

Substance use survey results report

Survey design and aim

The Australian Indigenous HealthInfoNet (AIH) conducted a survey on the substance use section of its website (including alcohol use, illicit drug use, volatile substance use, and tobacco use) from 21 May to 22 June 2012. The aim of the survey was to gather general demographic information about users, gauge user satisfaction, and gain feedback about user interest in the creation of a plain language website (portal) for Alcohol and Other Drug (AOD) workers.

Survey key facts

The survey found that users were very satisfied with the AIH website:

- 97% of respondents liked the look and design of the website.

The survey also found that users were very satisfied with the ‘substance use’ section of the website:

- 68% of respondents reported that it ‘always’ or ‘mostly’ had the information they need for work
- 98% found it easy to navigate
- overwhelmingly users found all features of this section useful, particularly publications and resources.

The survey found strong support for a plain language portal for AOD workers:

- 87% of respondents would find it ‘very useful’ or ‘useful’
- many of the written comments suggested providing more plain language documents.

Demographic information

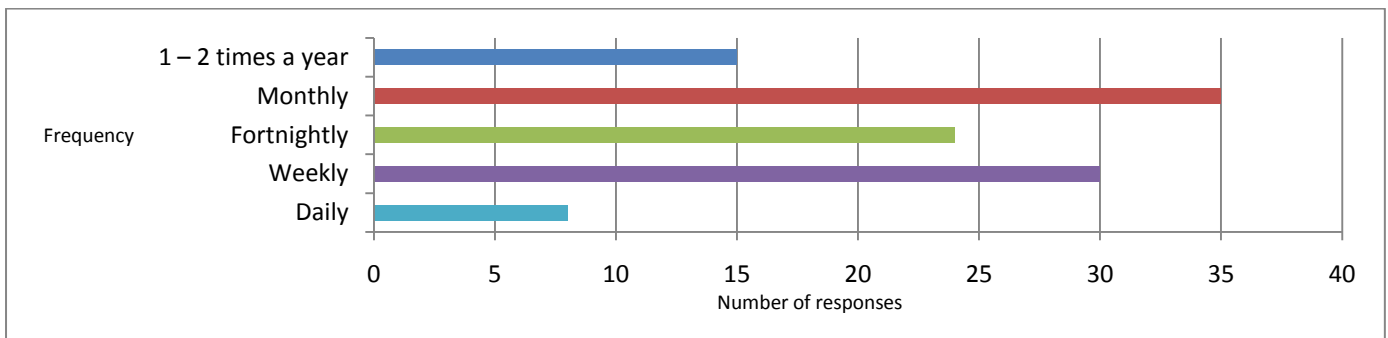
There was good representation from a number of health professions and organisations. There was also good representation from all Australian states and territories (except for Tasmania), and from all levels of remoteness.

Australian Indigenous HealthInfoNet website usage

Many respondents reported using the AIH website for quite a while; almost half (43%) of respondents reported using it for more than two years, and more than one-quarter (27%) reported using it for one to two years. Almost one-third (30%) reported using it for less than one year.

Respondents reported frequently using the AIH website. Around 87% of respondents reported using the website on at least a monthly basis (Figure 1).

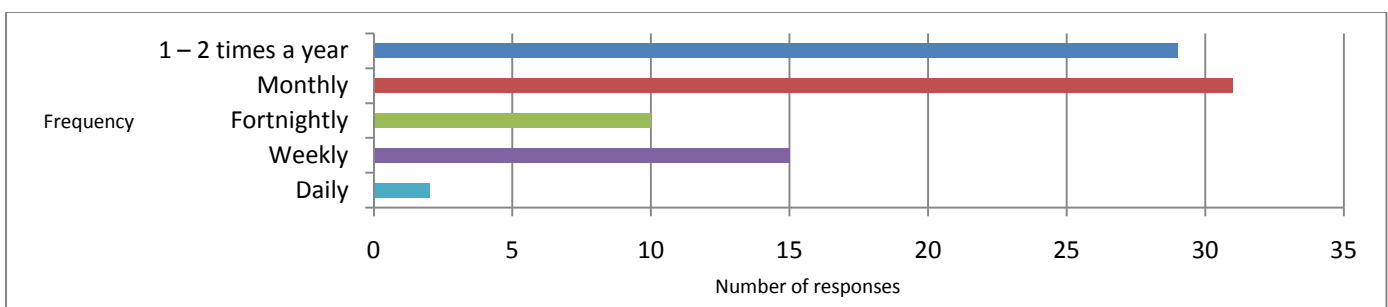
Figure 1 Reported frequency of use for the Australian Indigenous HealthInfoNet website



Substance use section of the Australian Indigenous HealthInfoNet website

Respondents reported frequently using the substance use section of the AIH website; around two-thirds (67%) of respondents reported using it on at least a monthly basis (Figure 2).

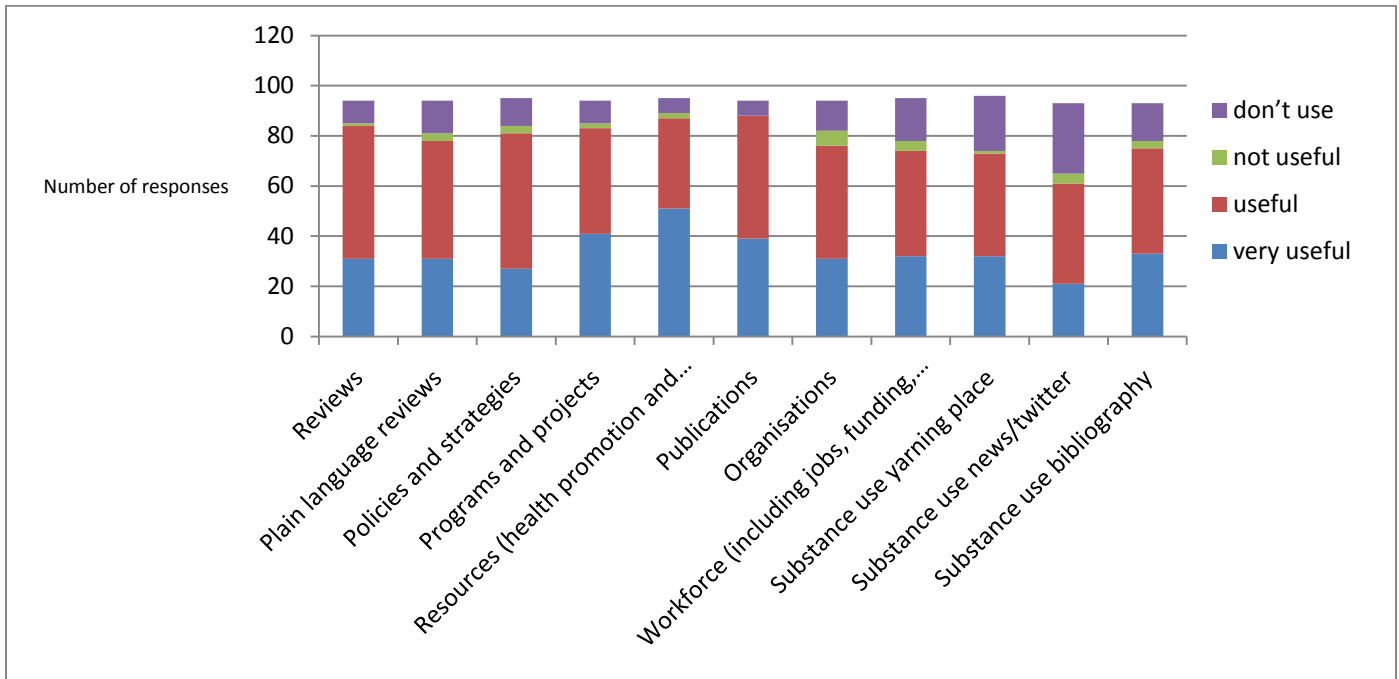
Figure 2 Reported frequency of use for the substance use section of the website



Respondents found all the features in the substance use section useful (Figure 3), especially:

- publications
- resources
- reviews.

Figure 3 Reported usefulness of features in the substance use section of the website



Respondents were satisfied with the content and the navigation of the of the substance use section:

- 12% of respondents ‘always’ and 56% ‘mostly’ found the information they need for their work (Figure 4)
- 34% of respondents found the section ‘very easy’ and 64% found it ‘easy’ to navigate (Figure 5)
- 87% of respondents ‘strongly agreed’ or ‘agreed’ that the substance use section met their expectations.

Figure 4 Substance use section contains the information needed for work

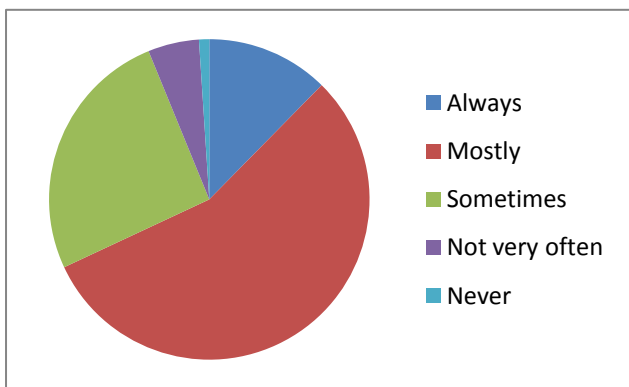
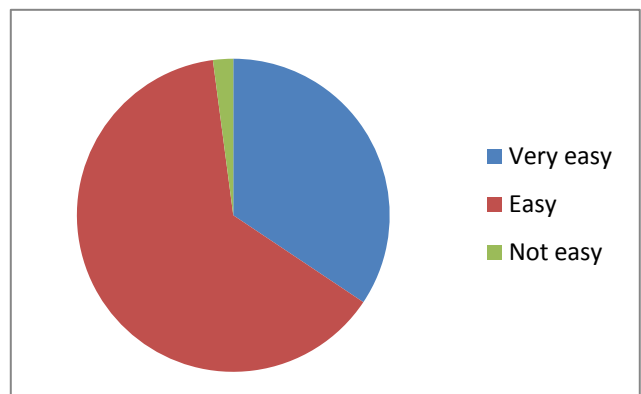


Figure 5 Ease of navigation of the substance use section



Plain language website (portal) for Alcohol and Other Drug Workers

There was very strong support for the development of a plain language website (called a ‘portal’ by AIH) specifically designed for AOD workers: 50% of respondents reported that that they would find it ‘very useful’ and 37% would find it ‘useful’ (Figure 6).

Importantly, a plain language portal would address comments made by respondents about the need for simple language, making the website more useable, and providing access to more guidelines and resources.

Figure 6 Reported usefulness of a portal

