

## What is *Cracks in the Ice*?

### This website provides:

Trusted, evidence-based and up-to-date information about ice including resources for Aboriginal and Torres Strait Islander peoples.

### What resources are available?

- Online training & resources.
- Quick tips for managing clients.
- Worker wellbeing.
- Support services.

### Information is available for:



Community groups



Family members & friends



Health professionals



School communities

## Get support now

There are telephone alcohol and other drug advisory services available to health professionals working in Australia. Please visit the *Cracks in the Ice* website for more information including support services for clients.

### NATIONAL ALCOHOL AND OTHER DRUG HOTLINE

1800 250 015

24-hour free and confidential advice about alcohol and other drugs.

### AUSTRALIAN INDIGENOUS HEALTH INFONET

[healthinfonet.ecu.edu.au](http://healthinfonet.ecu.edu.au)

Evidence-based research and other knowledge for Aboriginal and Torres Strait Islander communities.

### AUSTRALIAN DRUG INFORMATION NETWORK

[adf.org.au](http://adf.org.au)

National search directory for treatment services and other resources relevant to alcohol and other drug issues.

### FAMILY DRUG SUPPORT

1300 368 186

24-hour support for relatives and friends affected by alcohol and other drugs.

**For emergency support, call Lifeline on 13 11 14 or dial 000 for the police or an ambulance.**

The *Cracks in the Ice* project is supported by funding from the Australian Government Department of Health, Disability and Aging.

For more information please visit  
**CRACKSINTHEICE.ORG.AU**



## INFORMATION FOR HEALTH PROFESSIONALS

Trusted, evidence-based information about crystal methamphetamine ('ice')

**CRACKSINTHEICE.ORG.AU**



## Your role as a Health Professional

Health professionals play an important role in the recovery and treatment of people who may be experiencing problems with drugs, including crystal methamphetamine ('ice'). They also often provide critical support to families, friends and communities affected by ice use.

Remember that if you need help or support there are services available, including dedicated services for health professionals.

For more information and resources specifically for health professionals visit the *Cracks in the Ice* website.

### Stigma and Shame:

Aboriginal and Torres Strait Islander people may experience shame about alcohol and other drug use.

What can you do to help acknowledge the feelings and experiences of your clients?

- Use non-stigmatising language when discussing alcohol and other drug use.
- Try to address and increase awareness of clinical practices that may be stigmatising.
- Openly talk about shame and challenge stigma.

For more information about Stigma and Shame visit the *Cracks in the Ice* website.



## Do's of managing a client with aggressive behaviour

**Ice can make some people more likely to exhibit violent behaviours. In these cases:**

- Stay calm.
- Adopt a passive non-threatening body posture.
- Let the client air their feelings and acknowledge them.
- Ask open-ended questions to keep the dialogue open.
- Be flexible, within reason.
- Use the space for self protection.
- Make sure other clients are not in danger.

## Look after yourself

It can be very hard to leave challenging work behind when you leave for the day. Sometimes clients may also live in the same community, be family members, or may not understand your work / life boundaries.

### Strategies that may help include:

- Take time to debrief with a colleague or supervisor after challenging situations or a confronting experience.
- Set clear boundaries with clients who may visit you or speak with you about their situation in your personal time.
- Consider having a mentor outside of your organisation. Always remember to speak confidentially about cases/clients.



For more information,  
tips and resources visit  
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