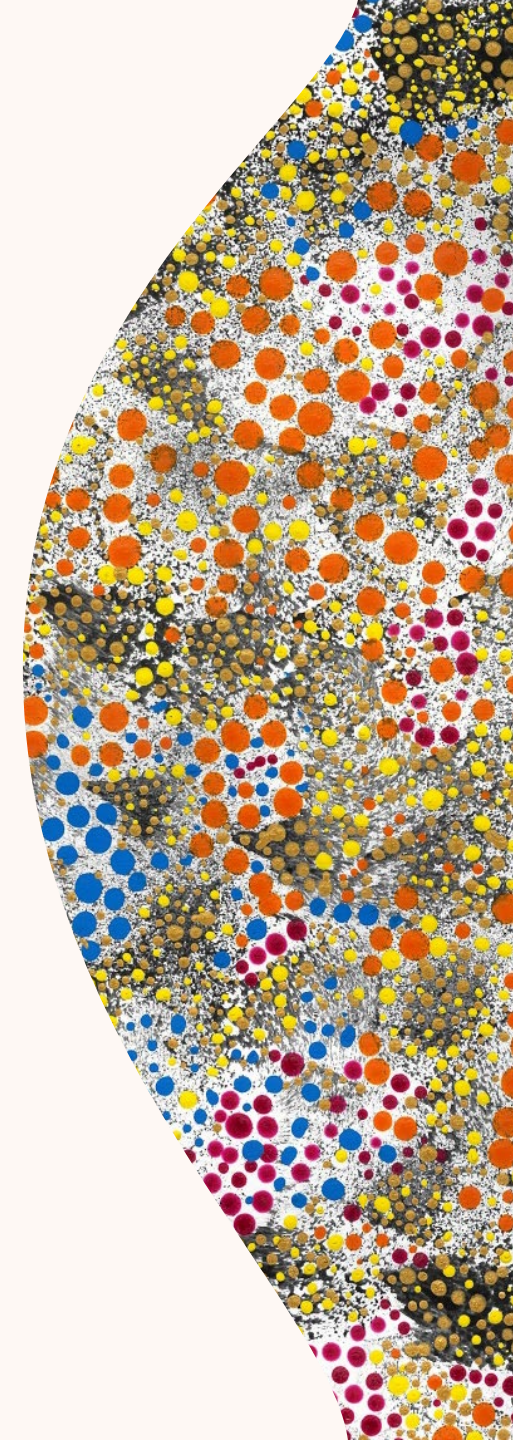


ATODA acknowledges the Ngunnawal peoples as Traditional Custodians of the land we work on and recognises other peoples or families with traditional connections to the ACT and region. ATODA acknowledges, respects and celebrates the continuing culture and the contributions of Aboriginal and Torres Strait Islander peoples to the life of this city and this region and continues to learn from the contributions of Aboriginal and Torres Strait Islander peoples to the alcohol, tobacco and other drug sector.

Conflict of Interest statement

There are no conflicts of interest to disclose.





Alcohol Tobacco & Other Drug
Association ACT

Valued qualities of an ATOD worker

Findings from a service users' survey

Taylor Munday & Nathan Guymer

SUSOSE Project Advisory Group (ATODA);

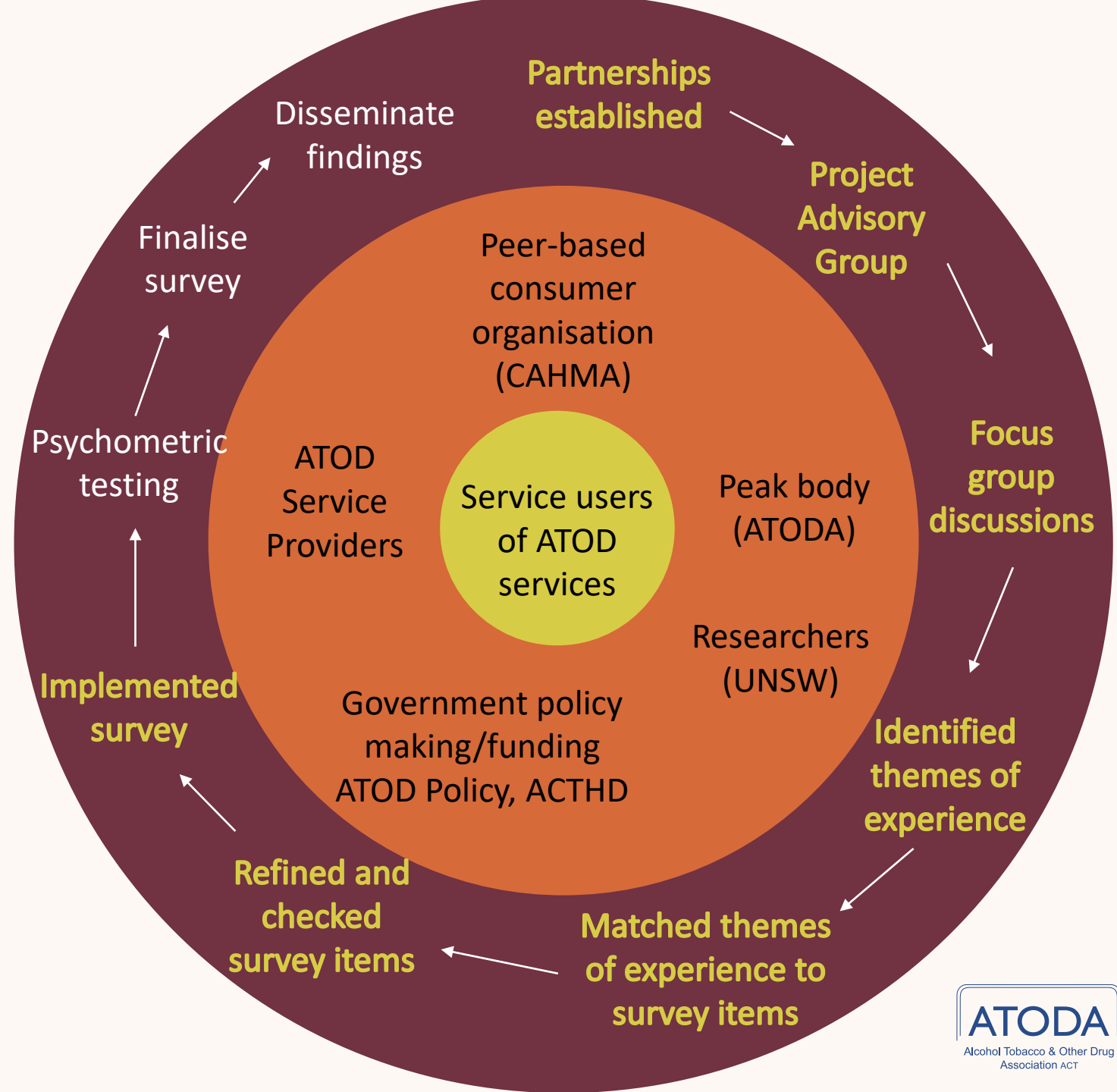
Canberra Alliance for Harm Minimisation & Advocacy (CAHMA)

Elisabeth Yar

Alcohol Tobacco and Other Drug Association ACT (ATODA)

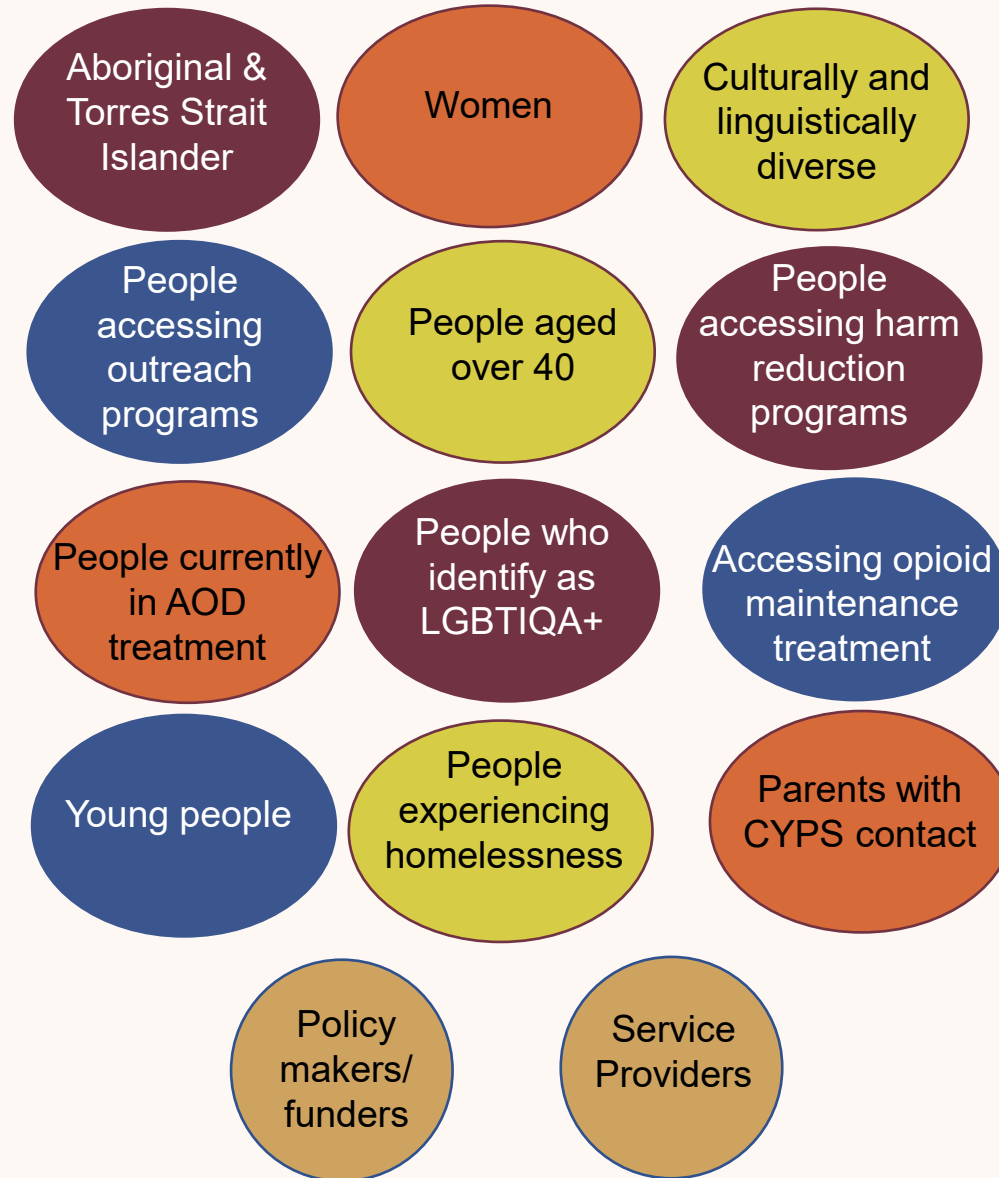
APSAD 2024, Canberra

The SUSOSE co-design process



Focus group discussions

- 12 groups
- 63 people
- 41% women
- 25% Aboriginal and Torres Strait Islander
- 18% LGBTIQ+
- median age – around 47



“If you think about a time when you had a good experience at an AOD service, what made it a good experience?”

“If you had a lot of money, what about the service would you improve?”

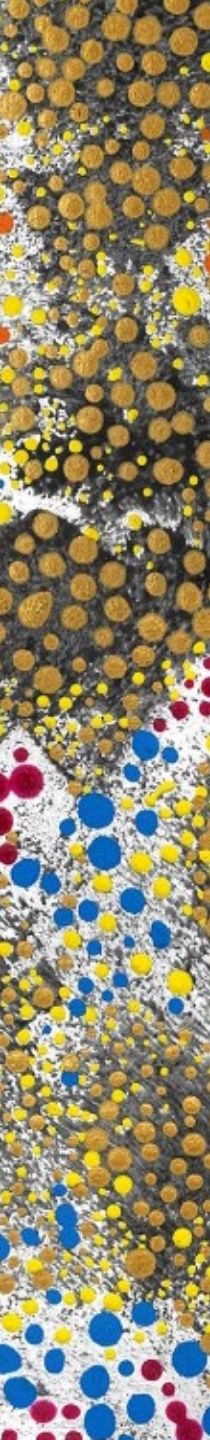
Focus group discussions

I think sincerity. Feel like that they're taking it seriously. Especially if you're sharing deep stuff. So not feeling that they're taking the piss.

The worker, like, spoke down to me and used big words...gobbledygook... And that to me was a bad experience.

Some social workers get it some social workers don't. Some social workers don't have the heart to be social workers. That's why they act odd.

They don't have to have a little card that says they've been through two years of uni or whatever. They, they've got their own card saying I've been on the streets, and I've done my drugs and I'm trying to help people.



How do you feel about workers at this service?

(Strongly disagree to Strongly agree)

The workers are caring and supportive

The workers are genuine

The workers are passionate about the work they do

The workers are knowledgeable

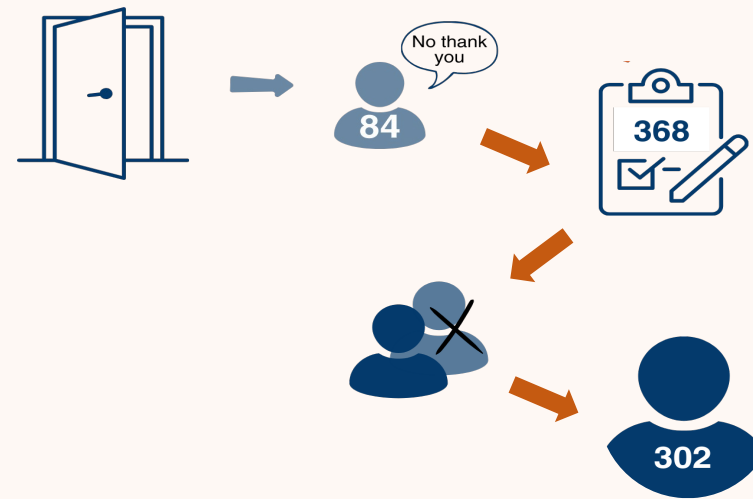
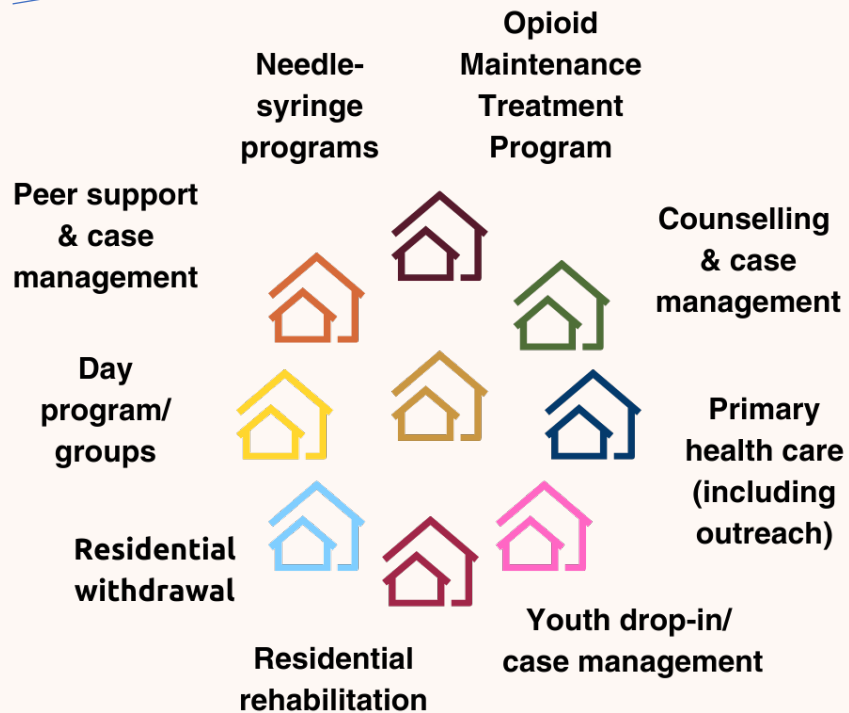
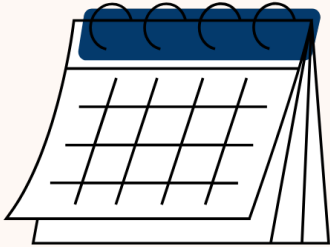
The workers listen to me

The workers understand what it's like to be a person who uses alcohol or other drugs

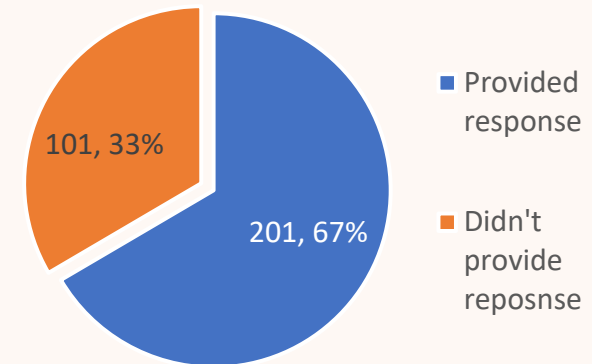
The workers at this service work well together to support me

What do you think is the one most important quality in a worker?

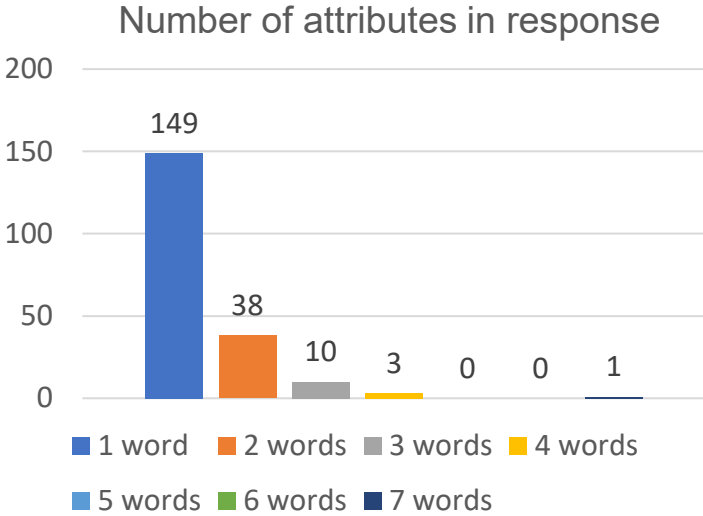
End May to
Mid-August 2023



What do you think is the one most important quality in a worker?



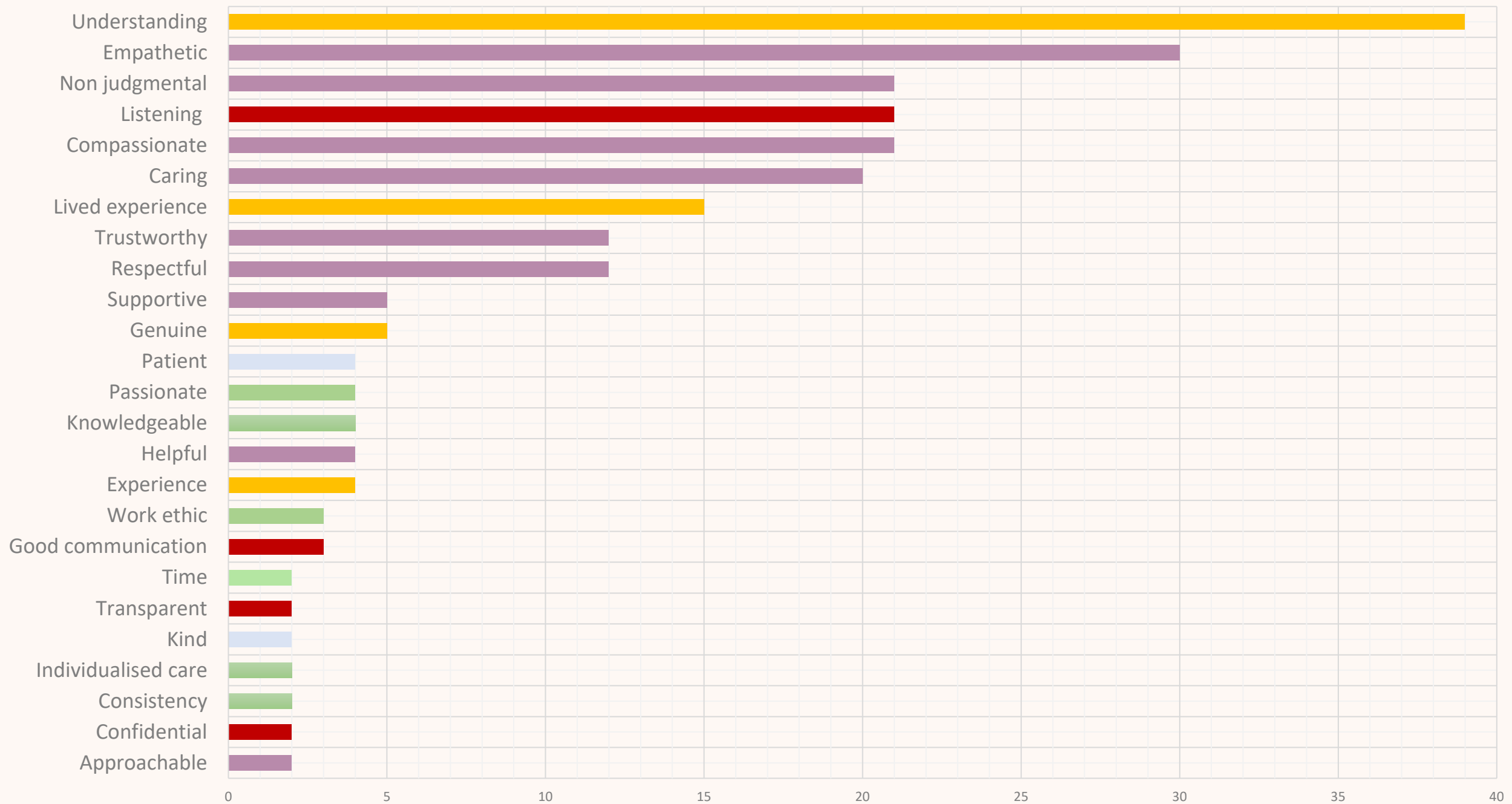
Most important quality in workers

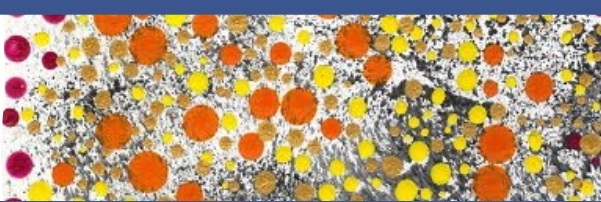


Top mentions

1) Understanding	(39)
2) Empathetic	(30)
3) Caring	(21)
4) Compassionate	(21)
5) Listening	(21)
6) Non-judgmental	(21)
7) Lived experience	(15)
8) Respectful	(12)
9) Trustworthy/honest	(12)

	Individual	Interpersonal	Communicative	Experiential	Workplace
				Understanding	
		Empathetic			
		Non-judgmental	Listening		
		Compassionate			
		Caring			
				Lived experience	
		Respectful			
		Trustworthy/honest			
		Supportive		Genuine	
	Patient	Helpful		Experience	Passionate
					Knowledgeable
			Good communication		Work ethic
	Kind	Approachable	Transparent		Consistency
			Confidential		Individualised care
			Time		
	Heart	Remember you	Validating	Humility	Love job
	Maturity	People skills	Attentive	Relatable	Aptitude
	Charismatic	Shoulder to cry on	Talk to people	Wisdom	Treat clients
	Happy	Reassuring	Discrete	Street smart	Smiling
	Fair	Friendly	Open	Being themselves	
	Good person	See me as a person			
	Chill	Nice to me			
		Selfless			
		Connection			





- Perceptions of how a worker **interacts** with a service user
- 18 qualities with 136 mentions

Interpersonal	
Empathetic	30
Non-judgmental	21
Compassionate	21
Caring	20
Respectful	12
Trustworthy/honest	12
Supportive	5
Helpful	4
Approachable	2
Remember you	1
People skills	1
Shoulder to cry on	1
Reassuring	1
Friendly	1
See me as a person	1
Nice to me	1
Selfless	1
Connection	1

“I get understood, lots of **empathy**, understanding **no judgement** + lots of **support**”

“Kindness, **trustworthy**, really **respectful**”

“**Non-judgmental** attitude”

“Taking time & **care** to address underlying problems”

“Themselves know what its like to be in my shoes and the position I am in now”

“An **understanding** of the mental state of mind of an individual initially accessing support”

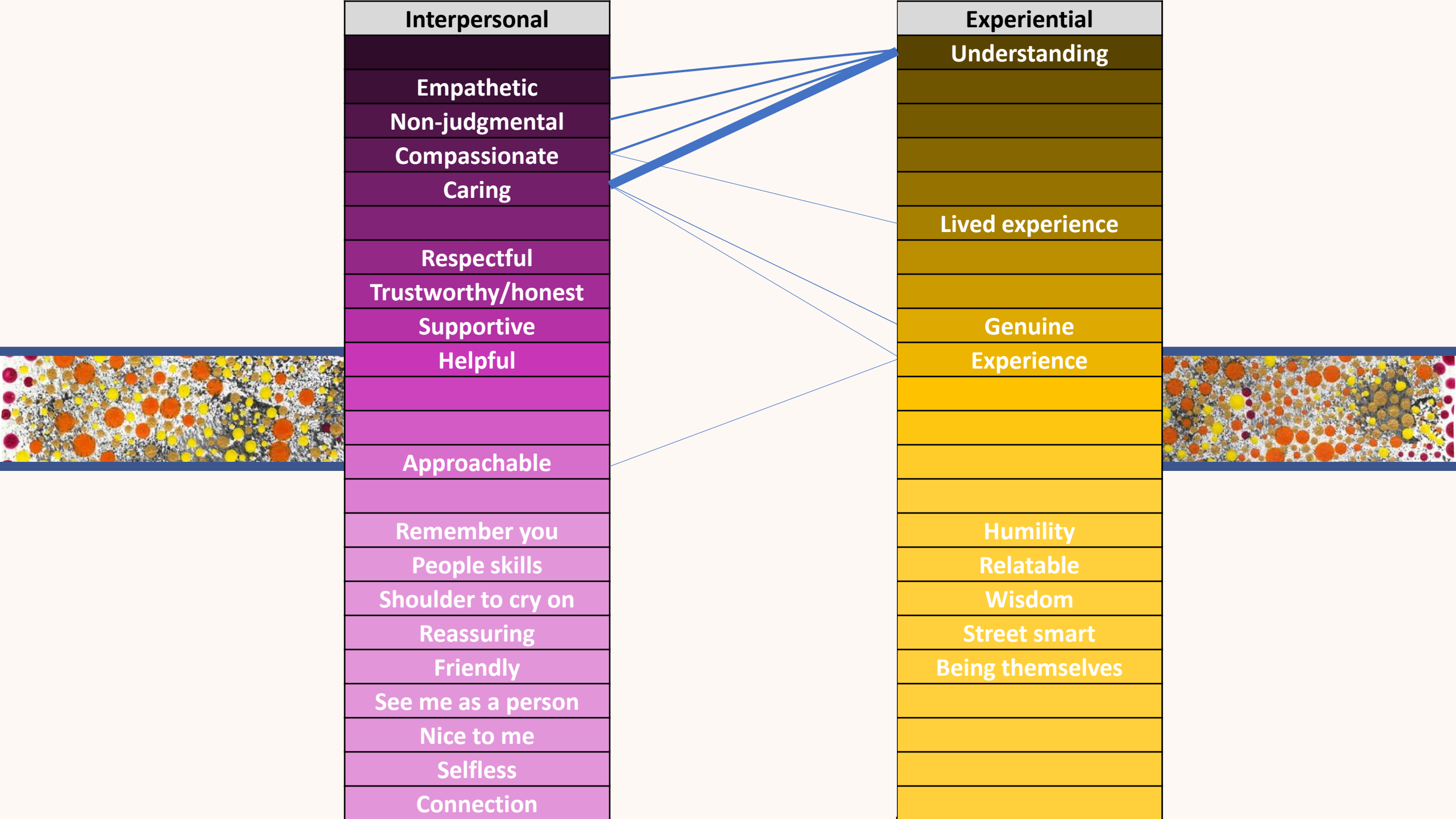
“Personal **experience** with issues”

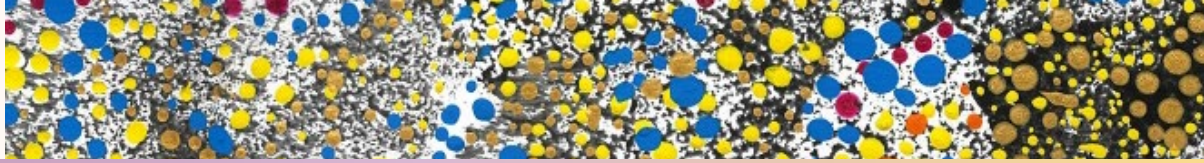
“To **understand** whod [what] the person is going through”

	Experiential
39	Understanding
15	Lived experience
5	Genuine
4	Experience
1	Humility
1	Relatable
1	Wisdom
1	Street smart
1	Being themselves

- Qualities that relate to or are gained by experience
- 9 qualities with 107 mentions





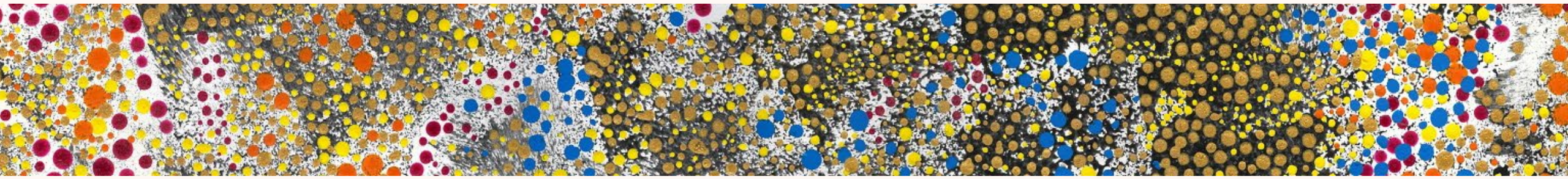


“

Whilst lived experience is important & a definite bonus it's not imperative if they are empathetic

”





What next?

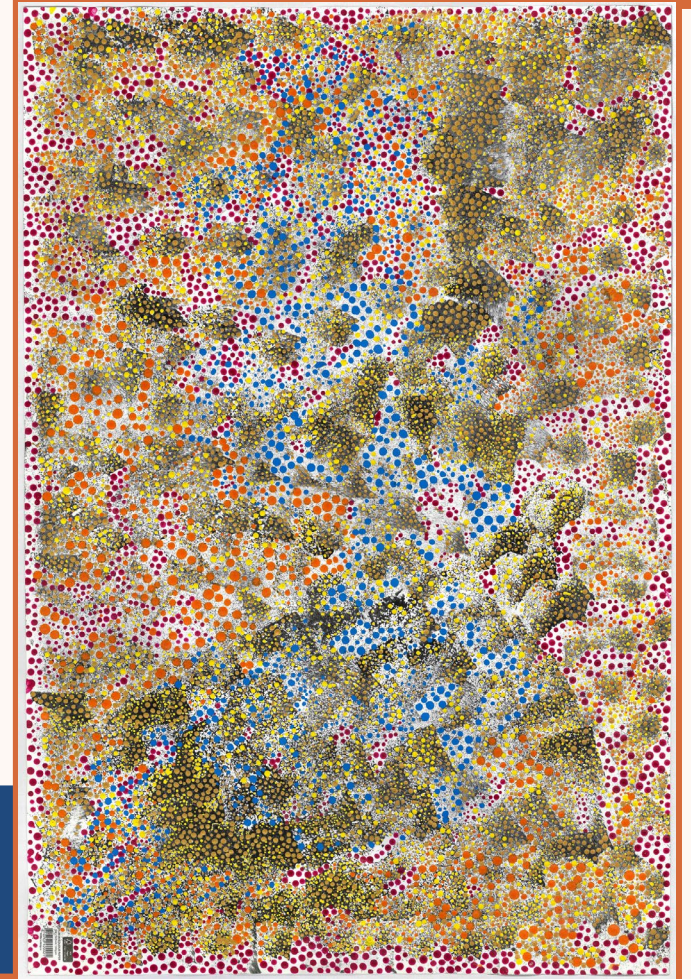


Title: Unspoken
History, Map of Pain

Artist: Sharon

Date: 2020

To learn more, scan
the QR code or click
[here](#).



Thank you for your attention.

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