



Collective Impact and Evaluation Project

Project Partner Update 2

Dear Colleagues

At the Drug Services Forum in September 2015 there was agreement to proceed with the Collective Impact and Evaluation Project (CIEP). Following that agreement ATODA has proceeded with further developing the project and its deliverables. This document is the second Project Partner Update.

Project purpose and scope

The CEIP will build and communicate a shared agenda for improving the health of the community by reducing alcohol, tobacco and other drug (ATOD) related harms. This includes a focus on scoping, defining and communicating the diverse outcomes that can be expected for and by the community engaging with ACT ATOD services.

For your reference, please find in attachment 1 the latest version of the CEIP Terms of Reference. This is a 'living document' that is being refined as the project develops.¹

Project workplan and deliverables

As detailed in the attached Terms of Reference, the CIEP includes seven deliverables.

To date, the Project activities have focused on the two deliverables that are the most labour-intensive and valuable to the project outcomes: the 'Service Users' Satisfaction and Outcomes Survey (SUSOS)' (Deliverable 1) and the 'Paper describing and examining specialist alcohol, tobacco and other drug support and treatment approaches' (Deliverable 2). These two activities are substantial pieces of work, and the focus of the CIEP Project is to produce quality outcomes for each of these in a timely fashion to communicate the shared agenda for improving ATOD policy and practice.

As the central focus of the CIEP Project, this Project Partner Update will provide detailed updates on the SUSOS (Deliverable1) and the Paper (Deliverable 2).

[Deliverable 1: Service Users' Satisfaction and Outcomes Survey \(SUSOS\)](#)

The 2015 ACT Alcohol Tobacco and Other Drug (ATOD) Service Users' Satisfaction and

¹ For the most recent CIEP Terms of Reference document, please see the ATODA website.

Outcomes Survey (SUSOS) will obtain a snapshot of the levels and patterns of satisfaction of service users of ACT Health-funded and delivered specialist ATOD services, and the experiences and self-reported outcomes for people who access these services.

Information from the SUSOS will contribute to the aims of the broader Collective Impact and Evaluation Project (CIEP), including promoting better understanding of the outcomes and effectiveness of drug treatment and support, and challenging community perceptions of the availability and achievements of ATOD services and programs in the ACT. It will also contribute to consolidating an understanding by the ATOD sector of the specialist and unique role of these services in assisting and supporting members of the ACT community with alcohol and other drug problems.

The SUSOS was implemented in participating services on Tuesday 8 December. Surveys were collected from 469 clients and this data is currently being input and processed.

Achievements of the SUSOS Project to date have been:

- Obtained agreement from all ACT Health-funded specialist drug treatment and support services to participate in and administer the survey in their organisations
- Liaised with Executive Officers of each service to nominate survey sites and representatives charged with implementing the SUSOS at each site
- Reviewed briefly literature on outcomes surveys and tools
- Refined the survey and methods with input from consumers and service providers
- In response to this input, made minor alterations to the Participant Information Sheets and survey
- Applied for and obtained approval from the ACT Health Human Research Ethics Committee
- Applied for and obtained permission from the license holder of the CSQ-8 validated survey tool (that makes up a component of the survey)
- Liaised with nominated representatives from each service to coordinate the implementation of the survey, including
 - held two teleconferences to discuss survey implementation
 - communicated individually with each representative to clarify implementation and any issues
- Prepared Information Packages for each service, including:
 - 'Guidelines for implementing the survey at your service' (for the nominated representative)
 - 'Implementing the Survey—Guide for staff'
 - poster promoting the Survey
- Prepared Survey Packages for each service, including writing, printing and collating:
 - Participant Information Sheets
 - Surveys
 - Envelops for the completed surveys—also involved coding the envelops
 - Cash reimbursements (\$20 for each participant)—also involved placing money in individual envelops

- A sealed box into which the surveys could be placed once completed
- A copy of 'Implementing the Survey – Guide for staff'
- A reimbursement record sheet that was signed by each participant to acknowledge receipt of the cash reimbursement
- A supply of pens
- Coordinated and delivered the Survey Packages to each service on the day prior to the SUSOS implementation
- Collected the completed surveys (n=469) on the day after the SUSOS implementation
- Processed the surveys, left over cash reimbursements, and supplies following collection; communicated with service representatives to follow up on minor implementation issues, and to provide them with feed back (including thanking them for their assistance!)
- Built the database and entered data from all returned surveys (n=469)

The next stages of the SUSOS are:

- 'Clean' the data (looking for errors, correcting data entry, removing inconsistent data if necessary)
- Meet with the survey team and advising researchers to discuss issues with the data, and to develop a data analysis plan
- Finalise the data analysis plan
- Undertake the data analysis
- Meet with the survey team and advising researchers to discuss findings and reporting issues
- Write the first draft of the report
- Hold a Project Partners face-to-face meeting to discuss feedback on the draft report
- Finalise SUSOS Report
- Develop SUSOS summary documentation for distribution and display within Project Partner organisations
- Launch and dissemination of SUSOS final report as an ATODA Monograph

Comment: The response to the SUSOS (n=469) is significantly greater than the previous survey (n=346). As such this deliverable requires additional time and resources.

[Deliverable 2: A paper describing and examining specialist alcohol, tobacco and other drug support and treatment approaches](#)

Summary

The specialist Australian alcohol, tobacco and other drug (ATOD) sector is comprised of a diverse range of non-government and government services that work to prevent and reduce harms associated with ATOD use in the community. The ATOD sector is an evidence-informed, quality and data driven sector that is transparent and accountable to its service users, the broader public and its funding bodies.

In the Australian Capital Territory (ACT), 10 services are publicly funded to deliver various types of drug treatment and support services. This monograph will be one

component of a package of work undertaken with the specialist ACT ATOD sector to better support policy, service, treatment and resource planning (including the CIEP).

This document aligns with the services directory and like the directory, this document aims to support sector workers to make referrals, increase cross and intra-sectoral knowledge, and foster collaborations.

This monograph provides an overview of the treatment and support approaches offered by the specialist ATOD sector across Australia. The overview includes the service consumers who are likely to receive the most benefit from these approaches, the workers that can deliver the various approaches, the models used and the likely outcomes. The monograph describes the unique work that is undertaken by the ATOD sector as distinct from that conducted by other specialist service sectors such as mental health and welfare agencies that are also likely to provide care to consumers with problems related to the use of alcohol, tobacco and other drugs. Much of the information within this monograph is relevant across Australia; however, where possible, information on ACT specific considerations is also reported.

This monograph focuses on the specialist ATOD sector. The monograph does not describe other important components in Australia's broader approach to ATOD issues—including criminal justice initiatives and diversion programs, policing and customs responses, health promotion and prevention strategies, and ATOD-related work, welfare, housing and generalist health services—as they are beyond the scope of this publication. In addition, school-based peer education interventions have not been included. These school-based programs generally have a prevention focus aiming to prevent uptake of tobacco, alcohol and other drug use among young people.

Tobacco use is covered only briefly in this monograph as those who use tobacco exclusively are unlikely to require the types of specialist ATOD treatment described in this monograph. The reader is referred to the ATODA discussion paper *Subsidised Nicotine Replacement Therapy: a community program in the Australian Capital Territory* for detailed information on issues related to the use of tobacco.

ATODA expects that this monograph will be a 'living document' and that a number of iterations may be released with stakeholder feedback.

The paper is being prepared with LeeJenn Health Consultants and ATODA.

Achievements under this deliverable have been:

- Writing team met a number of times by teleconference and in person to discuss:
 - purpose of the document
 - major topic headings
 - content required under each heading
 - possible data sources to inform each topic heading
- Undertook an extensive review of the literature in each topic area, including:
 - database search for relevant published literature
 - identifying literature for inclusion in the paper
 - sourcing and reading the literature
 - analyzing and collating information

- Consulted the ACT ATOD Directory and local information sources to inform the ACT examples of the topic areas covered in the paper
- Prepared first/early draft
- Writing team met several times to discuss gaps in, and issues arising from, the first draft
- Ongoing revision of the early draft to:
 - incorporate changes to paper organisation and content based on identified gaps and issues
 - further align the paper content with the specific ACT ATOD Sector context
 - include additional literature and data identified during the writing process
- Agreement of a working title for the paper: *The specialist alcohol, tobacco and other drug treatment sector: a description and examination of treatment and support approaches*

The next stages for this deliverable are:

- Further revision of the early draft, including ongoing comment from the writing team
- Hold a Project Partners face-to-face meeting to discuss feedback on the draft report
- Launch and dissemination of SUSOS final report as an ATODA Monograph

Project Partner Engagement

Central to the success of the CIEP is the ongoing engagement with the Project's Partner organisations, and involvement by these Partners in the Project's processes.

The original intention of the CIEP Project was to communicate regularly with Project Partners through the mechanism of the Specialist ATOD Executive Group meetings. However, as this group has not met since November 2015, the current update is being provided as part of the Drug Services Forum.

A central web-based portal is being established on which information and documents relating to the CIEP Project will be available.

Please don't hesitate to contact Anke van der Sterren on anke@atoda.org.au or myself on carrie@atoda.org.au if we can be of assistance.

Thank you for your participation and contributions. We look forward to working with you on this important initiative.

Kindest regards,

Carrie Fowlie
Executive Officer
ATODA

19 February 2016