

# Trends in ATOD service user satisfaction in the ACT, 2009 - 2012

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## Setting

Ten alcohol, tobacco and other drug service agencies in the Australian Capital Territory, funded by the ACT Govt Health Directorate, participated in the ACT Alcohol & Other Drug Sector Service User Satisfaction Survey in 2009, and 11 agencies in 2012. They provide services such as withdrawal, treatment and harm reduction services (e.g. needle syringe programs (NSPs)). Included were both residential and ambulatory services, and both government and non-government services.

## Survey Aims

- (1) To provide a snapshot of the levels and patterns of satisfaction of service users.
- (2) To provide trend data for monitoring and assessing the outcomes of quality assurance programs implemented by the agencies that participated in the Survey. By repeating the Survey at intervals, it is possible to observe trends in service user satisfaction on both a sector-wide, and individual agency, basis.

## The CSQ-8<sup>®</sup>

A Client Satisfaction Questionnaire that produces a composite index of satisfaction derived from eight scale items. The instrument has sound psychometric properties, and has been validated in diverse settings.

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The possible CSQ-8 values range from 8 (the lowest possible level of satisfaction) to 32 (the highest possible level of satisfaction). The mid-point of the 8-32 range is 20.

## Method

Pen-and-paper questionnaires were completed by the service users of the agencies, who agreed to participate, on snapshot days in November 2009 and June 2012 at the place they received the service. Participants received \$10 in compensation.

An instrument was developed for the Survey. It included the CSQ-8, items from the 2007 User Satisfaction Survey of the UK National Treatment Agency for Substance Misuse, and items specific to this Survey program. The same instrument was used in the 2009 and 2012 waves of the Survey program.

In 2009 the process was managed by staff of ACT Health and the Canberra Alliance for Harm Minimisation & Advocacy. In 2010 it was the responsibility of ATODA. The project was conducted with the approval of the ACT Health Human Research Ethics Committee.

## Responses & CSQ-8 scores

### Responses

Completed questionnaires :  
**2009:** 325    **2012:** 345

It is not possible to calculate a response rate owing to the capping of the number of responses that could be received from each service.

### CSQ-8 scores

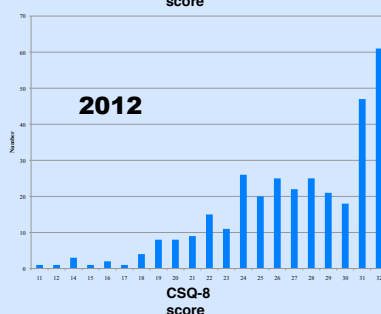
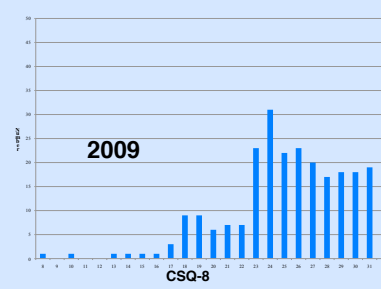
**2009:** mean 26.2; median 26; mode 32

**2012:** mean 27.1; median 28; mode 32

The difference between the means is statistically significant ( $t=2.48$ ,  $df=611$ ,  $p<0.01$ ). The modal score was also the highest possible score and was provided by 16% of respondents in 2009 and 19% in 2012.

***On this variable and all others satisfaction levels had increased or remained stable from 2009 to 2012.***

## Distribution of CSQ-8 scores



## Overall satisfaction

The overall level of satisfaction was high, with 90% of Survey respondents stating that they were overall 'mostly satisfied' or 'very satisfied' with the service they had received in 2009, and 92% in 2012 (not significant).

Replied in the affirmative when asked 'If you were to seek help again, would you come back to this service?':

**2009:** 91%

**2012:** 94%

(a significant difference)

## In both 2009 and 2012, high satisfaction scores were related to:

- Length of time attending the service
- Frequency of attending
- The convenience of opening hours.
- Being aware that they had a case manager/key worker
- Being aware that they had a care plan
- Perceiving that the service welcomes and acts upon complaints and suggestions
- Perceptions of how people treat the service users
- Positive service user outcomes.

## For further information

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Further information:

[www.atoda.org.au/projects/satisfaction-survey](http://www.atoda.org.au/projects/satisfaction-survey)

*We acknowledge the contributions and collaboration of service users, ACT ATOD services and ACT Health in this project.*