



Resources 1: Selected bibliography

This sheet lists selected

books, articles, websites and other publications of relevance to consumer participation. Further references are included in information sheets in the body of the Kit.

Capacity building

Cuthill, M & Fein, J (2005). Capacity building: Facilitating citizen participation in local governance. *Australian Journal of Public Administration* 64(4)63-80: December 2005. Blackwell Publishing Ltd.

Consumers' voice

Glasser, Nicole (1998). *Giving voice to homeless people in policy, practice and research*. 1998 National Symposium on Homelessness Research. Viewed November 2007 at: <http://aspe.hhs.gov/homeless/symposium/toc.htm>

Homelessness Advocacy Service Peer Education Support Program. *Consumer Participation Self Evaluation*. Viewed December 2007 at: http://www.chp.org.au/has_pesps.shtml

Parity "Giving Voice". October 2004 Volume 17, Issue 9. Council to Homeless Persons, Melbourne.

Parity "Rights, Participation and Advocacy". September 2002 Volume 15, Issue 8. Council to Homeless Persons, Melbourne.

Deliberative processes

Brotherhood of St Laurence (2004). *Seeing is believing*. DVD of citizens panel in Victoria. Purchase from BSL library. <http://www.bsl.org.au>

Evaluation

Barrow, E (2004). *Snapshot of community participation in Upper Hume*. Upper Hume Primary Care Partnership. Viewed November 2007 at: http://www.humehealth.com.au/upperhumeppc/files/UHPCP/UHPCP_Reports/2004%20Report%20SnapshotCommunityParticipation_%20in_%20UpperHumeDec2004.PDF

Burgess, M et al (1999). *Evaluation of Consumer Participation in Victoria's Public Mental Health Services*. Mental Health Branch, Department of Human Services, Victoria. Viewed December 2007 at: <http://www.health.vic.gov.au/mentalhealth/publications/downloads/conspar.pdf>

Entwistle, Vikki (1999). *Towards Constructive Innovation And Rigorous Evaluation: A New Series On*

Methods For Promoting And Evaluating Participation. Health Expectations, 2, pp.75-77. Enquiries about copies of this article should be sent to info@healthissuescentre.org.au

White, Deena (2000). Consumer and Community Participation: A Reassessment of Process, Impact and Value. In *The Handbook of Social Studies in Health and Medicine*. Enquiries about copies of this article should be sent to info@healthissuescentre.org.au

Wohlers, Margaret (2002). Developing Evaluation Indicators for Consumer and Community Participation. *Health Issues*, 72, pp.24-28. Viewed October 2007 at: <http://www.participateinhealth.org.au/clearinghouse/Docs/wohlers3.doc>

Frameworks

Arnstein, Sherry (1969). *Ladder of Citizen Participation*. Viewed October 2007 at: <http://lithgow-schmidt.dk/sherry-arnstein/ladder-of-citizen-participation.html>

Gregory, J (2007). *Conceptualising consumer engagement: a review of the literature*. AIFS Melbourne. Viewed October 2007 at: http://www.aihps.org/component/option,com_docman/task,doc_view/gid,78/Itemid,86

International Association of Public Participation Australasia website. Viewed December 2007 at: <http://www.iap2.org.au>

Johnson, A (2001). Background paper for the Consumer Participation Reference Group. Flinders Medical Centre. Viewed October 2007 at: <http://www.participateinhealth.org.au/clearinghouse/Docs/fmcbacground.doc>

Guides

Carson, L & Gelber, K (2001). *Ideas for Community Consultation: A discussion on principles and procedures for making consultation work*. NSW Department of Urban Affairs. Viewed December 2007 at: http://www.planning.nsw.gov.au/planfirst/pdf/principles_procedures_final.pdf

Consumer Focus Collaboration (2000). *Improving health services through consumer participation: A resource guide for organisations*. The Department of Public Health, Flinders University, and the South Australian Community Health Research Unit. Viewed October 2007 at: <http://www.participateinhealth.org.au/ClearingHouse#I>. This includes Section 3: The Tools Catalogue with 43 strategies; Section 4: Managing the challenges.

DHS (2006). *How to develop a community participation plan*. Regional and Rural Health and Aged Care Services Division, Department of Human Services, Melbourne. Viewed November 2007 at: http://www.health.vic.gov.au/consumer/downloads/min_guidelines.pdf

Involve (2005). *People & participation: How to put citizens at the heart of decision-making*. Viewed October 2007 at: http://83.223.102.125/involvenew/mt/archives/blog_37/People%20and%20Participation%20final.pdf

National Resource Centre for Consumer Participation in Health website. Viewed October 2007 at: <http://www.participateinhealth.org.au>. Includes sections on frameworks, models, politics and evidence, planning, evaluation and training.

Partnerships UK Framework for Participation. Viewed October 2007 at: <http://www.partnerships.org.uk/guide/frame.htm>

Skidmore, P & Craig, J (2005). *Start with people: How community organisations put people in the driving seat*. Demos, London. Viewed October 2007 at: <http://www.demos.co.uk/publications/startwithpeople>

Wilcox, David. *Guide to effective participation*. Viewed October 2007 at: <http://www.partnerships.org.uk/index.htm>

Wilcox, David (1994). *The Guide to Effective Participation*. Partnership Books, Brighton UK. Viewed November 2007 at: <http://www.jrf.org.uk/knowledge/findings/housing/H4.asp>

Worcestershire Council Consultation Webpage. Viewed October 2007 at: <http://worcestershire.whub.org.uk/home/wcc-con>

Planning

A guide for strategy development: http://www.participateinhealth.org.au/how/practical_tools.htm

National Resource Centre for Consumer Participation in Health (2002). *Primary Care Self Assessment Tool: for community and consumer participation. Version 1.1*. Viewed December 2007 at: <http://www.participateinhealth.org.au/clearinghouse/Docs/pcpsselfassessmenttoolV1.0web.pdf>

Resourcing

ACTCOSS & Health Care Consumers' Association of the ACT (2004). *A proposal for a cross-government approach to remuneration and reimbursement of consumer representatives*.

Training

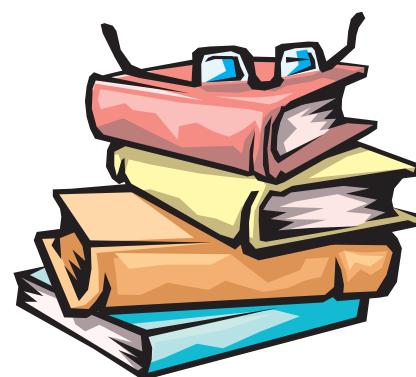
Banyule-Nillumbik Primary Care Partnership. *Consumer Participation Resource and Training Kit for Service Providers*. Viewed October 2007 at: <http://www.health.vic.gov.au/pcps/publications>

Young people

Brophy Family & Youth Services (2005). Youth consultation report. Viewed November 2007 at: [http://www.facsia.gov.au/internet/facsinternet.nsf/vIA/saap2/\\$file/brophy_family_report.pdf](http://www.facsia.gov.au/internet/facsinternet.nsf/vIA/saap2/$file/brophy_family_report.pdf)

Youth Affairs Council of Victoria website. Viewed December 2007 at: <http://www.yacvic.org.au/pages/policy/participation.htm>. Includes information about consulting with young people.

Youth Affairs Council of Victoria (2004). *Taking Young People seriously: consulting young people about their ideas and opinions. A handbook for organisations working with young people*. Office of Youth Affairs, Department of Victorian Communities, Melbourne. Viewed December 2007 at: http://www.yacvic.org.au/includes/pdfs_wordfiles/TYP_Sbook1.pdf





Resources 2: Organisations

This sheet contains information on three Victorian organisations that may be of assistance in planning, implementing and evaluating consumer participation activities.

DASSI (Disability Attendant Support Service Inc.)

388 High Street, Northcote VIC 3070.

Telephone: (03) 9481 2355.

Fax: (03) 9482 3820.

Email: contact@dassi.com.au

Web: <http://www.dassi.com.au>

(DASSI also has offices in Geelong and Ballarat.)

DASSI is a not for profit organisation providing one-to-one attendant support to a wide range of people who have been born with a disability or who have acquired a disability as the result of an accident, injury, disease, illness or age. DASSI works across Metropolitan Melbourne and in the Regional areas of Ballarat and Geelong.

DASSI provides individually designed support for people who need assistance to live, learn and work independently in the community. Individual attendant support can include assistance with personal care, household tasks, mobility, rehabilitation, social/recreational, educational and support within the workplace.

DASSI's Active Participation Service can support people with disabilities to actively participate in decision making and/or advisory roles, for example committees, advisory groups, Boards or management and policy reviews.

In consultation with each client, the service matches support workers to clients in order to maximise the individual's participation as part of a reference group, advisory committee or other structure. The worker assigned to the individual will be consistent throughout the span of the client's participation.

DASSI can also be a useful resource to discuss general consumer participation strategies. It was established in 1984 by a small group of people with disabilities, to train and employ people to provide attendant support. Although now a larger organisation, DASSI has remained a consumer-managed and focused service with a strong commitment to training of attendants to ensure the highest quality service delivery possible.

Homelessness Advocacy Service / PESP

2 Stanley Street, Collingwood VIC 3066.

Telephone: Free call 1800 066 256

Admin: (03) 9419 8529

Fax: (03) 9419 7445

Email: has@chp.org.au

Web: <http://www.chp.org.au/has.shtml>

The Homelessness Advocacy Service (HAS) is a program of the Council to Homeless Persons.

HAS provides state-wide advocacy to people who have a complaint with any of the 300+ Office of Housing-funded homelessness service in Victoria, including SAAP services, Transitional Housing services, OoH-funded Rooming Houses and other homelessness services.

Advocacy involves individual support to people who are seeking to make complaints regarding service provision. These complaints are measured by the services' compliance with the Consumer Charter, Homelessness Assistance Service Standards, funding and service agreements, and Commonwealth and State legislation such as the SAAP Act 1994 and the Equal Opportunity Act 1984.

The **Peer Education Support Program (PESP)** is a consumer program developed by the Homelessness Advocacy Service. PESP centres on a team of Peer Educators, people who have experienced homelessness and who have used homelessness services. The Peer Educators have undertaken training and are skilled at facilitating consumer focus groups and providing housing / homelessness agencies with consumer feedback and input on a wide range of issues.

PESP is a key resource in Victoria for organisations developing and implementing consumer participation strategies. PESP provides support, training, consultation, input into the development of government and organisational policy and practice, and contributes to implementation of the Homelessness Assistance Service Standards and the Consumer Charter of Rights and Responsibilities.

PESP ensures that those affected by homelessness have a powerful voice in decisions that have a direct impact on their lives.

Prioletti Consultants

PO Box 234, North Carlton VIC 3054.

Mobile: 0438 846 584.

Email: josie@prioletticonsultants.com.au

Web: <http://www.prioletticonsultants.com.au>

Prioletti Consultants is a Melbourne-based consultancy firm that assist services (Corporate, Government and non-Government) to work with people from diverse cultural backgrounds.

Prioletti's core aims include assisting services to plan service provision to meet the needs of Culturally and Linguistically Diverse (CALD) communities, and assisting services to identify service barriers, to improve access and to create a culture of acceptance of consumers of diverse backgrounds.

Prioletti assists services to create and implement Cultural Plans which document the agency's strategy for increasing access and improving the quality of service to clients from CALD backgrounds.

Prioletti also maintains a website with a range of useful resources including a Cultural Diversity Resource Kit, up-to-date statistical information about the main language groups in each ABS region, and a list of organisations through which to engage members of non-English speaking language groups.

Prioletti offers a range of forums and training that can assist agencies to develop their understanding of the cultural needs and barriers which may impact on the participation of consumers from diverse cultural backgrounds. Training offered (as of January 2008) includes:

- Planning for Culturally Relevant Services
- Cross Cultural Awareness Communication
- Active Client Consultation (which assists agencies to understand and improve client participation in all areas of service provision)
- Understanding Advocacy.



Resources 3: Policies, strategies, tools

This sheet lists a number of examples of consumer participation policies, strategies and tools which are included as appendices to this Kit.

These documents have been included in the Kit with the kind permission of the relevant organisations. We would like to thank these organisations for their generosity in sharing these resources with the sector.

These documents are copyright of the agencies which produced them, and should not be copied or distributed without prior permission from the relevant agencies.

The exceptions to this restriction are the two sets of printed slides from PowerPoint presentations. These presentations were developed as focus group guides for the focus groups conducted with consumers and service providers during the consultation phase of the Consumer Participation Resource Kit project. These presentations may be used (reproduced, changed or adapted) by non-profit organisations for non-commercial uses.

All the documents listed below can be found in electronic form on the CD-Rom included in this Kit.

Table 1: Documents included as appendices to Resources section

Organisation	Document(s)
Brophy Family and Youth Services	<ul style="list-style-type: none"> • Consumer Participation Policy
Sacred Heart Mission	<ul style="list-style-type: none"> • Client Participation Strategy (draft)
Merri Outreach Support Services	<ul style="list-style-type: none"> • Consumer Participation Policy • Conflict of Interest – Committee Policy
–	<ul style="list-style-type: none"> • Sample Terms of Reference for Consumer Advisory Group
The Salvation Army Adult Services	<ul style="list-style-type: none"> • Client Feedback Survey – questionnaire. Flagstaff HPI Program, September-October 2006. • Client Feedback Survey – letter to past clients. Flagstaff HPI Program, September-October 2006. • Client Feedback Survey – promotional leaflet. Flagstaff HPI Program, September-October 2006.
HomeGround Services / Rural Housing Network	<ul style="list-style-type: none"> • Informed Consent form – for participation in consumer focus groups. • Consumer Participation Focus Group Guide - consumers • Consumer Participation Focus Group Guide – service providers