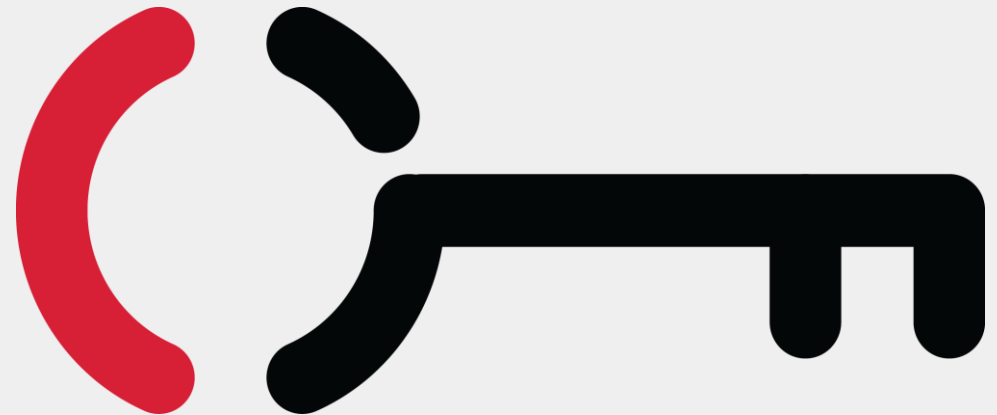


FDS Online: Program evaluation

ADF | Alcohol
and Drug
Foundation



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FDS CEO & Founder



Program overview



Available
since 2017
Accessed
over **28,000**
times

Series of short
videos available
online
Runs for 55 minutes
Follows a support
group's journey

Target audience:

- Those that can't access a physical support group
- Those considering attending a support group - to know what to expect

Key Evaluation Questions



To what extent did FDS Online help the viewer...

1. understand the person using AOD's behaviour?

2. understand how to help keep the person using AOD safe?

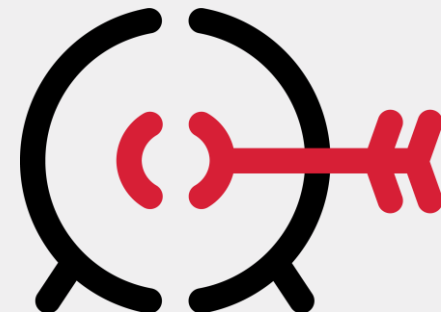
3. understand their own thoughts and feelings?

4. communicate with the person using AOD?

5. reduce feelings of stigma?

6. feel better able to cope with their situation?

7. access other FDS services?



Data collection methods

- Post-test only design
- Two data sources:
 1. Interviews with viewers within 6 months of completing the program
 2. Responses from voluntary online survey collected at the start & end of the video
- Interview participants were recruited by direct email from FDS

Research tool	Number of respondents (n)
Interviews with viewers	6
Survey*	355

*complete responses between April 2017 and April 2022



Findings

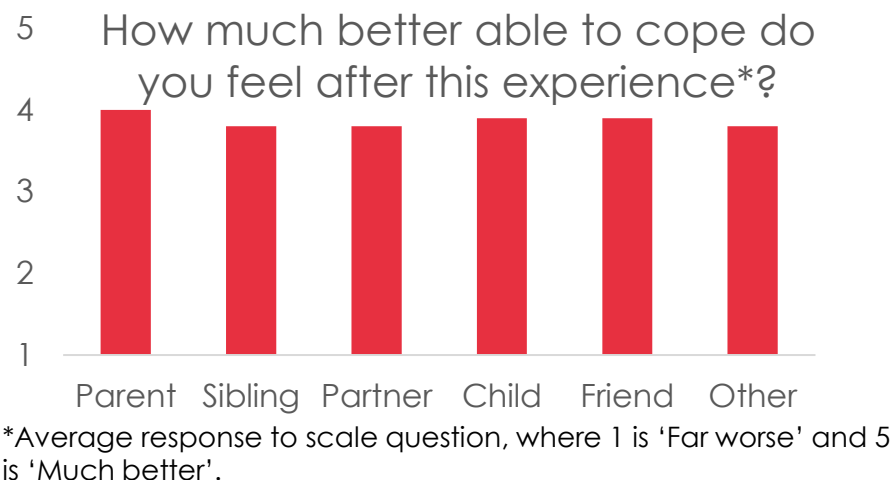


Videos were relatable and helpful for viewers

- All interviewees felt very positively about the videos, said they were relatable, and reported learning valuable information to help them in their own situation.
- Videos helped reduce feelings of isolation and stigma through FDS' non-judgmental philosophy and by normalising the viewer's situation.

*"I feel much better about it, we can't fix it, can't be the rescuer, I've done all of that, I've done everything, nothing worked so now this is much better."
- Parent, interview*

*"The dad who had the rehab all organised but didn't ask his son, that was me before FDS, I could relate to all of it."
- Parent, interview*



Videos were effective but in-person support still preferred

- The videos were effective for people interested in a support group but hesitant to attend.
- However, the videos are not a substitute for an in-person support group.

*"This video gave me an example of what I could expect and made me more comfortable to attend a local group."
- Friend, Survey*

*"I could relate to the people in the group, but I was hoping at the end of the videos, to be able to talk to someone"
- Parent, Survey*

Video name and promotion could be improved

- 'FDS online' name can be confusing. It may mislead some to think it is an online support group.
- FDS online was often not the first interaction with the organisation, and interviewees would have liked to access the videos earlier in their journey.

"I was hoping for a online group to speak with not watch others"

- Sibling, Survey

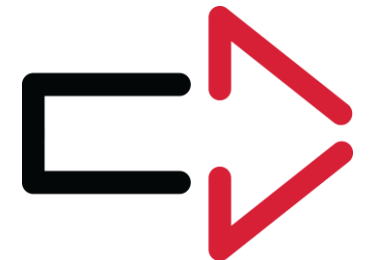
"I do wish I had have known about it before I did stepping stones. I had to wait to do the stepping stones course... otherwise that would have been like a really big life saver"

- Parent, interview



Implications of findings

- FDS Online is achieving its stated aims and is providing significant support to family and friends of people using AOD.
- Some suggestions for ways to optimise outcomes include:
 1. Rename the resource to avoid confusion about what it is, and make it more accessible for those looking for this kind of support
 2. First contact services such as the FDS support line should continue to actively encourage callers to access the videos as an early step in their journey
 3. At the end of the video, provide FDS support line phone number, and details of other FDS programs and supports, including where to access information about in-person support groups



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