

# BUILDING ALCOHOL & OTHER DRUG SERVICE CAPACITY IN NGOs



QUESTIONS



RESULTS



RECOMMENDATIONS

**Problem:**

Many people experiencing Alcohol and Other Drug (AOD) harms do not attend specialist AOD services. This has resulted in AOD services being unable to provide people affected by AOD harms with the support they deserve.

**Solution:**

Metro South Addiction and Mental Health Service (Metro South AMHS) has established partnerships with a number of generalist NGOs to provide training for staff, both individually and collectively, so they may better provide assistance to AOD clients. This training offered by Metro South AMHS is occurring through the Logan AOD Capacity Building Initiative (LAOD-CBI).

**Research Aims:**

Investigate workshop participants’ opinions of the LAOD-CBI and their experiences implementing the knowledge and skills they gained. Examine whether this training has increased their role adequacy, role legitimacy, motivation and personal views of AOD affected clients. Examine how post-training opportunities, the Professional Learning Circle, were engaged with by participants and how best Metro South AMHS can support organisations in the post training context. Identify additional initiatives to further support LAOD-CBI participants.

**Methods:**

1. Conducted open-ended face-to-face interviews with five participants drawn from three generalist NGO’s and one LAOD-CBI facilitator.
2. Conducted an informal observation of an LAOD-CBI workshop.

## EFFECTIVENESS

What is the perceived effectiveness of LAOD-CBI program for strengthening and developing participants’ AOD knowledge, service option awareness and building their skills in drug screening, interventions and support strategies?

## KNOWLEDGE

NGO’s working with clients affected by minor AOD presentations noted significant increases in drug awareness knowledge, intervention and support strategies. All participants reported increases in service option knowledge. Therefore this led to an increase in role adequacy for participants.

## PRE TRAINING

Implement measures to increase the completion of pre-training surveys. Perhaps consider collecting this information through face-to-face discussions.

## ADEQUACY & LEGITIMACY

Does participating in the current LAOD-CBI program lead to increases in role adequacy, role legitimacy, motivation and personal views of staff who engage with clients affected by AOD harms?

## FACILITATION

The facilitation of the training workshops was strong, as the facilitator had extensive AOD knowledge and was very approachable and friendly. This enabled participants to engage well with the workshop content and experience increases in role adequacy.

## DELIVERY

Ensure incumbents responsible for the LAOD-CBI have extensive AOD knowledge and are approachable and friendly.

## POST TRAINING

How can the Metro South AMHS better engage LAOD-CBI participants in ongoing training support through the Professional Learning Circle and continue these partnerships to further assist staff in their work with clients affected by AOD harms?

## ONGOING SUPPORT

All participants were unaware of the post- training Professional Learning Circle. However, participants saw the value of this initiative for continuing to support their AOD knowledge and intervention strategies.

## OPPORTUNITIES

Communicate the post-training opportunities more strongly to participants. To maximise engagement, discuss during workshops or send a reminder email.

## ADDITIONAL INITIATIVES

What additional initiatives could Metro South AMHS provide to participants to continue building their AOD knowledge and screening, intervention and support strategies for AOD clients?

## CONTINUED ENGAGEMENT

Participants stated that incorporating a digital element into the LAOD-CBI may be useful for continuing to build AOD knowledge. In addition, participants reported having insufficient access to formal AOD resources.

## MORE RESOURCES

Consider using digital platforms, maybe an E-Newsletter, to continue building AOD knowledge and intervention strategies. Provide more formal AOD educational brochures and booklets to participants to support participants in the post-training context.