

Queensland Alcohol and Other Drugs (AOD) Treatment Service Delivery Framework

A state-wide framework for comprehensive care

OUR SHARED MISSION

To provide effective, evidence-informed prevention, treatment and harm reduction responses that build a Queensland community with the lowest possible levels of alcohol, tobacco and drug-related harm.

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1. Establishing common ground

Challenges facing AOD services in Queensland

- Increasing demand of AOD services
- The variation of area-specific AOD services
- Consistency of care
- Collaboration and learning opportunities
- Effective use of resources

Purpose of the state-wide framework

This framework document describes the 'common ground' underpinning AOD treatment service delivery in Queensland. It outlines the mission, aims, objectives, values, understandings, established tools, therapeutic approaches, practice principles and standards that inform the state's AOD treatment sector.

The framework is **not** intended to replace organisational policy nor compel workers to practice in a particular manner. However, it is intended to reflect a consensus across AOD treatment providers – both government and non-government – on common and accepted good practice.

Framework applications

- Communicating with other sectors the overall aim, purpose and defining characteristics of AOD treatment in Queensland
- As a benchmarking tool against which to assess new or alternative treatment approaches to determine whether they are consistent with what is commonly accepted as good practice
- As a critical reflection tool for individual workers and services to enhance their practice
- As a tool for orienting new workers to the sector

2. How the framework was developed

The framework document has been developed by a partnership of state-wide AOD policy, sector and workforce development organisations based on direct input, feedback and research from AOD treatment providers across Queensland.

- ✓ Surveys conducted with Public Health Alcohol, Tobacco and Other Drug Services (ATODS) and non-government AOD service providers in April and May 2014
- ✓ Data collected at the Queensland AOD Convention held on Wednesday, 23 July 2014 in Brisbane. This convention was attended by 107 service managers, policy-makers and sector leaders from across both the government and non-government AOD sector in Queensland. The feedback obtained from the convention was included in the Queensland AOD Convention Report released in October 2014
- ✓ The Queensland AOD Convention Report (October 2014)

Key partners



3. Context and considerations that have shaped the AOD state-wide framework

"Working within national and state policy frameworks..."

National AOD policy

National Drug Strategy (in development) 2016-2025

The National Drug Strategy (in development) 2016-2025 describes a nationally agreed harm-minimisation approach to reducing the harm arising from alcohol, tobacco and other drug use.

Aboriginal and Torres Strait Islander People's Complementary Action Plan 2014-2019

An integrated, holistic approach to health and the importance of community-controlled services, detailing six themes/Key Result Areas:

- enhanced capacity;
- holistic approaches;
- a whole-of-government commitment;
- sustainable partnerships.
- improved access;
- workforce initiatives;

Queensland AOD policy



The Queensland Mental Health Commission

- Whole-of-Government Strategic Plan (2014 - 2019)
- Queensland Drug and Alcohol Action Plan (2015 - 2017)

Department of Health Mental Health Alcohol and Other Drugs (MHAOD) Branch

- Sets the State AOD services policy and investment framework
- Sets targets and collects data on state funded AOD treatment provision
- Administers funding of non-government AOD services

...Queensland's diverse range of service providers...



• Public Health Mental Health, and Alcohol and Other Drug Services (MH-AODS) and public hospitals



• Non-government organisations (NGOs) including Aboriginal and Torres Strait Islander community-controlled organisations



• General Practitioners and other private healthcare providers

...supported by state-wide workforce and sector development...

• Queensland Network of Alcohol and Other Drug Agencies - a membership-based not-for-profit organisation focusing on non-government AOD service providers

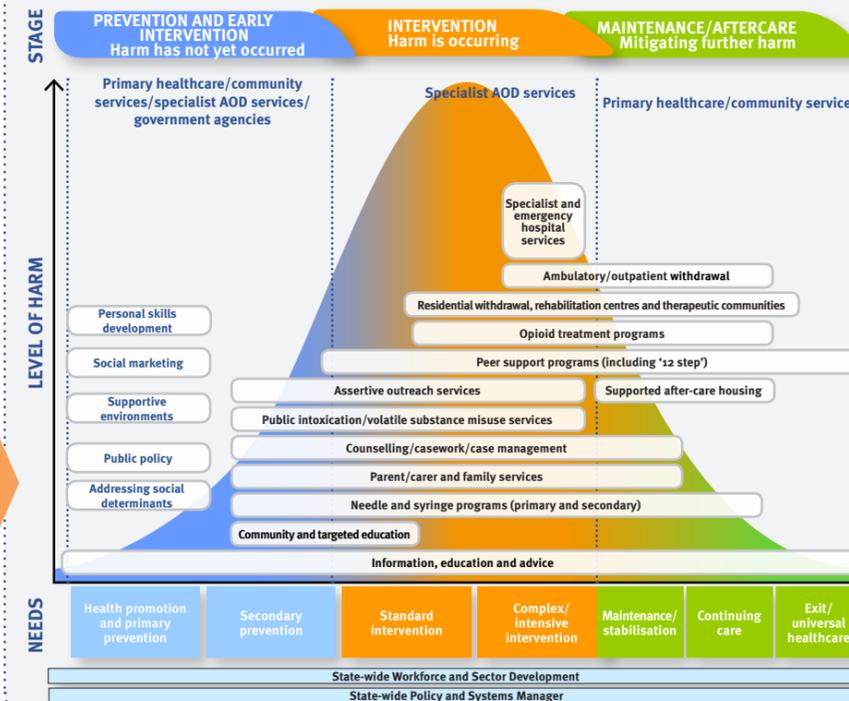
• Queensland Indigenous Substance Misuse Council - a part of Queensland Aboriginal and Islander Health Council supporting community-controlled specialist AOD service providers and ATSI health services

• Queensland Health's State-wide Clinical Support Services comprising Insight Training and Education Services, and Dovetail Youth AOD Practice Support Unit based within Metro North Hospital and Health Service

• Alcohol and Other Drug Service Improvement Group - a membership focused on public AOD services

(Contact details provided below)

...meet client needs across the full spectrum of AOD services...



... to deliver on our shared objectives and priorities...

Primary objectives

- ✓ To reduce the client's level of substance use
- ✓ To reduce the client's experience of AOD-related harm
- ✓ To build the client's capacity to better understand and manage their own health and well-being

Secondary objectives

- ✓ Improved physical and mental health
- ✓ Improved resilience, confidence, self-esteem and sense of self-worth

Other objectives

- ✓ Improve the client's relationships with partners, family members and friends
- ✓ Improve the client's life skills, housing or living conditions
- ✓ Improve the client's education, training and employment-related outcomes
- ✓ Improve the client's legal and justice-related engagements

...and uphold our shared values."

Practice values

- Harm minimisation
- Social justice
- Non-discrimination
- Respect and dignity
- Compassion
- Non-judgement
- Empowerment
- Client-centred practice
- Strengths-based practice
- Holistic care
- Inclusivity, accessibility, flexibility and responsiveness
- Voluntary access

Sector and workforce values

- Being informed by evidence
- Professionalism
- Ethical practice
- Accountability and transparency
- Confidentiality and privacy
- Cultural security
- Collaborative practice
- Innovation and creativity
- A commitment to safety
- A commitment to excellence
- A commitment to achieving outcomes and results
- A commitment to continuous quality improvement

4. Core functions within the state-wide framework

Based on over 30 years of experience, the Queensland AOD sector has identified nine core functions of effective specialist AOD treatment services. These are outlined in detail in Key features of effective AOD treatment services



Measuring client outcomes and setting shared measures for our performance

Measuring the impact of AOD treatment in the lives of clients and communities is essential to ensuring that organisational practice standards continue to improve.

Because clients of AOD services often have multiple and complex needs, the same set or types of outcomes are not sought for each and every individual.

Nevertheless, there is general consensus around a number of outcome domains that can be reasonably expected to be impacted by AOD treatment which could be measured.

Effective AOD services can impact

- ✓ Changes in amount and/or frequency of substance use
- ✓ Changes in risky behaviour
- ✓ Changes in social and emotional well-being
- ✓ Changes in mental health
- ✓ Changes in physical health
- ✓ Increased knowledge of health /AOD risks and harms
- ✓ Increased life skills
- ✓ Changes in self esteem

Domains where AOD service impacts are harder to measure

- Ability to comply with legal or statutory directives
- Changes in housing/accommodation
- Changes to participation in education/training/work
- Changes in criminal/offending behaviour

Developing new and improved outcomes measurement tools that offer a good balance between validity, reliability and utility across treatment settings is a priority for the AOD services sector in Queensland.

Future directions for the AOD sector in Queensland

- Managing increasing demand upon services with limited resources
- Clarifying clinical roles and maximising resources to enhance the client journey
- Challenging current stigma around the AOD client population
- Establishing client outcome measurements
- Increasing the reach of AOD resources through consistency and collaboration
- Increasing the participation of clients and their support networks in developing and delivering AOD services