

# Client outcomes measurement surveys

## Why do we collect them?

### What are they?

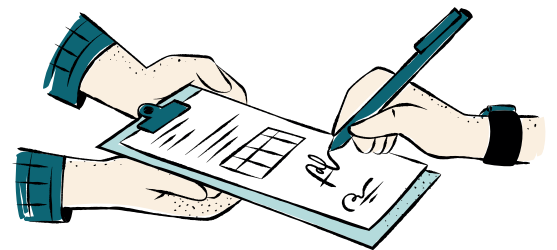
Client outcome measurement surveys (COMS) collect data on the effectiveness of drug and alcohol treatment programs. They track client outcomes to provide insights into the impact and quality of these programs.

COMS play a crucial role in the continuous improvement of drug and alcohol treatment programs, ensuring they are effective, well-funded, accountable, and based on solid research. They are essential for ensuring that drug and alcohol treatment programs remain client-centred, effective, and responsive to the unique needs and preferences of each individual.

### How can they help?

#### Client-centred approach

- **Tailored treatment:** Data helps customize treatment plans to fit individual client needs and preferences.
- **Active participation:** Encourages clients to participate in treatment planning and decision-making.
- **Holistic care:** COMS surveys help identify additional support services needed, such as mental health care.
- **Open communication:** Sharing outcomes with clients builds transparency and trust in treatment.



#### Organisational benefits

- **Program evaluation:** Uses COMS data to improve and tailor treatment services, ensuring they are more effective and better suited to clients' needs.
- **Evidence-based funding:** Provides concrete evidence to back funding requests, showing that treatment programs are effective and worth investing in.
- **Research facilitation:** Offers insight to research, helping to identify trends, inform future treatment approaches, and contribute to the overall understanding of the NGO drug and alcohol treatment sector.