

Review and re-design of alcohol and other drug withdrawal services in the ACT.

Terms of Reference.



360edge.

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Background.

In June 2016, the Alcohol Tobacco and Other Drug Association ACT (ATODA) entered into a service agreement with ACT Health to oversee an independent review and re-design of the alcohol and other drug withdrawal management services system in the ACT, including consideration of pathways for people seeking to enter the Ngunnawal Bush Healing Farm (NBHF).

In July 2016, ATODA engaged 360Edge, an alcohol and other drug specialist consultancy service with an established track record in the alcohol and other drugs sector in ACT, to conduct the independent review of the withdrawal management services system. The role of ATODA is to support 360Edge in conducting the review, and oversee the governance of the project. In all other respects, the review is entirely independent and the findings are those of 360Edge gained through the examination of a range of data sources and extensive consultation with the ATOD sector in the ACT.

This document refers specifically to the Terms of Reference for the independent review and re-design of the alcohol and other drug withdrawal management services in the ACT.

The Terms of Reference were ratified by the Alcohol and Other Drug Services Sector at a forum held on 16 August 2016.

Objectives.

The objectives of the review are to:

1. Build on the review of the ACT withdrawal management services sector conducted by Dr Adam Winstock in 2008, such as examining the extent to which the recommendations made were implemented; and the barriers to implementing the recommendations if any.

2. Determine best practice in withdrawal management, and identify the suite of programs necessary to deliver withdrawal management in line with leading practice, including those that are culturally sensitive and culturally safe for Aboriginal and Torres Strait Islander peoples.
3. Develop a high-level map of the current withdrawal services system including services that currently provide withdrawal management; consumer access to the current withdrawal services system; service system activity; and pathways into and out of the service system in the ACT, and compare it with best and leading practice.
4. Canvas the views and experiences of service agencies' staff; key informants (including those who refer into the service system, and those who partner with the service system such as general practitioners with expertise in managing withdrawal and other relevant services); and service consumers on the strengths and limitations of the current withdrawal service system in the ACT.
5. Synthesise the information obtained during the review to make recommendations for enhancing the service system as a whole, and for Aboriginal and Torres Strait Islander peoples in particular, and develop a draft model of care to be ratified by the sector as a whole.

Scope.

In scope for the review are the 11 ACT Health funded specialist alcohol and other drug treatment services. Specialist withdrawal care provided by general practitioners in primary care settings is also in scope for the review.

Out of scope are other settings outside of the specialist ATOD treatment sector in which unplanned withdrawal may occur such as the watch house, AMC, Sobering Up Shelter, Bimberi etc. Similarly, incidental or irregular withdrawal management provided by general practitioners in primary care settings (i.e. withdrawal is not a main focus of care) is also out of scope for this review. Should a need for separate investigation into withdrawal options in these settings emerge during the review, this will be reported with the final findings.

While modelling for a re-design of the service system in line with findings from the review is in scope, budget forecasting for the proposed model is out of scope.

Method.

The method for and scope of the review to be conducted between July and December 2016 will comprise four staged phases. These are described in this section.

Phase 1: Project initiation

In this establishment phase, key stakeholders will be engaged, and the foundation for the

activities to be conducted in the ensuing months will be set.

Key activities for Phase 1 include:

- 360Edge to develop the project's Terms of Reference (TOR, this document).
- 360Edge to develop a project governance and project plan in collaboration with ATODA, ACT Health and the ATOD sector.
- ATODA to facilitate a forum of ACT Health funded and delivered specialist AOD agencies at which 360Edge will present the TOR; consultation process and questions to be asked; and proposed information sources. The forum participants will be asked to consider the scope of the activities for the ACT ATOD sector and ratify the TOR and project plan. Consultation with specialist withdrawal service providers will be conducted in the afternoon of the first forum.
- ATODA to facilitate a meeting between ACT Health and 360Edge in the afternoon of the first forum.

Phase 2: *Exploration*

In Phase 2, ATODA will facilitate consultations between 360Edge and key stakeholders to enable the review to gather the information necessary to map the composition of the service system for clients, including Aboriginal and Torres Strait Islander peoples, to undertake withdrawal from alcohol and other drugs safely in the ACT.

Key activities for Phase 2 include:

- 360Edge to undertake a brief literature review (including grey literature) examining previously published withdrawal guidelines and existing evidence for best and leading practices in withdrawal management. (including established models that demonstrate leading practices).
- 360Edge to review existing ACT specific withdrawal services documentation such as policies and procedures, screening and assessment tools, withdrawal scales, clinical protocols etc. The review team from 360Edge will liaise directly with relevant services to gain access to these materials.
- ATODA will organise consultations with CEOs, managers and staff of AOD service agencies including medical officers, to be conducted by 360Edge in order to determine their views and experiences of the programs available, including their recommendations for service system re-design.
- ATODA will organise two or three consumer consultation group sessions (including young people; adults, men and women) to be conducted by 360Edge in order to determine their views of the programs available; identify barriers to and enablers of accessing available programs; and their recommendations for service enhancement.

- ATODA will organise consultations with key informants to be conducted by 360Edge in order to determine their views and experiences of the programs available, including recommendations for service system re-design.
- 360Edge will synthesise and interpret the information gained from the literature review and consultations to develop a briefing document for use in Phase 3 at the second sector-wide forum.

Phase 3: *Solution design*

Phase 3 is the strategic planning component of the overall activity. With the support of ATODA, 360Edge will present the findings from Phase 2 to stakeholders in the sector at the third and final forum, and seek their input into a plan for the re-design of the AOD withdrawal management system in the ACT.

Key activities for Phase 3 include:

- ATODA will facilitate a second forum of ACT Health funded and delivered specialist AOD agencies at which 360Edge will present findings from the information gained during Phase 2 of the review, and canvas participants' recommendations for enhancing the service system as a whole, with consideration of culturally safe and appropriate pathways for consumers likely to enter the Ngunnawal Bush Healing Farm.
- ATODA will facilitate the collection of additional information by 360Edge to inform the development of the plan if required.
- Using the contributions from staff, key stakeholders, and consumers; and other findings from Phase 2, 360Edge will develop a plan for a re-design of withdrawal management services system in the ACT.

Phase 4: *Implementation*

Phase 4 is designed to assist the sector to develop a suitable model of withdrawal care, and to integrate the re-design plan developed in Phase 3 into the withdrawal management system in the ACT.

Key activities for Phase 4 include:

- 360Edge will develop a revised withdrawal services system model of care and draft report.
- ATODA will facilitate a third and final forum for ACT Health funded and delivered specialist ATOD agencies to review the model of care presented by 360Edge, discuss strategies to ensure successful implementation, and plan for future evaluation of the new model.
- 360Edge will produce a final report that includes the revised withdrawal services system model of care and the implementation and evaluation plans, and submit the report to ACT Health.

- ATODA will disseminate the revised withdrawal services system model of care to key stakeholders in the ACT.

