

Benefits

AOD client engagement and participation activities

Insight Training and Education Unit
 Metro North Mental Health – Alcohol and Drug Service
 Metro North Hospital and Health Service
 Floor 4, 270 Roma St, Brisbane QLD 4000
 Phone: 07 3837 5655

The following table highlights some possible benefits to both clients and services undertaking various activities. Before conducting an activity it is important that services consider whether it is achievable for both clients and the service. You may wish to add your own thoughts to information below.

Activity	Example	Benefits to services	Benefits to clients
Client advisory groups and committees	AOD clients attend regular AOD service safety and quality committee meetings.	Clients are able to explain how a change to a policy/procedure will impact them and the committee can make decisions that will benefit clients and the service.	Clients are able to understand the environment in which decisions are made, develop skills, and know they are voicing the concerns of people access AOD treatment and support services.
Client shadowing	Clients involved in a revamp of the service environment (e.g. walk-throughs and environmental audits with staff).	Utilising client experience, clients are able to walk through the existing environment and highlight areas for improvement that are otherwise not visible to services.	Clients have influenced the design, which will benefit other clients in the future.
Interviews	Former AOD clients are interviewed about their experience of the service received.	The service learns more about what will help clients be prepared for entering treatment.	Clients feel satisfied that they've had the opportunity to provide feedback and it will lead to improvements to service delivery.
Clients involved in education & training of staff	Clients are invited to help deliver induction training to new staff about AOD treatment services.	Services demonstrate the benefit of involving clients from the very beginning and at multiple levels of service delivery and provide more relevant information to new employees.	The client has been able to share their expertise with new staff and contributed to new staff having better understanding of the issues important to AOD clients. This also benefits future clients.
Survey's	A team member from your AOD service spends the day conducting a satisfaction survey with clients in the waiting area.	The service is able to identify what is going well and where there is room for improvement.	The feedback leads to change in processes which improves the service provided to clients in the future.
Clients involved in service evaluation	In addition to other evaluation processes your service has implemented a client evaluation system and provides clients with a voluntary audit tool that can be returned anytime.	The service can be more confident that it is meeting the needs of clients and increasing service satisfaction.	Clients develop a sense of ownership over the service and develop confidence in effecting change.
Feedback on resources	Your AOD service asks clients to provide feedback about a new information sheet.	The clients highlight terms that are too clinical and need to be simplified.	The feedback is incorporated into the resource and helps other clients to understand and use the information.