

Inclusive and innovative implementation of the AOD Clinical Care Standards into practice Elevating Consumer Voices

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Acknowledgment of Country



The AOD Clinical Care Standards

Standard 1: Intake

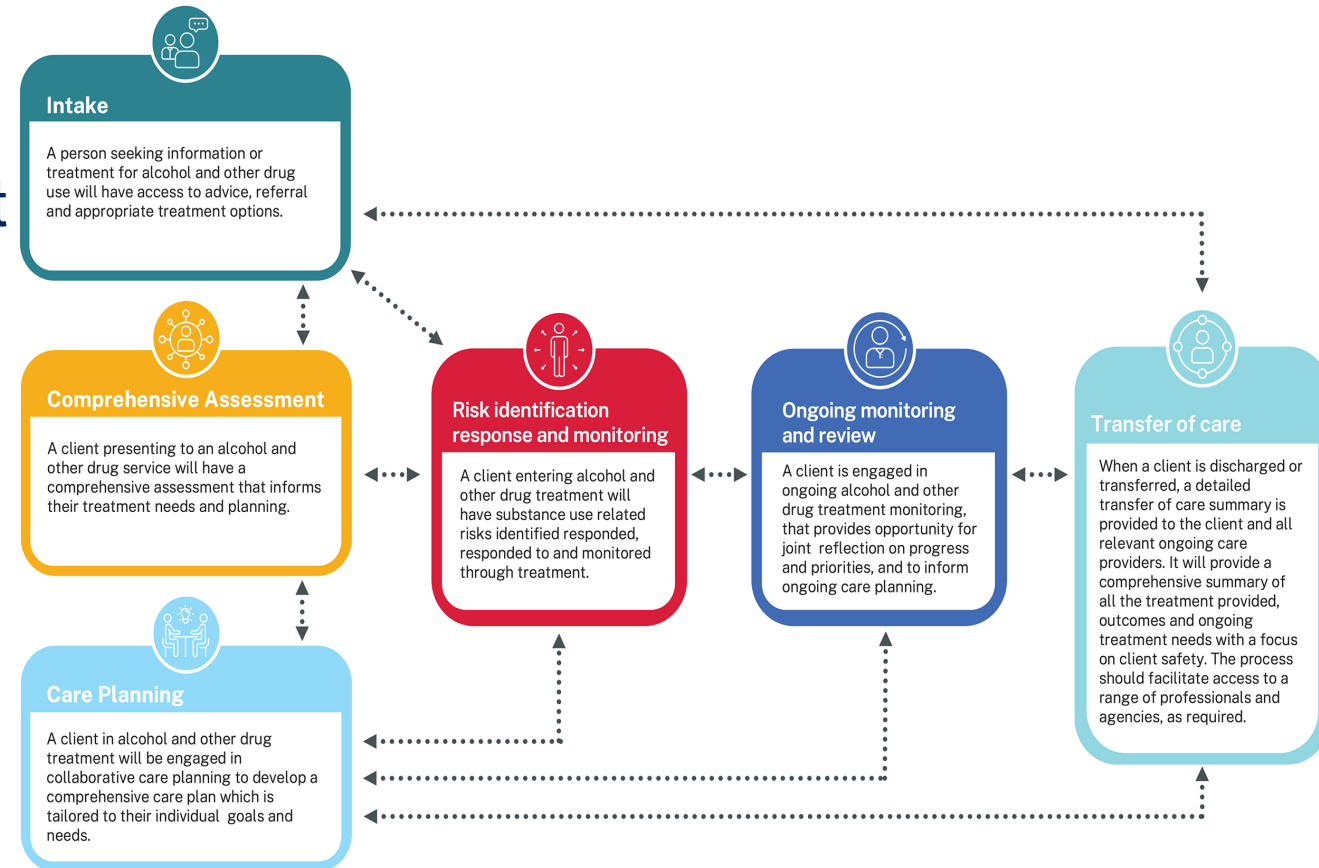
Standard 2: Comprehensive assessment

Standard 3: Care planning

Standard 4: Identifying, responding to and ongoing monitoring of risk

Standard 5: Monitoring treatment progress and outcomes

Standard 6: Transfer of care



Principles of practice in AOD treatment taken from the **AOD Psychosocial Practice Guide**

Person-centred and feedback informed

Trauma informed

Holistic

Reducing Harms

Addressing the experience of Stigma and Discrimination

Responsive to the experience of Violence, Abuse and Neglect

All underpinned
by the elevating of
Aboriginal and
Torres Strait
Islander voices,
wisdom and
approaches

What does it mean to be Trauma Informed?

Safety

- How can workers/AOD services be modified to more effectively and consistently ensure physical and psychological safety?

Trustworthiness

- How might a service modify its practices to engender trustworthiness through task clarity, consistency, transparency and respect for interpersonal boundaries?

Choice

- How can services be modified to maximise client experiences of choice and control?

Collaboration

- How can services be modified to maximise collaboration and power sharing?

Empowerment

- How can services be modified to maximise experiences of empowerment and the development or enhancement of client skills?

Respect for Diversity: Culture, gender, history and identity

- How do we demonstrate our regard for diversity being a strength, and respond with a person-centred approach that acknowledges the experience of stigma and discrimination

Bringing these things together in practice



practice needs to bring these things together

holding them at the same time

using language that assists people
accessing treatment, clinicians and other
stakeholders to experience them in an
integrated way

Consumer voice

Exploring each Standard from a consumer perspective



- Consumers involved in each workshop
- Providing their experience of each Standard – within the context of treatment
- Sharing their insights on how it could be done better

AOD CCS Roadshow Delivery

- **A full-day interactive workshop that explores in depth 2 x Clinical Care Standards**
- **Delivered by the Clinical Advisor/VBH team, with involvement from Local Health District, NGO representatives, NADA and Consumer leads**
- **Participants are a mix of Educators, Aboriginal AOD workers, Senior Clinical Leads and front-line champions**



Outcomes – the voice of people accessing treatment

- *Hearing from Anna consumers just reinforced the power of collaboration when supporting clients with other services and maintaining communication*

- *Consumer rep Jade was amazing*



- *Hearing from consumers makes all the difference – Mike's story reminded me of how important it is to take the time to connect and assist in navigating a challenging health system*
- *Acknowledging how a client may feel undertaking initial assessment.. Letting clients tell there story – Liane and Kevin really drove that home.*

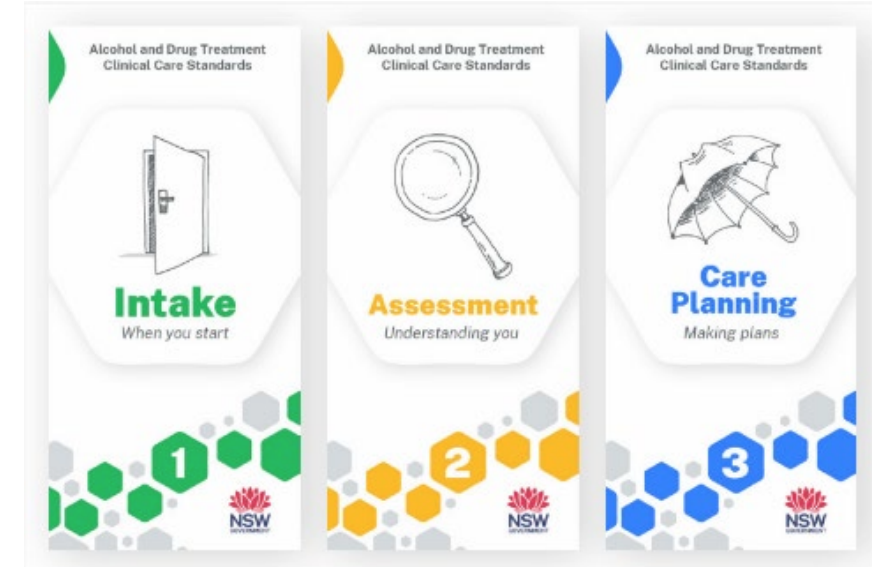
Development of resources for people accessing AOD treatment



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- **Establishment of a Consumer Advisory Group**
 - **Involvement in each of the 30 workshops**
 - **Brainstorm session on experiences of each AOD Standards as part of treatment – free-flowing discussion**
 - **Development of key messages – filming of videos and resource design**
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Consumer Engagement Resources

- Consumer Engagement Coordinator
- Supports people with LLE involved the programs Governance and Working Groups to meaningfully participate
- Lead collaborative development of videos and brochures for CCS in collaboration with people with Lived and Living Experience of AOD Treatment
- Peer worker experience of working in AOD treatment services
- Consult with people with LLE on program direction, proposals, program of work, ongoing improvement



Empowering people accessing AOD treatment

- Building health literacy assists navigating and advocating for the outcomes that matter to the person
- Higher health literacy leads to better health outcomes and more informed decisions.
- Increased understanding encourages active participation in treatment plans
- Assists people to feel more in control of their health and treatment outcomes.



Thank you!

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