

# SATISFACTION AND SELF-REPORTED OUTCOMES FOR SERVICE USERS OF SPECIALIST ALCOHOL AND OTHER DRUG SERVICES IN THE ACT: IMPLICATIONS OF FINDINGS FROM THE 2018 SERVICE USERS' SATISFACTION AND OUTCOMES SURVEY

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**Introduction/Issues:** Ten alcohol and other drug (AOD) treatment and support services in the Australian Capital Territory (ACT) participated in the 2018 Service Users' Satisfaction and Outcomes Survey (SUSOS). This 3-yearly survey informs improvements in quality and responsiveness in specialist AOD services.

**Method/Approach:** Administered on a single day at 24 sites at all ACT specialist AOD services, the survey elicited responses on service users' demographics, experiences of accessing AOD services, perspectives of service quality, and self-reported outcomes.

**Key findings:** Completed by 621 service users (a 32% increase from the 2015 SUSOS), the survey findings show high levels of socio-economic disadvantage, identify population groups requiring specific responses, and point to social and welfare ancillary supports needed by this client group.

Respondents were very satisfied with the services, scoring a mean 27.3 on the CSQ-8 scale. Analyses include an examination of relationships between satisfaction and other indicators of service quality, socio-economic characteristics, and outcomes.

Service users reported high levels of positive outcomes under each of the primary objectives of AOD treatment: reduced substance use and experience of AOD-related harm; and improved health and wellbeing. Of self-identified smokers, the majority reported quitting or reducing smoking while accessing the service.

**Discussions and Conclusions:** The SUSOS shows a continued increase in demand for, and utilisation of, specialist ACT AOD services, high service satisfaction, and positive outcomes for service users. This paper points to future challenges and areas requiring further attention and investment, and discusses the implications for improved service access, responsiveness, and program delivery.

## **Implications for Practice or Policy:**

Findings of this survey will contribute to ongoing improvements to AOD service delivery by better understanding service user needs and perspectives around AOD treatment and the provision of a range of ancillary supports. Further, the findings inform the development of appropriate policy responses to support service access and program delivery.

## **Disclosure of Interest Statement:**

The authors have no interests to disclose.