



2015 ACT Alcohol, Tobacco and Other Drug Service Users' Satisfaction and Outcomes Survey (SUSOS)

SUSOS Terms of Reference

October 2015

This document sets out the aims, objectives and key strategies of the SUSOS project and the expectations of the participating specialist ATOD services.

1. Introduction and context

The 2015 ACT Alcohol Tobacco and Other Drug (ATOD) Service Users' Satisfaction and Outcomes Survey (SUSOS) will obtain a snapshot of the levels and patterns of satisfaction of service users of ACT Health-funded 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 2015 SUSOS builds on two earlier Service Users' Satisfaction Surveys that were conducted across ACT ATOD services, both government and non-government, in 2009 and 2012. The 2015 survey will be a slightly revised version of the earlier surveys, incorporating questions that investigate outcomes-related information.

2. Scope

All ACT Health funded and delivered specialist ATOD services that have direct contact with service users are in scope for the SUSOS. These services are:

- Alcohol and Drug Services, ACT Health
- Canberra Alliance for Harm Minimisation and Advocacy (CAHMA)
- Sobering Up Shelter, CatholicCare Canberra and Goulburn

- Directions
- Gugan Gulwan Youth Aboriginal Corporation (AOD Program)
- Karralika Programs Inc
- Canberra Recovery Service, The Salvation Army
- Ted Noffs Foundation ACT
- Toora Women Inc (AOD Program)
- Winnunga Nimmityjah Aboriginal Health Service (AOD Program)

3. Aims and objectives

The overall aim of the 2015 SUSOS is to provide information on service users' (clients') perspectives on the nature and quality of the ATOD services they access, and their self-reported experiences of outcomes as a result of utilising these services. Specifically, information from this survey will contribute to:

- The Collective Impact and Evaluation Project (CIEP) that aims to promote better community understanding of the outcomes and effectiveness of drug treatment and support services; and
- Informing quality improvement programs in the participating ATOD services.

The SUSOS objectives are:

- To contribute to the assessment of service quality through understanding service users' perceptions of service quality.
- To contribute to an understanding of the successes and achievements that can be realised by clients of drug treatment and support services.
- To assess changes in levels and patterns of satisfaction and (some) self-reported outcomes over time (i.e. by comparing data from this survey to those administered in 2009 and 2012)¹. This is information that will inform agencies as to the outcomes of their quality improvement programs and of areas requiring further attention.
- To identify areas of drug and alcohol services that are not meeting service users' needs.
- To identify gaps in the range of drug and alcohol services available in the ACT from the point of view of service users
- To contribute to the further development and implementation of strategies for enhanced service user participation in agency decision-making, management, etc.
- To contribute to agency quality improvement programs generally.
- To inform ongoing sector wide workforce development, quality improvement and policy activities.

¹ Additional items measuring self-reported outcomes will be included in the 2015 survey that did not appear in the earlier surveys; these, therefore, cannot be compared over time.

4. Key strategies

- Engage with the Canberra Alliance for Harm Minimisation and Advocacy (CAHMA) to inform the appropriate development and administration of the survey.
- Develop the methodology and implement the SUSOS in line with an agreed workplan.
- Utilise existing collaborative relationships between ATODA and specialist ATOD services in the ACT to implement the 2015 SUSOS
- Identify key data items for the Collective Impact and Evaluation Project and prioritise for analysis and reporting.
- Review the findings of the 2009 and 2012 surveys and compare to the 2015 to highlight any changes in levels and patterns of satisfaction and self-reported outcomes.
- Report the findings and analysis of the 2015 survey, and disseminate as part of the suite of resources available through the Collective Impact and Evaluation Project

5. Resources and support

ATODA will be leading the development and administration of the survey, and the analysis and reporting of the data, with expert advice and support from consultant David McDonald. Additional support will be offered by CAHMA, specifically in relation to survey development, and appropriate reimbursements and engagement with service users.

Resourcing for the implementation of the SUSOS is through all participating services that are making a co-contribution, which will be supplemented by project management resources from ATODA.

6. Participating services agreement

Participating specialist ATOD services are expected to support the SUSOS Project by completing and/or facilitating the activities according to the agreed timeline.