

Australian Drug Information Network Quality Assurance Framework

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Australian Drug Foundation

Overview

This document outlines the quality assurance framework for the Australian Drug Information Network (ADIN).

Section 1 refers to the ADIN website. Section 2 refers to the ADIN search directory, which is part of the ADIN website. Sections 3 and 4 refer to ADIN as a whole, including the website and search directory.

1. Australian Drug Information Network website

The Australian Drug Information Network (www.adin.com.au) is Australia's leading alcohol and other drug (AOD) search directory. It provides a central point of access to reviewed AOD and mental health resources from Australia and internationally. ADIN is funded by the Australian Government Department of Health as part of the Substance Misuse Delivery Grants Fund and managed by the Australian Drug Foundation (ADF).

1.1 ADIN's aim

ADIN is to be maintained and enhanced as a web-based national AOD information service that disseminates drug information to a range of audiences. This is achieved through providing a database of reviewed resources available via the ADIN website.

1.2 ADIN's target audiences

ADIN's target audiences are:

- professionals, researchers and educators who are directly involved with or have an interest in AOD-related issues
- information brokers and disseminators who are directly involved with or have an interest in AOD-related issues, such as rural and remote health workers, clinical staff (including general practitioners and nurses), school and drug educators, multicultural community services, Aboriginal and Torres Strait Islander community services and mental health services
- Aboriginal and Torres Strait Islander peoples and members of the Australian and international community, including parents, students, people from diverse cultural backgrounds, people living in rural and remote locations, and people who use AOD.

1.3 ADIN website's quality assurance objectives

The quality assurance objectives of the ADIN website are to:

- Continuously evaluate and improve the ADIN website.
- Involve key stakeholders and/or representatives of key stakeholders in its development and evaluation.
- Ensure that information or advertising on the ADIN website does not promote harmful use, nor promote the manufacture or supply, of AOD.
- Ensure the ADIN website is easy to use and navigate, logically organised, visually attractive, and information provided is clear, concise and current.
- Ensure the ADIN website is appropriate for and accessible to a broad range of people, particularly its target audiences.
- Include a site map, contact details, disclaimer and copyright information.
- Ensure the disclaimer clearly states ADIN's position on and responsibility for any information on or accessed from the ADIN website.
- Ensure any factual information on the website is supported by clear references to source data and, where possible, has specific HTML links to that data.
- Clearly display the date each page of the ADIN website was last modified, where possible.
- Clearly identify any support for the ADIN website, including the identities of commercial and noncommercial organisations that have contributed funding, services or material.
- Ensure any personal data submitted by people who use the website is kept confidential according to the ADF privacy policy, which will be available via the ADIN website.
- Ensure any advertising is clearly identifiable and a brief description of the ADIN advertising policy is available on the ADIN website.
- Meet the [HONCode Code of Conduct for medical and health websites](http://www.hon.ch/HONcode/Patients/Conduct.html) (www.hon.ch/HONcode/Patients/Conduct.html).

- Ensure the ADIN website meets a minimum standard of accessibility for all people (Web Content Accessibility Guidelines 2.0 Level A, www.w3.org/WAI/WCAG20/quickref/Overview.php).

2. ADIN search directory

ADIN's search directory provides access to reviewed AOD and mental health resources from Australia and internationally. Every resource in ADIN's directory has been through a formal review process to provide ADIN's target audiences with the most appropriate search results.

2.1 ADIN search directory quality assurance objectives

The quality assurance objectives of the ADIN search directory are to:

- Provide useful and relevant AOD and mental health information to its target audiences.
- Design the ADIN search directory to maximise the relevance of the information returned to the searcher.
- Review all resources in the ADIN directory according to the ADIN resource review process at least once every two years.
- Ensure all resources in the ADIN directory are reviewed by professionals with at least three years of experience in the AOD field within the past five years, and who have completed ADIN resource review training within the past two years.
- Evaluate the ADIN resource review process every two years, incorporating user and stakeholder feedback where appropriate.

2.2 ADIN resource selection and review principles and process

2.2.1 Resource selection

Resources may be selected for review for the ADIN directory:

- By active and ongoing searching for AOD-related resources on the Internet by ADIN; or
- By an individual or organisation submitting a suggestion to the ADF.

Resources selected for review must:

1. Be available in English
2. Appear relevant to and appropriate for ADIN's target audiences
3. Contain content on or provide a service directly related to alcohol and other drugs, comorbidity or health promotion
OR be from an Australian mental health peak body
OR be a directory of Australian health services.

These criteria are a summary of the ADIN resource selection policy.

2.2.1 Resource review

Selected resources will be reviewed by approved ADIN reviewers using a review form containing questions addressing certain criteria. The application of the ADIN resource review criteria will enable the ADF to rate a resource as being of a particular standard according to five key areas:

1. Purpose & audience
2. Content
3. Authorship
4. Design
5. Accessibility

Resources that meet one or more of the following criteria will not be approved for inclusion in the ADIN search directory:

- Unclear purpose or target audience, or purpose or target audience irrelevant to ADIN's target
- Contains obscenity, incitement to riot or violence or material causing offence
- Promotes the use, manufacture or supply of alcohol and other drugs (excluding evidence-based advice that aims to reduce the risk to people who use drugs)
- Promotes other illegal activity
- Contains obvious technical problems.

3. Key stakeholders and their responsibilities

3.1 ADIN Project Manager and Program Coordinator

- Ensure contractual requirements are met.
- Direct and support the ADIN reviewers.
- Where appropriate, refer matters to the Department of Health and receive advice.

3.2 ADIN reviewers

- Apply the resource review process and principles.
- Report to the ADIN Program Coordinator.

3.3 Australian Government Department of Health

- Advise the ADIN Project Manager of issues or concerns with respect to quality assurance.

4. Evaluation

The following documents will be reviewed by the ADF and updated where appropriate at least once every two years:

- ADIN Quality Assurance Framework (this document)
- ADIN Reviewer Manual
- ADIN resource review process (includes the ADIN resource selection policy).