

## **Developing a family and friends focused Outcomes Framework for information and support services**

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**Introduction/Issues:** Input is sought from the AOD field on the development of an Outcomes Framework for supporting family and friends concerned about AOD use by loved ones. The Framework will support and guide Alcohol and Drug Foundation (ADF) services to engage in measurement, evaluation and continuous improvement of activities related to reducing stigma, improving service access and support to families and friends.

**Method/approach:** The workshop will comprise focused discussion on strategies to improve outcomes related to (1) support and information, (2) access to referral pathways, and (3) reducing stigma. Online polling (via smartphones) will be used to collate real-time input regarding priority issues and outcomes and provide participants and presenters with immediate feedback regarding areas of consensus or divergence of viewpoints.

**Key findings:** Active engagement and input of stakeholders are essential in identifying meaningful, measurable and achievable outcomes in reducing barriers to information and support seeking for families and friends and reducing associated stigma. This workshop represents a key event within a range of consultation activities for this project.

**Discussion and conclusions:** It is widely recognised that AOD services and supports available to concerned friends and family are often limited and fragmented. The Outcomes Framework will provide valuable support and guidance to improve service delivery to family and friends. This workshop represents a valuable opportunity for key stakeholders, including frontline practitioners, researchers, advocates and policy makers, to provide input and guidance into the ADF Framework based on their knowledge and experience.

**Implications for practice or policy:** The Outcomes Framework is being developed as an evidence-based and stakeholder informed resource to guide and support AOD organisations improve the delivery of information and support services to family and friends. The Framework will support and enhance responsiveness, continuous improvement and evaluation of an important area of AOD service delivery.

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