Australia.

Acknowledgements

Development of this Information and Resource Package was made possible through support from the Drug and Alcohol Services South Australia (DASSA). Development of the Package was guided by a Reference Group (listed below) whose continued support, input and feedback was invaluable.

Reference Group:

Ms Wendy Schultz (Safework SA)
Mr David Frith (Business SA)
Mr Ryan Elson (Business SA)
Mr Jack Cook (SA Unions)
Dr Lynette Cusack (Drug and Alcohol Services South Australia)
Mr David Watts (Drug and Alcohol Services South Australia)
Ms Simone Cormack (Drug and Alcohol Services South Australia)
Dr Ken Pidd (National Centre for Education and Training on Addiction)
Prof Ann Roche (National Centre for Education and Training on Addiction)

Thanks are also due to the staff at NCETA for their contributions to this project, in particular Hiroe Terao for assistance with editing and sourcing information used in this Package.

Finally, recognition is due to the original NCETA team and collaborating organisations that developed the *Alcohol and Other Drugs: Options for Small Business Resource Kit* in 1996. The Small Business Resource Kit provided the impetus, structure and basic content for the current project. Ken Pidd and Ann Roche designed the Package and Kit and produced additional content.

Disclaimer: The information provided in this document is meant to serve as a guide only. It is not a set of prescriptive instructions.

CONTENTS

BOOKLET 2

Useful Resources and Contacts

1. Websites	2
Australian	2
International	10
2. Useful Contacts South Australia	14
3. Useful Contacts Western Australia	15
4. Useful Contacts Northern Territory	16
5. Useful Contacts Australian Capital Territory	17
6. Useful Contacts Tasmania	18
7. Useful Contacts Queensland	19
8. Useful Contacts New South Wales	20
9. Useful Contacts Victoria	21
10. Recommended reading	22



1. WEBSITES

Australian websites concerning alcohol and other drugs in general

Please note that NCETA and DASSA do not necessarily endorse the philosophies of the organisations/agencies and their websites that are listed in this Booklet. The websites listed are provided for the information on alcohol and other drugs and services that they provide. In some instances, differences across organisations are apparent due to national and international legislation.

Alcohol and other Drugs Council of Australia (ADCA) <http://www.adca.org.au/>

Who are they? The *Alcohol and other Drugs Council of Australia* (ADCA) is the peak, national, non-government organisation representing the interests of the Australian alcohol and other drugs sector, providing a national voice for people working to reduce the harm caused by alcohol and other drugs.

What do they provide? The ADCA website provides links to help-lines and information and fact sheets on specific drugs and alcohol and strategies to minimise harm, an online searchable DRUG database and links to other internet resources pertaining to alcohol and other drugs.

Australian Drug Foundation (ADF) <http://www.adf.org.au/>

Who are they? The *Australian Drug Foundation* (ADF) is a non-government, not-for-profit organisation that provides effective drug prevention for the community. The ADF's mission is to work in partnership with the community to strengthen its capacity to prevent alcohol and other drug problems, and reduce alcohol and other drug harms by providing services and programs that prevent drug problems and are accessible to the whole community.

What do they provide? The ADF website provides links to resources such as videos, posters, pamphlets, booklets, educational kits and manuals and free downloadable fact sheets. The ADF supports the *Community Action on Alcohol Network* and the *Drug Info Clearinghouse* and the ADF website contains links to both resources.



ADF supports the:

Community Alcohol Action Network (CAAN)

<http://www.caan.adf.org.au/>

Who are they? The *Community Alcohol Action Network (CAAN)* aims to reduce alcohol-related harm in the community by addressing social and cultural factors that may contribute to problem drinking.

What do they provide? The CAAN website provides a list of links to information and treatment services, telephone counselling available in each Australian jurisdiction, support groups, research and education.

http://www.caan.adf.org.au/caan_links/

Drug Info Clearinghouse

<http://www.druginfo.com.au/>

What is it? The online *DrugInfo Clearinghouse* collects, interprets and disseminates information on drug prevention and is a service provided by the ADF.

What does it provide? The *DrugInfo Clearinghouse* provides information about alcohol and other drugs pertaining to various people, drug-related fact sheets and statistics, laws relating to drugs and information relating to drugs and driving. Toolkits for workforce development and drug education are provided along with links to other alcohol and other drug related organisations and/or services.

Drug information in languages other than English is also provided.

Australian Drug Information Network (ADIN)

<http://www.adin.com.au/>

Who are they? The *Australian Drug Information Network (ADIN)* provides access to quality internet-based alcohol and other drug information that has been provided by both Australian and international organisations. ADIN is funded under the National Illicit Drug Strategy and is managed by the *Australian Drug Foundation (ADF)*.

What do they provide? The ADIN website provides links to a variety of websites and information on alcohol and other drugs. Organisations and individuals can use the search function on the ADIN website to locate relevant information on a range of drugs and drug issues.



Australian National Council on Drugs (ANCD)

<http://www.ancd.org.au/>

Who are they? The *Australian National Council on Drugs* (ANCD) plays a critical role in ensuring the voice of the community is heard in relation to drug related policies and strategies. Membership of the ANCD includes people with a wide range of experience and expertise on various aspects of drug policy, such as treatment, rehabilitation, education, family counselling, law enforcement, research and work at the coalface in community organisations.

What do they provide? The ANCD website provides publications on alcohol and other drugs, links to websites of alcohol- and other drug-related organisations and Australian drug-use information.

Drug and Alcohol Services South Australia (DASSA)

<http://www.dassa.sa.gov.au>

Who are they? *Drug and Alcohol Services South Australia* (DASSA) promotes the health and safety of South Australians through coordinated, collaborative, population health programs and harm reduction strategies aimed at the prevention of alcohol- and other drug-related harm.

What do they provide? The DASSA website provides information about specific drugs and alcohol, links to related websites, links to downloadable resources and a list of alcohol and other drug services and locations. The DASSA Library contains a large range of resources about alcohol and other drugs, including books, journals, videos/games and is open to the public to read, view and copy. People who need information about alcohol and other drugs for their work can also borrow items.

DASSA supports the:

Alcohol and Drug Information Service (ADIS)

Call 1300 131 340

Who are they? The *Alcohol and Drug Information Service* (ADIS) is a 24-hour telephone information, counselling and referral service for the general public, concerned family and friends, students and health professionals. ADIS is staffed by trained professionals with experience in the alcohol and other drug field.

What do they provide? ADIS provides a 24-hour, toll-free telephone information, counselling and referral service, information about how to access other DASSA services, and a wide range of information pamphlets, posters and other resources.



National Centre for Education and Training on Addiction (NCETA)

<http://www.nceta.flinders.edu.au/>

Who are they? The *National Centre for Education and Training on Addiction* (NCETA) is one of three research centres funded by the Australian Government as part of the National Drug Strategy. The main aim of NCETA is to utilise workforce development principles to advance the capacity of health and human services organisations and workers to respond to alcohol- and drug-related problems.

What do they provide? NCETA provides a variety of publications and resources concerning alcohol- and other drug-related issues in the context of the workplace. Particular emphasis is placed on the role of workplace culture, and its impact on behaviours such as risky drinking, and strategies to manage alcohol- and other drug-related harm in the workplace. The document you are reading is an example of the type of resources NCETA produces.

National Drug and Alcohol Research Council (NDARC)

<http://ndarc.med.unsw.edu.au/ndarc.nsf>

Who are they? The *National Drug and Alcohol Research Centre* (NDARC) is funded by the Australian Government as part of the National Drug Strategy. The overall mission of NDARC is to conduct high quality research and related activities that increases the effectiveness of Australian and international responses to alcohol- and other drug-related harm.

What do they provide? The NDARC website provides a list of alcohol and drug information services and other key agencies across Australia as well as links to alcohol and other drugs information, services and treatment. A series of fact sheets on a range of drugs are also available.

National Drug Research Institute (NDRI)

<http://www.ndri.curtin.edu.au/>

Who are they? The *National Drug Research Institute* (NDRI) is one of three research centres funded by the Australian Government as part of the National Drug Strategy. The main aim of NDRI is to conduct and disseminate high quality research that contributes to the primary prevention of harmful drug use and the reduction of drug related harm in Australia.

What do they provide? The NDRI website provides information on the National Alcohol Indicators Project (NAIP), which monitors and evaluates the effectiveness of state and national alcohol policies, and the School Health and Alcohol Harm Reduction Project (SHAHRP) which aims to reduce alcohol related harm among secondary school students. Links to other useful Australian and international websites are also available.



Australian websites concerning workplace alcohol and other drug issues

The Australian Drug Foundation Alcohol and Work Website

<http://www.alcoholandwork.adf.org.au>

Who are they? Alcohol and Work website is provided by the *Australian Drug Foundation* (ADF). ADF is a non-government, not-for-profit organisation that provides effective drug prevention for the community. See <http://www.adf.org.au/> for details.

What do they provide? The ADF Alcohol and Work website provides information and advice to prevent alcohol-related problems at work in ways that are fair, effective and ethical. The aim of the website is to use the workplace as an environment to raise awareness about alcohol issues and to help reduce alcohol-related harm in the community.

The Building Trades Group Drug and Alcohol Program

<http://www.btgda.org.au/>

Who are they? The Building Trades Group (BTG) Drug and Alcohol Safety and Rehabilitation Program is a work place drug and alcohol safety and education program run by the Drug and Alcohol Committee of the Building Trades Group of Unions in NSW and similar bodies in other states of Australia.

What do they provide? The BTG Drug and Alcohol Safety program can offer training and education concerning alcohol and other drug issues in the workplace. These services may be provided free of charge to workplaces engaged in the building and construction industry.

DrugInfo, New South Wales Office of Drug and Alcohol Policy

http://www.druginfo.nsw.gov.au/information_&_resources/workplace_safety

Who are they? *DrugInfo* is the official NSW Government website on drug issues.

What do they provide? The *DrugInfo* website outlines government policies on drugs including fact sheets on illicit drugs, information on legal issues and information and links to resources relating specifically to alcohol and other drugs in the workplace such as workforce development, drug and alcohol testing, workplace safety and workplace policies.



Interlock Employee Assistance Program

<http://www.interlock.org/index.html>

Who are they? *Interlock* is a not-for-profit organisation under the auspice of the Alcohol and Drug Foundation Queensland (ADFQ) that was established to introduce and maintain Employee Assistance Programs (EAPs) within organisations in Queensland and other States in Australia. *Interlock* is Australian Government program funded through the Australian Alcohol and Drug Foundation for the development of programs to reduce the impact of alcoholism in Australian workplaces.

What do they provide? The *Interlock* website provides information on EAPs, such as what is an EAP, the components and principles of an effective EAP and a link to National Guidelines for Employee Assistance Programs: <http://www.interlock.org/guide.html>

UnionSafe

http://unionsafe.labor.net.au/delegates/index_11.html

Who are they? The *UnionSafe* website is designed to provide information about the different components that are required to make a workplace safer, for example, information on workplace rights, risks and campaigns, regulations and industry codes and also provides some training materials.

What do they provide? The *UnionSafe* website provides links to online resources relating to workplace safety, an A to Z list of hazards information in which tobacco smoking and passive smoking appear with the health effects of the hazard, useful references in the subject area and a comprehensive series of drug and alcohol fact sheets covering issues that pertain to the use of alcohol and other drugs at work (the effects and impairment, performance and counselling, the law, possible factors, employee assistance services, costs, testing for misuse, etc).

WorkCover Corporation, South Australia

<http://www.workcover.com/Safety/ManagingSafety/LegislationAndPublications/safetyPubsGuidelines.htm>

Who are they? *WorkCover Corporation SA* is constituted as a statutory authority under the WorkCover Corporation Act (1994) and is responsible for delivering an occupational health, safety, rehabilitation and compensation system in South Australia.



WorkCover Corporation, South Australia continued

What do they provide? *WorkCover* provides a workers rehabilitation and compensation scheme for the South Australian community and promotes workplace health and safety. The *WorkCover* website provides numerous safety guidelines, amongst which are *Guidelines for drugs, alcohol and the workplace*, which aims to assist employers to establish a workplace drug and alcohol policy and program so that issues of drug and alcohol use at work can be dealt with ethically and legally. A training kit relating to workplace health and safety can also be accessed via the *WorkCover* website.

Workplace Policies and Procedures, New South Wales Department of Commerce, Office of Industrial Relations

http://www.industrialrelations.nsw.gov.au/workplace/practice/pol_proc.html

Who are they? The *NSW Department of Commerce* is the government agency whose role is to make doing business in NSW simple, accessible and fair for employees, consumers and industry while providing best value for government.

What do they provide? From the *NSW Department of Commerce*, NSW businesses can gain assistance to implement new and better ways of working that involve cooperative negotiations as well as flexible work practices. Information and advice can be provided on managing staff, workplace policies and procedures, managing performance, ending the employment relationship and other employment issues. The *NSW Department of Commerce* website provides guidance relating to workplace policies and procedures, such as *Smoking in the Workplace* and *Drugs and Alcohol Policy*. A downloadable *Quick Guide to Workplace Policies and Procedures* is also available.

WorkSafe Western Australia Commission, Department of Consumer and Employment Protection, Western Australian Government Guidance Note - Alcohol and Other Drugs at the Workplace

<http://www.safetyline.wa.gov.au/pagebin/pg000055.htm>

Who are they? *WorkSafe* is a division of the Department of Consumer and Employment Protection, the state government agency in Western Australia responsible for the administration of work safety and health laws. *WorkSafe* undertakes a wide range of regulatory activities as well as industry and community awareness programs.

What do they provide? The *WorkSafe* website contains a list of approved guidance notes for Western Australia. The Guidance note on Alcohol and Other Drugs at the Workplace aims to assist employers, self-employed people and employees to understand and address alcohol and drug issues in the workplace.



Australian tobacco websites

Websites with information on tobacco smoking in the workplace.

National Occupational Health and Safety Commission (NOHSC)

<http://www.nohsc.gov.au>

(see guidance note NOHSC:3019)

Australian Council on Smoking and Health

<http://www.acosh.org>

The Cancer Council of Australia

<http://www.cancer.org.au>

Quit – the National Tobacco Campaign

<http://www.quitnow.info.au>

Action on Smoking and Health Australia

<http://www.ashaust.org.au>



International websites concerning workplace alcohol and other drug issues

Division of Workplace Programs Workplace Resource Center, Substance Abuse and Mental Health Services Administration (SAMHSA), U.S. Department of Health and Human Services
<http://workplace.samhsa.gov/>

Who are they? The *Substance Abuse and Mental Health Services Administration* (SAMHSA) is a branch of the U.S. Department of Health and Human Services concerned with building resilience and facilitating recovery for people with or at risk of substance abuse and mental illness. The *Workplace Resource Center* comes under the auspice of SAMHSA.

What do they provide? SAMHSA's *Workplace Resource Center* provides access to information about drug-free workplaces and related topics. The website for the Division of Workplace Programs provides information on substance abuse, drug testing and prevention research, along with information and guidance required for establishing a drug-free workplace. Comprehensive information on EAPs, resources, and tools for starting a drug-free workforce program are also provided.

Drug-Free Workplace, Office of National Drug Control Policy (ONDCP)
<http://www.whitehousedrugpolicy.gov/prevent/workplace/index.html>

Who are they? *Drug-Free Workplace* is a program of the Whitehouse Office of the National Drug Control Policy (ONDCP), U.S.

What do they provide? The website of the *Drug-Free Workplace* program provides information that relates to the use of alcohol and other drugs in the workplace including demographics, research findings, health care costs and successes and challenges of drug-free workplace programs. An extensive list of workplace substance abuse resources is also provided.



**ILO Database on Substance Abuse and Tobacco in the Workplace,
Maintained by the Canadian Centre on Substance Abuse**
<http://www.ccsa.ca/ilo/ilotop.htm>

Who are they? The *Canadian Centre on Substance Abuse (CCSA)* is Canada's national addictions agency. CCSA is a not-for-profit organisation supported by the Federal Government through Canada's Drug Strategy, which aims to provide objective, evidence-based information and advice that will help reduce the health, social and economic harm associated with substance abuse and addictions. The CCSA maintains the Substance Abuse and Tobacco in the Workplace Database.

What do they provide? The *Substance Abuse and Tobacco in the Workplace Database* available from the CCSA website provides key information on issues related to alcohol, tobacco and other drugs in the workplace, covering topics related to program planning, education and training, employee assistance, testing, productivity costs, policy development, worker's rights, legal issues and research.

U.S. Drug Enforcement Administration
<http://www.usdoj.gov/dea/demand/dfmanual/index.html>

Who are they? The *Drug Enforcement Administration (DEA)* is a U.S. government department with the purpose of enforcing the controlled substances laws and regulations of the U.S.

What do they provide? The DEA website provides *Guidelines for a Drug-Free Workforce* including a summary of recommendations and points to consider when developing an alcohol and other drug prevention policy, such as legal issues, supervisory training, EAPs, drug testing and evaluation. Also provided are a sample policy and sample checklists and other relevant forms.



**Working Partners for an Alcohol- and Drug-Free Workplace,
U.S. Department of Labor**

<http://www.dol.gov/workingpartners/welcome.html>

Who are they? *Working Partners* is a U.S. Department of Labor initiative that raises awareness about the impact of alcohol and other drug use on the workplace and provides information on how to establish drug-free workplace programs that protect worker safety and health.

What do they provide? The *Working Partners* website provides a substance abuse database containing documents related to workplace alcohol and drug abuse, including sample policies, surveys, research reports, training and educational materials and legal and regulatory information. A drug-free workplace advisory interactive tool that may assist organizations with developing drug-free workplace policies and programs is also provided along with training and education materials to help employers provide drug education in the workplace. A resource directory containing links to resources from which further information can be obtained is also provided.



List your own resources here



2. USEFUL CONTACTS SOUTH AUSTRALIA

Department of Administrative and Information Services (Workplace Services)	Level 3, 1 Richmond Road, Keswick SA 5035 Tel: (08) 8303 0400
Drug and Alcohol Services South Australia (DASSA) (Formerly Drug and Alcohol Services Council - DASC)	161 Greenhill Road, Parkside SA 5063 Tel: (08) 8274 3333 <i>DASSA supports the Alcohol & Drug Information Service (ADIS)</i> Toll free Tel: 1300 13 1340
Occupational Consultancy Assessment and Referral Services (OCAR)	5th Floor 111 Gawler Place, Adelaide 5000 Tel: (08) 8321 9111 Country callers: 1800 882 715
WorkCover Corporation	100 Waymouth Street, Adelaide SA 5000 Tel: 13 18 55

South Australian Service Providers

The Drug and Alcohol Services South Australia (DASSA) provides:

- Directory of Drug and Alcohol Services in South Australia
- Directory of Drug and Alcohol Services in South Australia Aboriginal Directory.

These resources can be downloaded from: http://www.dassa.sa.gov.au/site/page.cfm?site_page_id=86 or may be obtained in hard copy by contacting DASSA on (08) 8274 3333.



3. USEFUL CONTACTS WESTERN AUSTRALIA

Department of Consumer and Employment Protection (Labour Relations)	2 Havelock Street, West Perth WA 6005 Tel: (08) 9222 7700 (General enquiries) Wageline: 1300 655 266 http://www.docep.wa.gov.au/lr/default.html
Drug and Alcohol Office (DAO)	Head Office 7 Field Street, Mt Lawley WA 6050 Tel: (08) 9370 0333 <i>DAO supports the Alcohol & Drug Information Service (ADIS)</i> Tel: (08) 9422 5000 Tel: 1800 198 024 (country) http://www.dao.health.wa.gov.au/
IPS Employee Assistance	Level 3, IBM Building 1060 Hay Street, West Perth WA 6872 Tel: 1300 36 6789 http://www.eap.com.au/
WorkCover Western Australia	2 Bedbrook Place, Shenton Park WA 6008 Tel: (08) 9388 5555 Infoline: 1300 794 744 TTY (for the hearing impaired): (08) 9388 5537 http://www.workcover.wa.gov.au/

Western Australia Service Providers

The Drug & Alcohol Office (DAO) provides:

- Directory of Drug & Alcohol Services.

This directory guides you to the relevant contact according to your need. The directory can be viewed via: <http://www.dao.health.wa.gov.au/index.cfm?section=directory>

For further information on service providers in WA contact ADIS on (08) 9422 5000 or 1800 198 024.



4. USEFUL CONTACTS NORTHERN TERRITORY

Australian Government Department of Employment and Workplace Relations (Office of Workplace Services)	OWS Darwin Level 3, TCG Building 80 Mitchell Street, Darwin NT 0800 Tel: 1300 363 264 (8:30am to 4:30pm, Mon to Fri) Tel: (08) 8936 5000 (outside NT) http://www.wagenet.gov.au
Department of Health and Community Services Alcohol and Other Drugs	Alcohol and Other Drugs Darwin Building 9 North Royal Darwin Hospital, Rocklands Drive, Tiwi NT 0800 Tel: (08) 8922 8161 <i>Alcohol & Other Drugs supports the Alcohol & Drug Information Service (ADIS)</i> Tel: 1800 131 350 (24 hour, 7 day) http://www.nt.gov.au/health/healthdev/aodp/aodp.shtml
Employee Assistance Service NT Inc	Level 2, Highway Arcade 47 Stuart Highway, Stuart Park NT 0820 Tel: (08) 8941 1752 http://www.easnt.org.au/
NT WorkSafe	Ground Floor, Minerals House 66 The Esplanade, Darwin NT 0800 Tel: 1800 019 115 http://www.nt.gov.au/deet/worksafe/

Northern Territory Service Providers

The Department of Health and Community Services provides:

- Alcohol and Other Drugs Service Directory
- Alice Springs Liquor Restriction Reports
- Guide for Parents
- Illicit Drugs Task Force Report.

These publications can be downloaded from:

<http://www.nt.gov.au/health/healthdev/aodp/reports.shtml>

The Directory can be downloaded from:

http://www.nt.gov.au/health/healthdev/aodp/aod_services_directory.pdf or may be obtained in hard copy by contacting Alcohol & Other Drugs on 08 8922 8161.



5. USEFUL CONTACTS AUSTRALIAN CAPITAL TERRITORY

Australian Government Department of Employment and Workplace Services (Office of Workplace Services)	OWS Canberra (ACT and South West NSW) Ground Floor, 12 Mort Street Canberra ACT 2600 Tel: 1300 363 264 (8:30am to 5:00pm, Mon to Fri) (02) 6121 7992 (outside ACT) http://www.wagenet.gov.au
ACT Community Health – Alcohol & Other Drugs Services	Alcohol & Other Drugs Services Level 1, Health Building Corner of Moore and Alinga Street, Canberra Civic ACT 2601 <i>ACT Community Health's Alcohol & Other Drug Services provides the Helpline. Initial contact to the Alcohol & Other Drugs Services should be made by calling the Helpline Tel: (02) 6207 9977 (24 hour) http://www.health.act.gov.au/c/ health?a=da&did=10038160 </i>
IPS Employee Assistance	Level 3, Imperial Office Tower 85 Castlereagh Street, Sydney NSW 2000 Tel: (02) 9221 1166 http://www.eap.com.au/
ACT WorkCover	Level 4, Eclipse House, 197 London Circuit, Canberra ACT 2601 Tel: (02) 6205 0200 http://www.workcover.act.gov.au/

Australian Capital Territory Service Providers

The ACT Community Health provides information, advice, referral, intake, assessment and support for people with a dual diagnosis of mental illness and alcohol and/or drug dependency. These services are offered for individuals, their family and friends, general practitioners, other health professionals, and business and community groups.

All referrals and initial contact with ACT Community Health's Alcohol and Other Drugs services can be made by calling the 24 Hour Helpline on (02) 6207 9977.

The 24 hour Helpline is staffed by professional workers from their Alcohol and Drug Program, and provides:

- information on alcohol and other drug and associated issues
- advice on assisting and managing people who may have alcohol and other drug issues
- support to people affected directly or indirectly by alcohol and drug use.



6. USEFUL CONTACTS TASMANIA

Department of Infrastructure, Energy and Resources (Workplace Standards Tasmania)	30 Gordons Hill Rd, Rosny Park, TAS 7018 Tel: 1300 366 322 (within TAS) Tel: (03) 6233 7657 (outside TAS) http://www.wst.tas.gov.au/node/WST.htm
Department of Health and Human Services - Alcohol and Drugs Service (Community, Population and Rural Health Division)	Level 4, Carruthers Building, St Johns Park New Town, TAS 7008 Tel: (03) 6230 7738 <i>Alcohol and Drug Service supports the Alcohol & Drug Information Service (ADIS)</i> Tel: 1800 811 994 (24 hour, 7 day) http://dhhs.tas.gov.au/services/view.php?id=354
Newport and Wildman	15 Lawrence Street, Launceston TAS 7250 Tel: 1800 650 204 http://www.newportwildman.com/
WorkCover Tasmania	30 Gordons Hill Road, Rosny Park TAS 7018 Tel: 1300 366 322 (within TAS) Tel: (03) 6233 7657 (outside TAS) http://www.workcover.tas.gov.au/node/workcover.htm

Tasmanian Service Providers

The Tasmanian Alcohol and Drug Service provides:

- Information
- Alcohol and Drug assessments
- Access to evidence based treatment or referral to other services
- Professional counselling
- Group work programs
- Methadone and other pharmacotherapy programs
- Residential, outpatient and home withdrawal
- Outreach services to non metropolitan areas
- Professional consultations to other service providers
- Specialist reports.

These services are available by contacting Alcohol and Drug Services. Service Directory is available from: <http://dhhs.tas.gov.au/services/view.php?id=354>

General information on alcohol and drugs are available from <http://dhhs.tas.gov.au/healthyliving/alcohol/index.php>



7. USEFUL CONTACTS QUEENSLAND

Department of Industrial Relations (Wageline)	4th Floor, Lutwyche Shopping Centre 543 Lutwyche Road, Lutwyche QLD 4030 Tel: 1300 369 945 (8:00am to 4:45pm, Mon to Fri) Tel: (07) 3872 0550 (outside QLD) Tel: 131 450 (Interpreter Service) http://www.wageline.qld.gov.au/index.html
Alcohol, Tobacco and Other Drug Services (ATODS)	Level 9, 147 Charlotte Street, Brisbane QLD 4001 <i>ATODS supports the Alcohol & Drug Information Service (ADIS)</i> Tel: (07) 3236 2414 (Brisbane & outside QLD) Tel: 1800 177 833 (24 hour, 7 day) http://www.health.qld.gov.au/atods/default.asp
Interlock Employee Assistance	Sureplan House Level 3, 133 Leichhardt St, Spring Hill QLD 4000 Tel: (07) 3831 5355 Tel: 1800 172 069 (country) http://www.interlock.org/
Queensland WorkCover Authority	Tel: 1300 362 128 (8:30am to 4:45pm, Mon to Fri) 280 Adelaide St, Brisbane QLD 4000 http://www.workcover.qld.gov.au/

Queensland Service Providers

The Alcohol, Tobacco and Other Drug Services (ATODS) provides:

- Alcohol, Tobacco and Other Drug Services in Queensland: 2003 Inventory of Specialist Treatment Agencies.

This directory can be downloaded from:

<http://www.health.qld.gov.au/atods/documents/22063.pdf>

If you have difficulties opening the full document you can open one section at a time via <http://www.health.qld.gov.au/atods/publications.asp>

It may be obtained in hard copy by contacting ATODS on (07) 3236 2414.



8. USEFUL CONTACTS NEW SOUTH WALES

NSW Department of Commerce (Office of Industrial Relations)	1 Oxford Street, Darlinghurst NSW 2010 Tel: 131 628 (within NSW) http://www.industrialrelations.nsw.gov.au/
DrugInfo (NSW Office of Drug and Alcohol Policy)	The Cabinet Office Level 37, Governor Macquarie Tower 1 Farrer Place, Sydney NSW 2000 Tel: (02) 9228 4248 <i>DrugInfo supports the Alcohol & Drug Information Service (ADIS)</i> Tel: (02) 9361 8000 (24 hour, 7 day) Tel: 1800 422 599 (country) http://www.druginfo.nsw.gov.au/
IPS Employee Assistance	Level 3, Imperial Office Tower 85 Castlereagh Street, Sydney NSW 2000 Tel: (02) 9221 1166 or 1300 36 6789 http://www.eap.com.au/
WorkCover New South Wales	92-100 Donnison Street, Gosford NSW 2250 Tel: 13 10 50 (8:30am to 4.30pm, Mon to Fri) http://www.workcover.nsw.gov.au/default.htm

New South Wales Service Providers

The Alcohol and Information Service (ADIS) provides:

- Directory of Drug and Alcohol Services in NSW.

This information is only available by contacting ADIS (see above). Their website is currently under construction.



9. USEFUL CONTACTS VICTORIA

Australian Government Department of Employment and Workplace Relations (Office of Workplace Services)	OWS Melbourne 8th Floor, Customs House 414 Latrobe Street, Melbourne VIC 3000 Tel: 1300 363 264 (8:30am to 5:00pm, Mon to Fri) Tel: (03) 9954 2510 (outside VIC) http://www.wagenet.gov.au
Victorian Drugs Services (Drug Policy and Services Branch, Rural and Regional Health & Aged Care Services Division of the Victorian State Government, Department of Human Services)	Level 18, 120 Spencer Street, Melbourne VIC 3000 Tel: (03) 9637 5232 Drugs supports the DirectLine Tel: 1800 888 236 (24 hour, 7 day) Tel: (03) 9416 1818 http://www.health.vic.gov.au/drugs/index.htm
IPS Employee Assistance	Level 3, 520 Collins Street, Melbourne Vic 3000 Tel: 1300 36 6789 http://www.eap.com.au/
Victorian WorkCover Authority	Level 24, 222 Exhibition Street, Melbourne VIC 3000 Tel: (03) 9641 1444 Tel: 1800 136 089 http://www.workcover.vic.gov.au/dir090/vwa/home.nsf?Open

Victorian Service Providers

The Victorian Drugs Services provides:

- Drugs: How and where to get help
- Directory of Drug Services.

The Drugs: How and where to get help can be downloaded from:

http://www.health.vic.gov.au/drugservices/pubs/drugs_dir.htm

or may be obtained in hard copy by contacting the Drugs Services on (03) 9637 5232.

Information on services in your local area can also be accessed using the Directory of Drug Services. This is available via: <http://www.health.vic.gov.au/drugs/sd.htm>



10. RECOMMENDED READING

Allsop, S., Phillips, M., & Calogero, C. (2001), *Drugs and work: Responding to alcohol and other drug problems in Australian workplaces*, IP Communications, Melbourne.

Bennett, J. B. & Lehman, W. E. K. (2003), *Preventing workplace substance abuse: Beyond testing to wellness*, American Psychological Association, Washington.

ILO (2003), *Alcohol and drug problems at work: The shift to prevention*, International Labour Office, Geneva.

ILO (1996), *Management of alcohol- and drug-related issues in the workplace: An ILO code of practice*, International Labour Office, Geneva.

National Centre for Education and Training on Addiction (NCETA) Consortium. (2004), *Alcohol and other drugs: A handbook for health professionals*, Australian Government Department of Health and Ageing, Canberra.

www.nceta.flinders.edu.au or <http://www.aodgp.gov.au/professional/handbook.htm>





NCETA

*Australia's National Research Centre
on AOD Workforce Development*

