



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