



ACT Withdrawal Service System Review and Re-design.

Forum 1, 16 August 2016, 9.30-12.30

Summary of proceedings.

Welcome by Carrie Fowlie, CEO ATODA.

Carrie acknowledged the Traditional Owners and thanked the sector for contributing to the successful proposal which resulted in funding from ACT Health to undertake this review. It is to be led by expert AOD consultants from 360edge as the independent reviewers, with meaningful and considerable input from the sector as a whole. ATODA's role is to provide coordination and support to the review.

Background to the review and re-design, Helene Delany, Manager AOD Policy Unit, ACT Health.

Helene described the national context of AOD sector planning and new governance arrangements, highlighting the opportunity for the sector to engage in the development of the national treatment services framework. She emphasised the importance of evidence based practice and good quality data in planning and offered the expertise of her unit, including with regards to data, to participants. The ACT is developing plans that mirror national plans, and the withdrawal system review and re-design will contribute to a larger clinical services planning process that is currently underway.

Overview of Terms of Reference (TOR) for the review and redesign project, Linda Jenner, Principal Consultant 360edge.

Linda presented an overview of the TOR, including the background and context of the review. It will be conducted between July and December, 2016, and consultations with the specialist AOD services, other key stakeholders and consumers will occur from 29 August to the 6 September. Interim findings will be presented to the sector at a second forum in October, and the final re-design will be presented at a third

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forum in December 2016. A paper copy of the TOR was circulated to the forum participants for comment.

Discussion of TOR, all forum participants.

Feedback from the forum participants on the TOR:

- There was general agreement for the TOR approach overall.
- Some issues required attention during the project. These were:
 - Ensure the literature review extends to best practice, grey literature and other models, and does not rely solely on peer reviewed papers.
 - Examine leading practice in withdrawal for different drug types including benzodiazepines, opioids, poly-drug use.
 - Key stakeholders for consultations to include Althea (Directions), and Sobering Up Shelter (CatholicCare).
 - Ensuring clarity in the description of pathways/links between specialist AOD services and specialist withdrawal services, with attention to the other services in the ACT that provide support to consumers (e.g. homelessness services, crisis services).
 - Examine the views of stakeholders regarding the 'common assessment tool' as part of the review and re-design project.
 - Consider future demand for withdrawal services, and consider the new Ngunnawal Bush Healing Farm service in this context.
 - Need to identify the resources necessary to implement the recommendations at the conclusion of the review. For example, working groups may need to be convened.

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Consumer consultations

The TOR allows for two consumer focus groups. These will be conducted purely for the purpose of receiving the views and suggestions of consumers about the service system, and is not research. The reviewer will facilitate the groups, no personal information will be asked for, and it is an opportunity for consumers to have a say in the re-design process.

There was considerable discussion about how this could occur, and the representativeness of two groups only. The forum agreed that:

- 1) **Two focus groups would be conducted**, one group with young people only making sure both genders are represented, and the

other with adults of both genders. Ideally, consumers with a variety of experience would participate, including those who had completed and not completed withdrawal, and those who had sought access but did not receive it for any reason.

- 2) **Services are invited to submit anonymous case studies of consenting consumers** that may be illustrative of the consumer journey through the system that is relevant to the review.
- 3) Agreed to consider the possibility of conducting a paper-based survey of no more than five consumers in their services to submit to the review. The need for this may be raised during the consultations with the reviewer in August-September.

Services are to liaise directly with ATODA to convene the consumer focus groups.

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Key outcomes from the forum

- Positive feedback and validation of the review's terms of reference including data elements, consumer engagement mechanisms and timelines.
- Agreement of face-to-face visits between specialist AOD services and the reviewer between 29 August and 6 September 2016
- Clarifying the role and independence of the reviewer with ATODA to provide support to the process

Attachment 1: Services invited and attendees

Services invited	Attendees
Alcohol and Drug Service, ACT Health	Jill Hughes, Operations Director Ann Kelly, Clinical Nurse Consultant, Withdrawal Unit Kate Gardner, Manager
Alcohol Tobacco and Other Drug Association ACT (ATODA)	Carrie Fowlie, Chief Executive Officer Melanie Walker, Ngunnawal Bush Healing Farm Establishment Project Consultant Julie Robert, Communications Officer
AOD Policy Unit, ACT Health	Helene Delany, Manager Jimmy Bint, Senior Policy Officer Phillip Hull, Senior Policy Officer Jennifer Taleski, Senior Policy Officer
Canberra Alliance for Harm Minimisation and Advocacy (CAHMA)	Chris Gough, Manager (Apologies) Geoff Ward, Policy, Advocacy & Peer Support Worker
Canberra Recovery Service, The Salvation Army	Scott Warrington, Manager Miekell Rose, Team Leader Angie Keir, Case Worker
CatholicCare Canberra and Goulburn	Sue-Ann Polden, Director Lyndall Evans, Manager Comorbidity Programs
Directions	Fiona Trevelyan, Chief Executive Officer Kim Fleming, Arcadia House Manager Meg Diggle, Team Leader Therapeutic Development
Gugan Gulwan Youth Aboriginal Corporation	Kim Davison, Executive Director (Apologies)
Karralika Programs Inc	Sharon Tuffin, Chief Executive Officer Jen Harland, Clinical Director Tristan Henderson, Intake Worker
Ted Noffs Foundation	Mark Ferry, Chief Operating Officer Mark Baldwin, ACT Regional Manager
Toora Women Inc	Susan Clarke-Lindfield, Executive Director Tracie Williams, Case Coordinator Indijana Kegan
Winnunga Nimmityjah Aboriginal Health Service	

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