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Drug and Alcohol Services South Australia (DASSA)

Community Experience Report

2021

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Executive Summary

DASSA is committed to ensuring South Australians have the best health and wellbeing through experiencing the least alcohol, tobacco and other drug related harm in Australia. Essential to this commitment is the development and maintenance of a service-wide culture that seeks to learn about, and meet the needs of, its community.

Every year, DASSA asks for feedback from clients about the service they have received over the past 12 months via the Client Satisfaction Survey.

The *DASSA Community Experience Report* analyses the survey data in order to summarise and reflect on the experience of DASSA clients, while also making comparisons between DASSA and SA Health (using the SA Health-wide *Measuring Consumer Experience Report*).

In 2021 DASSA overall has met 4 of 12 benchmarks relating to satisfaction, with individual results varying between DASSA services. DASSA clients have been honest and expansive in their comments, with the most common responses expressing gratitude for the assistance DASSA has given clients in making positive changes within their lives.

In response to the recommendations identified in this report, DASSA will consider key strategies to improve clients' feelings about the amount of information they are given and their inclusion in decisions about their care. Additionally, DASSA will assess ways to improve clients' engagement in decisions about how the services run and DASSA's responses to clients' feedback to ensure increased satisfaction levels.

To make sure the findings translate into practice, DASSA will implement an accountability process to ensure the recommendations outlined in this report are carried out and reported on within the 2022 Community Experience Report. This process will include the development of resources to inform clients on the results, actions taken and progress of these actions.

DASSA Client Satisfaction Survey

The DASSA Client Satisfaction Survey was conducted in 2021 across 7 of DASSA's service delivery areas. Clients received the survey via an SMS containing a link to an online survey. Clients are asked to take part in surveys relating to services they have been a client of within the past 12 months and are also offered the opportunity to complete the survey over the phone if they are unable or unwilling to use the online format.

A total of 365 responses were received, (down from 404 in 2020), with surveys completed by clients of the following services:

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- > Alcohol and Drug Information Service (ADIS)
- > DASSA Withdrawal Services, Glenside
- > DASSA Outpatient Services
- > DASSA Country Services
- > The Woolshed
- > DASSA Clean Needle Program outlets
- > DASSA Aboriginal Connection Program

| Service | Number of responses | % of total |
|--------------------------------------|---------------------|------------|
| Alcohol and Drug Information Service | 83 | 22.74 |
| DASSA Withdrawal Services | 82 | 22.47 |
| DASSA Outpatient Services | 124 | 33.97 |
| DASSA Country Services | 41 | 11.23 |
| The Woolshed | 12 | 3.29 |
| Aboriginal Connection Program | 1 | 0.27 |
| DASSA Clean Needle Program | 22 | 6.03 |
| Total | 365 | 100.00 |

Gender:

| Male | | Female | | Other | |
|------|-------|--------|-------|-------|------|
| # | % | # | % | # | % |
| 179 | 49.04 | 183 | 50.14 | 2 | 0.55 |

Age:

| <16 | 16-19 | 20-29 | 30-39 | 40-49 | 50-59 | 60-69 | >70 |
|------|-------|-------|-------|-------|-------|-------|------|
| % | % | % | % | % | % | % | % |
| 0.27 | 0.00 | 8.77 | 17.26 | 30.96 | 30.68 | 10.14 | 1.34 |

Aboriginal or Torres Strait Islander status:

| Aboriginal | | Torres Strait Islander | | Both | | Neither | | No response | |
|------------|------|------------------------|------|------|------|---------|-------|-------------|------|
| # | % | # | % | # | % | # | % | # | % |
| 22 | 6.03 | 0 | 0.00 | 0 | 0.00 | 341 | 93.42 | 3 | 0.82 |

SA Health sets a benchmark of 85% ⁱ to indicate satisfaction in survey responses, which DASSA has met in 4 key indicators. Strengths that were observed as a result of our survey include:

- > 93.7% of clients stated or indicated that staff explain things in a way they can understand
- > 92.9% of clients felt that they were treated with dignity and respect
- > 87.1% of clients felt that their views and concerns were listened to

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- > 85.5% of clients would recommend DASSA to a relative or friend

The 8 areas in which DASSA did not meet the satisfaction benchmark include:

- > 78.9% of clients were satisfied with the amount of information being provided to them
- > 77.0% of clients were satisfied with the way they were included in decisions about their care or treatment
- > 75.9% of clients reported that DASSA was effective in assisting them
- > 75.6% of clients gave a good to excellent rating to the service they received
- > 74.4% of clients were satisfied with the physical environment of the service
- > 73.7% of clients felt they were able to access a member of staff within a reasonable time frame when they needed assistance
- > 72.6% of clients were satisfied with the way they are included on decisions about how DASSA is run
- > 65.8% of clients were satisfied with the way in which DASSA responds to feedback

In each of these areas, satisfaction levels reported by DASSA clients have dropped since 2020.

The following table outlines a comparison of results year by year.

| Satisfaction Level % | | | | |
|--|-----------|--------|--------|------------------------|
| | 2017-2018 | 2019 | 2020 | 2021 |
| Overall, how would you rate the service you receive? | 89.0 | 92.0▲ | 76.0▼ | 75.61▼ |
| Overall, do you feel your views and concerns are/were listened to by this service? | 92.6 | 96.46▲ | 89.77▼ | 87.12▼ (Met benchmark) |
| Did you feel you were treated with dignity and respect? | 98.3 | 98.79▲ | 95.03▼ | 92.87▼ (Met benchmark) |
| What is your overall feeling about the amount of information this service gave you? | 82.9 | 85.36▲ | 82.13▼ | 78.90▼ |
| Did the staff member explain things in a way you could understand? | 98.3 | 99.17▲ | 95.53▼ | 93.70▼ (Met benchmark) |
| What is your overall feeling about the way you're included in decisions about your care or treatment? | 74.6 | 78.31▲ | 78.63▲ | 76.96▼ |
| What is your overall feeling about the way that you're included in decisions on how this service is run? | 65.8 | 69.2▲ | 73.64▲ | 72.60▼ |

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| | | | | |
|---|------|---------|---------|-------------------------|
| What is your overall feeling about the physical environment of this service? | 86.8 | 80.22 ▼ | 77.52 ▼ | 74.37 ▼ |
| What is your feeling about the way DASSA responds to feedback? | 69.5 | 69.23 ▼ | 66.34 ▼ | 65.75 ▼ |
| What is your overall feeling about how effective this service has been assisting you? | 86.8 | 87.14 ▲ | 80.89 ▼ | 75.89 ▼ |
| If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe? | 80.0 | 86.94 ▲ | 74.56 ▼ | 73.66 ▼ |
| Would you recommend this service to a relative or friend? | 92.8 | 95.48 ▲ | 87.34 ▼ | 85.48 ▼ (Met benchmark) |

Key trends and observations

Some key general observations of 2021 include:

- > Of the 12 questions relating to client satisfaction levels, all have recorded decreases in client satisfaction when compared with the previous year.
- > Despite not reaching the 85% benchmark, most respondents indicated a high level of satisfaction with services.
- > Clients’ feeling about how effective the service has been in assisting them recorded the largest decrease in satisfaction levels, with a drop of 5%.
- > The second largest decrease was recorded in satisfaction with the amount of information provided by the service, with a drop of more than 3%.
- > All DASSA services recorded a high level of dissatisfaction with the ability to access an interpreter when required, although in some instances it is unclear whether an interpreter was requested at the time of accessing DASSA services. This question will be reframed for 2022 in order to provide more clarity.

The following tables outline all results in detail, as well as in comparison to previous years:

| | | No | | Yes, sometimes | | Yes, always | |
|---|------------------|----|-------|----------------|-------|-------------|-------|
| | | # | % | # | % | # | % |
| Your views and concerns were listened to | 2017 – 18 | 21 | 7.4 | 72 | 25.3 | 192 | 67.3 |
| | 2019 | 9 | 3.54 | 59 | 23.23 | 186 | 73.23 |
| | 2020 | 41 | 10.23 | 94 | 23.44 | 266 | 66.33 |

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|---|------------------|----|-------|----|-------|-----|-------|
| | 2021 | 46 | 12.60 | 64 | 17.53 | 254 | 69.59 |
| You were treated with dignity and respect | 2017 – 18 | 5 | 1.7 | 54 | 18.2 | 238 | 80.1 |
| | 2019 | 3 | 1.21 | 36 | 14.52 | 209 | 84.27 |
| | 2020 | 20 | 4.98 | 52 | 12.94 | 330 | 82.09 |
| | 2021 | 23 | 6.30 | 44 | 12.05 | 295 | 80.82 |
| Staff explain things in a way you can understand | 2017 – 18 | 5 | 1.7 | 46 | 15.6 | 244 | 82.7 |
| | 2019 | 2 | 0.83 | 40 | 16.60 | 199 | 82.57 |
| | 2020 | 18 | 4.47 | 74 | 18.36 | 311 | 77.17 |
| | 2021 | 22 | 6.03 | 53 | 14.52 | 289 | 79.18 |

| | | Very unsatisfied | | Mostly unsatisfactory | | Neither good nor bad | | Mostly satisfactory | | Excellent | |
|--|------------------|------------------|------|-----------------------|------|----------------------|-------|---------------------|-------|-----------|-------|
| | | # | % | # | % | # | % | # | % | # | % |
| The amount of information this service gave you | 2017 – 18 | 10 | 3.4 | 9 | 3.0 | 31 | 10.5 | 126 | 42.6 | 120 | 40.5 |
| | 2019 | 4 | 1.63 | 3 | 1.22 | 29 | 11.79 | 94 | 38.21 | 246 | 47.15 |
| | 2020 | 14 | 3.47 | 19 | 4.71 | 39 | 9.68 | 144 | 35.73 | 187 | 46.40 |
| | 2021 | 21 | 5.75 | 19 | 5.21 | 36 | 9.86 | 112 | 30.68 | 176 | 48.22 |
| The way you are included in decisions about your treatment | 2017 – 18 | 10 | 3.4 | 18 | 6.2 | 46 | 15.8 | 108 | 37.1 | 109 | 37.5 |
| | 2019 | 3 | 1.42 | 9 | 4.25 | 34 | 16.04 | 95 | 33.50 | 212 | 44.81 |
| | 2020 | 21 | 5.34 | 23 | 5.85 | 40 | 10.18 | 116 | 29.52 | 193 | 49.11 |
| | 2021 | 26 | 7.58 | 26 | 7.58 | 25 | 7.29 | 99 | 28.86 | 165 | 48.10 |
| The way you are included in decisions on how the service is run | 2017 – 18 | 6 | 2.2 | 18 | 6.6 | 69 | 25.4 | 98 | 36.0 | 81 | 29.8 |
| | 2019 | 7 | 2.93 | 5 | 2.09 | 64 | 26.78 | 86 | 35.98 | 239 | 33.22 |
| | 2020 | 16 | 3.98 | 21 | 5.22 | 69 | 17.16 | 132 | 32.84 | 164 | 40.80 |
| | 2021 | 19 | 5.21 | 30 | 8.22 | 49 | 13.42 | 112 | 30.68 | 153 | 41.92 |
| The physical environment of the service | 2017 – 18 | 4 | 1.4 | 8 | 2.8 | 26 | 9.0 | 120 | 41.5 | 131 | 45.3 |
| | 2019 | 2 | 1.10 | 5 | 2.75 | 29 | 15.93 | 84 | 47.25 | 182 | 32.97 |
| | 2020 | 5 | 1.44 | 25 | 7.20 | 48 | 13.83 | 143 | 41.21 | 126 | 36.31 |

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|---|------------------|----|------|----|------|-----|-------|-----|-------|-----|-------|
| | 2021 | 9 | 3.20 | 15 | 5.34 | 46 | 16.37 | 103 | 36.65 | 106 | 37.72 |
| The way DASSA responds to feedback | 2017 – 18 | 3 | 1.2 | 10 | 4.0 | 63 | 25.3 | 99 | 39.8 | 74 | 29.7 |
| | 2019 | 4 | 1.81 | 5 | 2.26 | 59 | 26.70 | 93 | 42.08 | 60 | 27.15 |
| | 2020 | 13 | 3.24 | 22 | 5.99 | 100 | 24.94 | 131 | 32.67 | 135 | 33.67 |
| | 2021 | 18 | 4.93 | 25 | 6.85 | 81 | 22.19 | 108 | 29.59 | 132 | 36.16 |
| How effective this service has been assisting you | 2017 – 18 | 4 | 1.4 | 8 | 2.8 | 26 | 9.0 | 120 | 41.5 | 131 | 45.3 |
| | 2019 | 2 | 0.83 | 4 | 1.66 | 26 | 10.37 | 89 | 36.93 | 121 | 50.21 |
| | 2020 | 18 | 4.47 | 24 | 5.96 | 35 | 8.68 | 122 | 30.27 | 204 | 50.62 |
| | 2021 | 20 | 5.48 | 24 | 6.58 | 43 | 11.78 | 101 | 27.67 | 176 | 48.22 |
| The timeframe if you needed assistance from a staff member | 2017 – 18 | 2 | 1.0 | 13 | 6.3 | 26 | 12.7 | 99 | 48.3 | 65 | 31.7 |
| | 2019 | 4 | 2.27 | 2 | 1.14 | 12 | 9.66 | 74 | 42.05 | 79 | 44.89 |
| | 2020 | 10 | 2.92 | 23 | 7.02 | 53 | 15.50 | 135 | 39.47 | 120 | 35.09 |
| | 2021 | 10 | 3.56 | 17 | 6.05 | 44 | 15.66 | 103 | 36.65 | 104 | 37.01 |

| | | No, definitely | | No, with reservations | | Wouldn't matter either way | | Yes, with reservations | | Yes, definitely | |
|--|------------------|----------------|------|-----------------------|------|----------------------------|------|------------------------|-------|-----------------|-------|
| | | # | % | # | % | # | % | # | % | # | % |
| Would you recommend this service to a relative or friend? | 2017 – 18 | 10 | 3.6 | 5 | 1.8 | 5 | 1.8 | 30 | 11.0 | 224 | 81.8 |
| | 2019 | 3 | 1.36 | 1 | 0.45 | 6 | 2.71 | 19 | 8.60 | 192 | 86.88 |
| | 2020 | 26 | 6.45 | 11 | 2.73 | 14 | 3.47 | 58 | 14.39 | 294 | 72.95 |
| | 2021 | 32 | 8.77 | 9 | 2.47 | 11 | 3.01 | 43 | 11.78 | 269 | 73.70 |

| Rating | Terrible | | | | | | | | | | Excellent |
|----------------|----------|------|------|------|------|------|-------|-------|-------|-------|-----------|
| | % | % | % | % | % | % | % | % | % | % | % |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 2016-17 | 1.0 | 1.0 | 0.0 | 1.0 | 3.0 | 4.0 | 10.0 | 22.0 | 15.0 | 43.0 | |
| 2017-18 | 1.9 | 0.3 | 2.2 | 1.9 | 4.7 | 5.7 | 9.7 | 17.6 | 14.2 | 41.8 | |
| 2019 | 0.71 | 0.00 | 0.71 | 1.78 | 1.42 | 3.56 | 13.52 | 16.73 | 14.59 | 46.98 | |
| 2020 | 3.97 | 1.99 | 0.74 | 0.74 | 4.71 | 2.98 | 7.69 | 13.65 | 15.38 | 47.15 | |
| 2021 | 4.11 | 1.10 | 2.73 | 3.84 | 4.38 | 2.47 | 4.93 | 15.07 | 16.16 | 44.38 | |

Satisfaction levels by service

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This report compiles the data received from each DASSA service into a DASSA-wide result. However, each of the DASSA services received its own set of results, with the following key findings identified.

The Alcohol and Drug Information Service (ADIS):

- > Met the 85% benchmark in 10 out of 12 questions relating to satisfaction, with comments relating a positive experience by callers to the service.
 - *“Helped me to understand what was required to move forward”*
 - *“I was given really good information in a really caring, but thorough way”*
 - *“Thorough and made sure I had the best range of options both short and long term”*

DASSA Country Services:

- > Met the 85% benchmark in 11 out of 12 questions relating to satisfaction, the highest of any DASSA service.
 - *“I’m truly grateful and am on the road to recovery”*
 - *“Very approachable lovely and professional”*
 - *“This service has been a life changer”*

The Woolshed:

- > Received a lower number of survey responses than previous years and met the benchmark in 4 of the 12 questions relating to satisfaction.
 - *“As a community, staff included, we worked as a team to achieve the goal of better lives”*
 - *“Fantastic caring staff both day and night”*
 - *“Needs more interaction/support for partners/close family members”*

Withdrawal Services Glenside:

- > Met 5 of the 12 satisfaction benchmarks and elicited polarised comments from survey respondents.
 - *“They make withdrawal as easy as possible”*
 - *“Not sure why I bothered”*
 - *“Very satisfied with the detox aspect but I’d like to access better services for relapse prevention”*

DASSA Outpatient Clinics:

- > Met only 2 out of 12 satisfaction benchmarks, with respondents spread across DASSA’s 3 metropolitan clinics:

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- *“A more personalised, individualised approach would help many people”*
- *“After a fantastic initial consult my next points of contacts were dismissive and non-helpful”*
- *“Everything is explained to me as we go, all privacy information is explained clearly, the process is made clear and I'm given choices about things during the process”*

Clean Needle Program:

- > Met 10 out of 12 satisfaction benchmarks, with issues relating to the physical environment of the service the main exception:
 - *“Great service, great information given. Everyone makes you feel welcomed with no judgment”*
 - *“You know you can trust them”*
 - *“The space is terrible. It should be bigger and easier to access. People can see and hear me.”*

The DASSA Aboriginal Connection Program received only one survey response, so was unable to be measured for satisfaction levels this year.

Qualitative data

The qualitative data provided through comments within the Client Satisfaction Survey largely mirrors the quantitative:

- > 62.3% of remarks were positive in nature
- > 37.7% expressed negative views.

Prominent themes within the quantitative data include:

- > The positive impact DASSA has had on clients' lives, and the helpful and understanding nature of the staff:
 - *“There was no judgement, just support”*
 - *“The doctor treated me like a person and actually listened to what I was saying”*
 - *“I have always been treated with kindness, respect, compassion and empathy when receiving treatment. Whenever I have needed additional support, it has been provided in a professional and timely manner.”*
- > Concerns with waiting times to access services and perception of a lack of resources:
 - *“I wish DASSA had greater funding and more staff so that people ...could be treated in a more personalised way, rather than the current “one size fits all”. It doesn't.”*
 - *“Overall excellent safe haven to recover and rebuild. Need more facilities like this unfortunately too many people on waiting lists desperately in need.”*

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- *“Dassa used to provide a much more thorough service including drug and alcohol counselling which has seemingly dropped off. It took months to get from speaking about wanting to withdraw to getting into the detox centre.”*
- > Feelings of judgement, prejudice or stigmatising behaviour from DASSA staff:
 - *“I can overhear staff talking about me or someone else in a derogatory manner.”*
 - *“Please... a little bit more understanding and help when needed urgently. Also less judgement from ALL staff.”*
 - *“I don't really feel listened to...rather I am an amusement to my counsellor, who seems a bit bored with it all.”*
- > Lack of response from DASSA- appointments and feedback
 - *“No one calls back when I leave a message.”*
 - *“I often have to ring back several times.”*
 - *“DASSA needs a complaint line taken seriously and outcomes put in writing so issues can be resolved and not just dismissed.”*
 - *“Complaints are just dismissed. Feedback is not even listened to just dismissed.”*
- > Reception staff
 - *“The receptionists answer calls like you're a problem and all too hard for them to be bothered with.”*
 - *“I have never had an issue with the doctors but have had multiple problems with the receptionists.”*
 - *“It is always the receptionists who are troublesome.”*

Comparisons with SA Health

SA Health's *Measuring Consumer Experience 2021* report includes data from the 2020 Patient Experience Survey. This was completed during the 2020 calendar year via telephone to people who have stayed in one of SA Health's metropolitan or regional hospitals, with 4003 people interviewed.

SA Health asks 6 satisfaction questions that are common between the DASSA Client Satisfaction Survey and the SA Health-wide Patient Experience Survey and strives to meet a KPI of 85% for all questions.

Some of the key results observed were that DASSA respondents:

- > Were not as satisfied overall with the care they received.
- > Scored significantly lower when asked about how they were included in decisions about their care.
- > Rated DASSA staff more highly in being able to explain things in a way they could understand
- > Were less likely to recommend the service to another person.

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| | DASSA 2021 | SA Health 2020 (reported in 2021) |
|---|------------|--------------------------------------|
| Overall, how would you rate the service you receive? | 75.6 | 89.9 |
| Did you feel you were treated with dignity and respect? | 92.9 | 98.6 |
| Did the staff member explain things in a way you could understand? | 93.7 | 90.0 |
| What is your overall feeling about the way you're included in decisions about your care or treatment? | 77.0 | 90.5 |
| If you needed assistance were you able to get help within a reasonable timeframe? | 73.7 | 87.9 |
| Would you recommend this service to a relative or friend? | 85.5 | 93.8 |

In previous years DASSA has also compared results between our Client Satisfaction Survey and those of the Rankin Court Treatment Centre, a similar service in New South Wales. This year that has not been possible as Rankin Court did not conduct their surveys due to COVID-19 related restrictions throughout 2021.

Moving forward

DASSA was not successful in reaching the 85% benchmark in 8 questions relating to satisfaction:

- > What is your overall feeling about the amount of information this service gave you?
- > What is your overall feeling about the way you're included in decisions about your care or treatment?
- > What is your overall feeling about the way that you're included in decisions on how this service is run?
- > What is your overall feeling about the physical environment of this service?
- > What is your feeling about the way DASSA responds to feedback?
- > What is your overall feeling about how effective this service has been in assisting you?
- > If you needed assistance, were you able to get a member of staff to help within a reasonable time frame?
- > Overall how would you rate the service you received?

In June 2022 DASSA hosted a workshop with Directors, Managers, front-of-house staff, current clients and members of the Community Advisory Council. The workshop was designed to prioritise

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the most important changes that DASSA could make to improve our clients' experience, and to develop recommendations for action that reflected the broader experience of DASSA staff and community members.

The following recommendations emerged from agreed key areas, and will be explored in order to improve the experience of DASSA's clients.

To improve clients' feeling about the amount of information they are given from the service:

- DASSA will include a section on clinical assessment forms to ensure that clients are made aware of their right to include a family member, carer or support person in care planning.
- DASSA will provide further training for reception staff on customer service, cultural sensitivity and inclusiveness
- DASSA will develop a peer workforce to support clients across DASSA programs and sites
- To improve clients' feeling of inclusion in decisions about care or treatment:
- DASSA continues to train clinical staff in the Flinders Model of Chronic Disease Self-Management. The Flinders Model empowers client to plan their treatment according to their own goals, and supplies clients with tools to record their progress in between DASSA visits. Clients can adjust their goals and aims as their treatment progresses and will work with staff to design a plan that encompasses their treatment goals along with a holistic approach.

To improve clients' engagement in decisions about how the service is run:

- Residents at The Woolshed will have scheduled meetings to discuss the essential elements of a therapeutic community (upon which the Woolshed program is based), including the opportunity to make suggestions for change based on their own needs.
- The DASSA Community Partnership Program will include a section in the monthly newsletter for clients, family, and community members calling for ideas and suggestions on improvements for DASSA services. Any suggestions that are actioned will be reported on in the same section of the newsletter.
- DASSA will develop a peer workforce and commit to receiving a regular report from peers on trends in suggestions and concerns.

To improve clients' feeling of how DASSA responds to feedback:

- DASSA Managers will be given the opportunity to review and add to Client Satisfaction Surveys relating to their service. This will allow Managers to focus on areas of concern or improvement within the past 12 months in order to assess impacts on satisfaction levels.
- DASSA will develop posters to inform clients of how they can give feedback

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To improve the physical environment of the service:

- Northern DASSA is currently located in a temporary building, and we recognise that the space provided for the Clean Needle Program is not adequate for clients' needs. When a new building/venue is located, client confidentiality and ease of access for the Clean Needle Program will be considered in the planning stages.
- Withdrawal Services Glenside will ensure clients are aware that a sensory room has recently been established, where clients can spend time in a low stimulation environment.
- DASSA clinics will monitor content displayed on televisions in waiting rooms to maximise comfort and satisfaction for clients attending.
- DASSA will improve sound proofing in consulting rooms

To improve effectiveness of the service overall:

- Withdrawal Services Glenside will initiate weekly relapse prevention groups for inpatients, with past clients also encouraged to attend.
- Withdrawal Services Glenside will schedule time for more input from a Social Worker for clients to arrange:
 - ongoing attendance at relapse prevention groups
 - assistance with housing issues
 - assistance with any other issues identified whilst at Withdrawal Services.
- Withdrawal Services Glenside will provide culturally appropriate support for Aboriginal inpatient clients including visits by Elders/Aunties.

Accountability

"We asked, you said, we did" is a fundamental tenet of community engagement and one that DASSA wholeheartedly supports as essential in our relationship with our clients. In order to support engagement with our clients and increase accountability from Managers and staff DASSA will introduce a formal accountability process to ensure that the recommendations from the 2021 Community Experience Report are implemented in a complete and timely manner.

Each recommendation will be allocated to the appropriate Manager and will be assigned a date by which time the action must be in place and functioning. This will be reported on within the 2022 Community Experience Report, and more importantly, will be communicated to DASSA clients and community members throughout the year.

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DASSA will develop resources to inform clients of:

- The results of the Client Satisfaction Survey
- Action that will be taken to improve satisfaction levels
- Progress of these actions throughout the year.

Conclusion

People who experience problematic use of alcohol or other drugs are amongst the most stigmatised members of our society, with the World Health Organisation listing illicit drug use as the most stigmatised health condition world-wide.

Unlike SA Health survey respondents, who can be any patient who has spent one night in a hospital in South Australia, DASSA survey respondents can experience treatment episodes that are long-term, sometimes spanning decades. DASSA recognises that our clients have the right to an evidence-based, non-stigmatising health service that is responsive to their needs- including making changes based on feedback that has been received. DASSA will take the opportunity provided by our clients' honesty to improve our service to meet the needs of these vulnerable members of our community.

We value any feedback that DASSA clients give us, both within the Client Satisfaction Survey, and throughout the year. This feedback helps to tell us where we can improve our services and reinforces what we already do well. Despite satisfaction levels sitting under 85% in several benchmarks, DASSA services continue to have a positive influence on the lives of many and we will continue to actively seek input from our clients – no one else can tell us more about the experience of using DASSA services.

“Caring staff who provide solid knowledge without any rubbish”

“DASSA has saved my life, my relationship, my employment, my health, my finances, and has enabled me to contribute positively as a member of society”

“Thank you for guiding me to stay alive”