



Alcohol and Other Drug Stream - April 2022 Participant Forum



This forum was conducted over Teams and included participants from services across Australia. The session included informative discussion centered around the information people would be looking for on The Salvation Army website if they were joining or considering a service.

We heard



Service information found on the website before attending was limited, more information would have helped people feel more comfortable to attend, especially images/videos



Information regarding inclusion of families and children in the service is highly important, and could be a barrier to attending a service if visits were not possible at the service



Information about admission, including availability and cost would be beneficial to participants

We will

Incorporate the use of imagery (video/photos) in website design



Clarify the current services offered by The Salvation Army, and how treatment pathways connect them



Ensure service specific details like admission process, cost and availability are communicated to potential participants, however this is not possible via the website currently

