



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

