



Strengthening the AOD service system for improved client experience

August 2018

Together with Inner & Outer Eastern Melbourne AOD agencies

WE AIM TO

Develop

a shared understanding about how to improve access for clients

Utilise

client experience to guide system changes

Achieve

greater consistency in referral, information sharing and discharge

Support

agencies to implement identified system changes

Collaborate

to develop agreed ways for measuring change

WHO IS INVOLVED

Project sponsor:
Department of Health and Human Services

Project management:
Outer East Primary Care Partnership

Expert advice:
AOD Catchment Planning Team

AOD service providers:
Access Health and Community

Anglicare

Australian Community Support Organisation (ACSO)

EACH

Eastern Health/Turning Point

Inspiro

Link Health and Community

Self Help Addiction Resource Centre (SHARC)

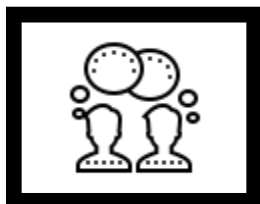
The Salvation Army (Salvocare Eastern)

Clients

Consultation and Facilitation:
Marie Gill Consulting

The Outer East Primary Care Partnership will work together with the above AOD service providers to facilitate:

Stakeholder interviews



December- February 2018

Feedback & priority setting workshops



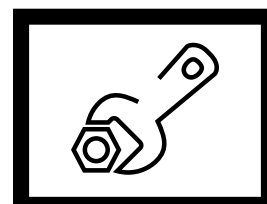
May 23rd 2018

Client consultation & client stories



July 2018 Client workshop and phone interviews

Practical ways to create change



Commencing: September 2018