

Redesigning the ACT ATOD Program Directory for the ATOD Workforce in the ACT

Background

The ACT Alcohol, Tobacco and Other Drug (ATOD) Program Directory (the Directory) was re-developed in 2023 through a consultative re-design process to enhance this resource for the ATOD workforce in the ACT, and to expand the reach of the Directory to individuals, families and friends. The re-design was in response to an identified need to improve access to ATOD service information and support to the general community.

Process

The steps taken to re-design the Directory in consultation with key stakeholders included:

- Consulting on Directory changes with the ATOD workforce and organisational leadership through the ACT ATOD Workers' Group and ACT ATOD Executives Group
- Close engagement with the peer user organisation in the ACT, the Canberra Alliance for Harm Minimisation and Advocacy (CAHMA), to ensure that the Directory better met the needs of individuals, in particular individuals accessing or wishing to access ATOD treatment or harm reduction services in the ACT
- Implementing and testing improvements to the Directory search functionality including:
 - updated services' location map
 - search functionality
 - updating and accountability procedures for content
 - improving accessibility on different devices

Outcomes from the consultation process included specific enhancements, such as the inclusion of treatment duration, goals and accessibility; and the addition of information to support individuals and their families and friends in accessing ATOD information about treatment and harm reduction and support to access services in the ACT. Ultimately, the re-designed Directory is an easily navigable resource that meets the needs ATOD and other health professionals and the community more generally.

Lessons Learnt

- Ensure adequate consultation time and resources so that the Directory meets multiple stakeholder needs - ATOD workers and other health professionals, and individuals and their family and friends seeking ATOD related support and information.
- Ensure adequate funding and staff resources to complete a complex design process.
- Collaboration to involve people who use drugs in the design process led to relevant Directory content.

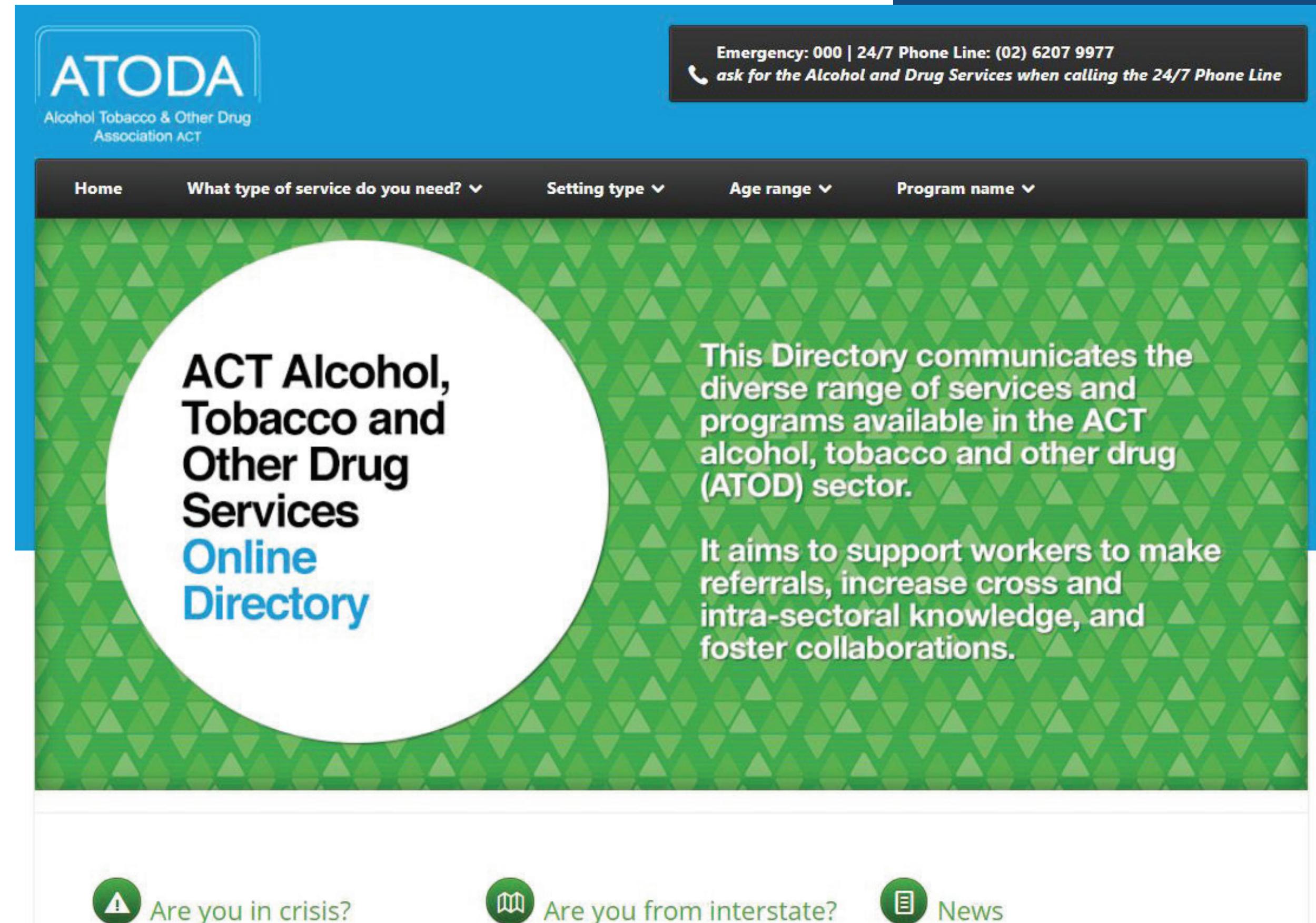
Future Opportunities

This process has highlighted the opportunity for further enhancements, including more information targeted at individuals, families and friends; consideration of the use of AI to support individuals needing assistance navigating the information on the site; and opportunities for increased engagement with allied sector workforces to better reflect their needs.

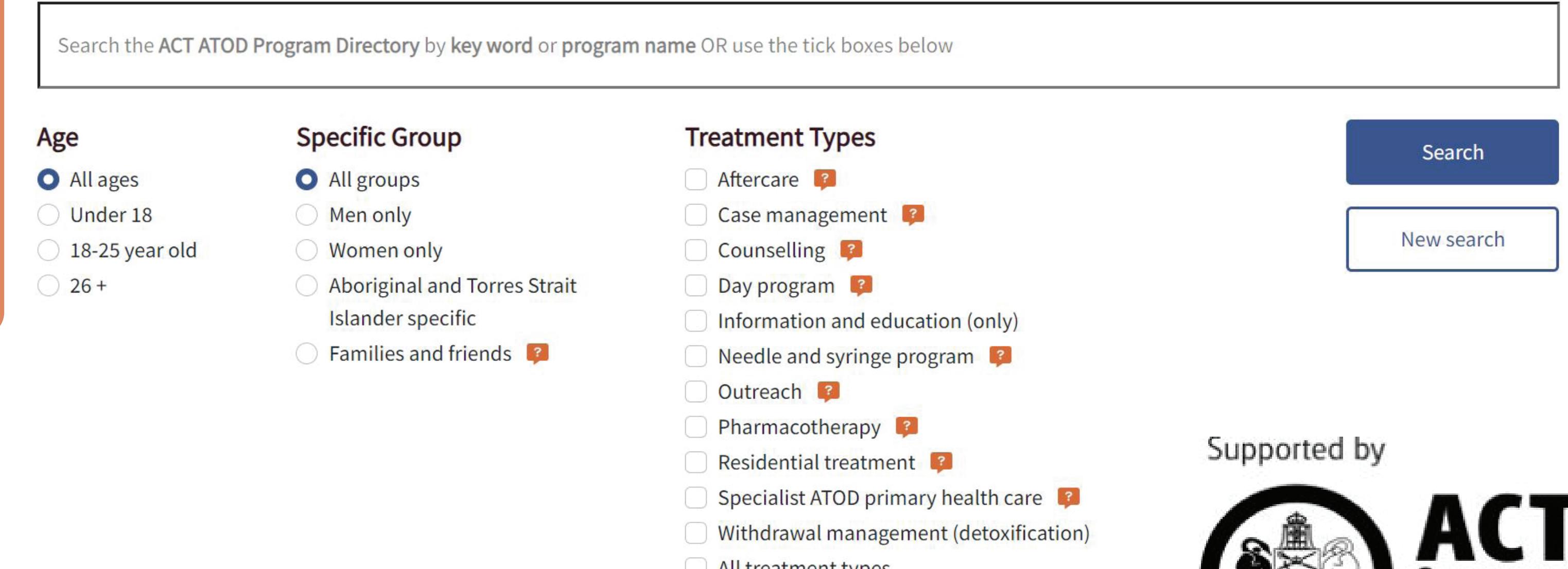
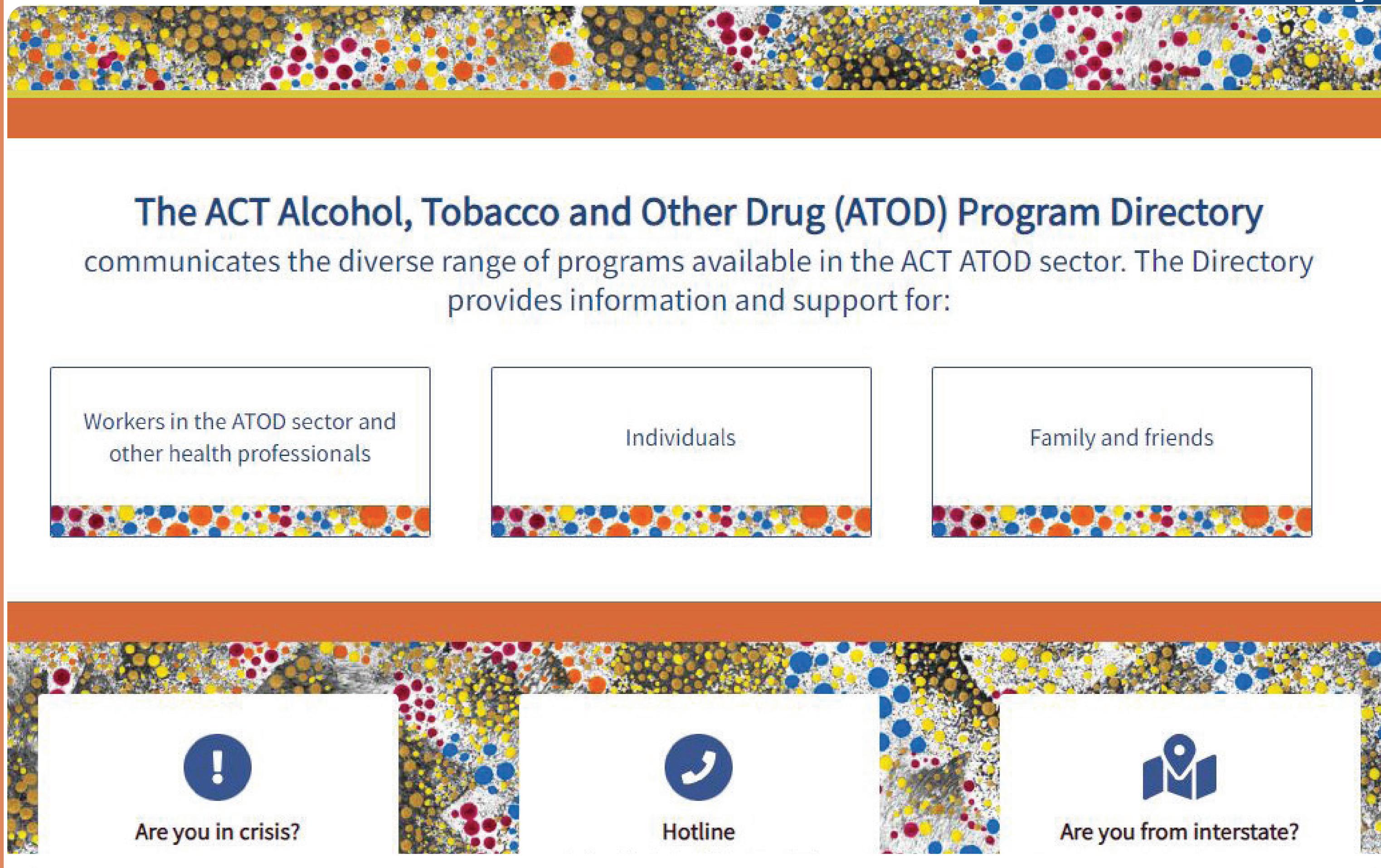
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Old Directory



New Directory



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