

# Sacred Heart Mission Client Participation Strategy

## *Proposed Approach for Client Representative Group*

**Status:**

Final Version for  
Discussion with Immediate Team  
(Operations Manager, Volunteer Coordinator,  
Project Manager, HAS Coordinator)

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## Part A – The Project

### 1 Background

Consumer/Client participation reflects a cultural shift in the homelessness service system towards an increasingly meaningful involvement of people who are homeless or have experienced homelessness. Beyond participation by consumers/clients, now confirmed as good practice in service delivery, lies the partnership model embodied at Sacred Heart Mission (SHM) where clients who have accessed services are invited to contribute their experiences and expertise back to SHM to create improvements in service delivery.

#### 1.1 The Aims of the Strategy

The aim of the Consumer Participation Strategy (CPS) is to develop a sustainable strategy that ensures Sacred Heart Mission clients have ongoing meaningful input into the strategic and operational areas of SHM, including service reviews, development and implementation of policy, compliance with the Homelessness Assistance Service Standards and major projects.

The aim of this project is to establish a Client Reference Group (CRG) consisting of people who access the Mission's Community Services programs, to provide advice and input to the Mission's operations.

The objectives of the project include:

1. To establish a CRG;
2. To develop and implement a, training and developmental program for the CRG to ensure they are equipped to undertake the role and participate on the CRG;
3. To develop and implement a work plan that guides the activities of the CRG over the next 12 months;
4. To define and document the on-going role of the client representative group including the development of mechanisms for its on-going sustainability;
5. Document and evaluate the effectiveness of the CRG as a client participatory strategy.

#### 1.2 Project Deliverables

Key project deliverables will include:

1. Develop project brief detailing the scope of the project, intended outcomes and evaluation processes that will be used to measure its effectiveness and the project budget;

2. Develop a Recruitment Strategy, that includes the development of key selection criteria for candidates, position descriptions, client induction, and other relevant tools for the establishment of the CRG;
3. Develop the Terms of Reference, Code of Conduct and other relevant documentation to enable the establishment of the CRG;
4. Develop a work plan for the Group which specifies the key focus of five workshops and key outcomes to be achieved from each workshop;
5. Recruit, select, induct and train the CRG;
6. Develop an Organizational Strategy which addresses the sustainability of the CPS including requirements with regard to an on-going management infrastructure within limited resources;
7. Develop key performance measures and evaluate the effectiveness of the CRG against the stated objectives and key outcomes specified for the CPS.

#### 1.3 The Aim of this Document

The establishment of the Client Representative Group (CRG) is a subset of the Client Participation Strategy for which SHM sought funding for HASS Accreditation Round One. This document aims to outline in more detail how the establishment, formation and running of the CRG are envisaged.

As such this document aims to encompass – the establishment of the CRG including recruitment of members (the process, selection criteria, code of conduct and operating principles), governance and relationship structure between CRG and SHM, the induction and training strategy, the program plan and schedule and program evaluation. This document also outlines the budget required to maintain the CRG as an integral component of SHM.

It must be noted that after further consideration and input from the Council to Homeless Persons (CHP) as well as a meeting of key players who are also implementing projects focussed on Consumer Participation, the format of the CRG sessions have been modified as compared to the original brief submitted to the Executive Committee and Leadership Group. It is hoped that sufficient detail has been provided in this document such that the change of format is considered justified.

#### 1.4 Acknowledgements

This document was prepared with much advice and support from Annie Paliwal. Her paper, "Peer Education and Support Program" (3<sup>rd</sup> Edition, September 2007) was a significant source document and reference point for this paper.

## Part B – The Client Representative Group

### 2 Composition of Group

#### 2.1 Number

Advice from the Council to Homeless Persons suggests that six is the optimal number of client representatives, and will ensure effective participation. This number would be large enough to provide a range of perspectives, skills, interests and experiences and to enable effective contributions to be made without undue overload. At the same time this number would be small enough so that the group is manageable in terms of minimizing potential internal conflicts due to group dynamics.

As part of the initial recruitment stage, nine clients will be selected to allow for possible withdrawals from the project.

#### 2.2 Composition

It is envisaged that the client group will be representative of the client demographic profile of the people who frequent services and programs within the Community Services Division, and will equally represent gender and age groups that frequent services.

#### 2.3 Selection Criteria

Selection criteria for Client Representatives (CRs) are as follows:

Mandatory:

1. Has experienced homelessness and have received assistance from SHM;
2. Has developed a positive relationship with a worker at SHM who would be responsible for supplying a character reference;
3. Is currently in a stable environment (ie. not in crisis emotionally, physically or mentally) so that they are able to focus on issues that do not necessarily impinge on their immediate circumstances or needs;
4. Has a clear understanding of what the role of a volunteer entails and is focused on how they can contribute to SHM and its clients rather than on personal gain;
5. Is willing to abide by SHM's Volunteer Code of Conduct (refer Appendix) including willingness to be drug and alcohol free whilst undertaking activities in accordance with SHM's Occupational Health and Safety policy;
6. Has a wide world view and a passion for social justice and is willing to work in partnership with other clients, SHM workers, the sector as a whole and government;

7. Shows appropriate skills and are reliable, accountable and trustworthy;
8. Has good verbal and communication skills.

Desirable:

1. Has an understanding of the range of homelessness services in Melbourne;
2. Has willingness to cooperate with others and work as part of a team;
3. Has basic literacy and numeracy skills;
4. Has willingness to be trained in the following areas: mediation, conflict resolution, personal development, skill sharing and listening skills;
5. Understands the principles of privacy and confidentiality.

Given the above criteria, a pool of potential CRs will be obtained based on recommendations from SHM workers from each of the major programs.

Nine CRs will be selected from this pool in line with the representative mix required as well as the extent to which clients meet each of the selection criteria above.

### 3 Status of Client Representatives

#### 3.1 Formal Relationship with SHM

The CR is to have status within SHM as a Volunteer. This ensures that there is no ambiguity with respect to his/her legal status in terms of OH&S etc.

It follows that the nine CRs would be engaged by SHM:

1. As a volunteer with the associated rights and responsibilities of SHM volunteers;
2. They will be formally recruited through the Volunteer Program and participates in the Volunteer Induction program to enable them to understand their role as a Volunteer;
3. They will be reimbursed for out of pocket expenses rather than being provided with direct payment. This ensures that the CRs are not perceived as being employees of SHM and also insures that commitment to the program is based on interest and passion rather than money. Reimbursement will be in the form of Supermarket Vouchers and additional cash re-imburement will be provided for child care and met tickets will be provided for transport, meals/afternoon or morning tea will be provided;

As volunteers CRs will operate under the governance of SHM as per other volunteers with regard to: Equal Opportunity, OH&S, Harassment, Grievance, and Insurance.

### 3.2 Recruitment Process

The recruitment process is envisaged to be executed as follows:

1. Project Manager to attend team meetings and brief program managers and workers on the project and to distribute Information Pack;
2. Program Managers and workers to be requested to nominate candidates for the CRG and after having discussed the CR role with them. Each candidate is to be provided with Information Pack. Communications strategy will be based on:
  - (i) Follow on from Client Survey (SHM wish to have continuous improvement of services, high indication of clients who wish to volunteer);
  - (ii) Opportunity to contribute to the outcomes of homelessness in a meaningful way;
  - (iii) The role will be cyclical – 10 months duration – with an opportunity to play a role after the first term of the CRG;
  - (iv) Training and development opportunity – working in groups, self development, self esteem;
  - (v) Opportunity to be representative voice of colleagues;
  - (vi) At the end of the period of contribution each CR will be awarded a Certificate.
3. Following receipt of nominations, each candidate to be contacted by Project Manager/Project Officer who will provide further information and details as required;
4. Candidates to be requested to write a short Expression of Interest – outlining why they would like to be part of the CRG – workers who nominated the candidate to be asked to assist and support the candidate on this task;
5. Sub-committee of Leadership Group, representative(s) from CHP as well as Volunteer Coordinator and Project Officer short list CRs based on selection criteria and the nominees Expression of Interest;
6. An interview panel consisting of one sub-committee member and one Peer Educator to select nine candidates from the short list;
7. Successful candidates will be requested to sign a contract, which sets out their rights and responsibilities as members of the CRG. The contract will clearly articulate the roles and responsibilities of the members of the CRG, relevant SHM staff, the Project Manager and the Project Officer, in the context of SHM;
8. Where possible, each member is to team up with a Mentor who may be a member of staff or an SHM volunteer;
9. Unsuccessful candidates will provided with formal feedback where appropriate;
10. Volunteer Coordinator will contact each of the eight CRs and in conjunction with Project Officer brief CRs on their task. CRs will be provided with Volunteer Induction by Volunteer Coordinator.

### 3.3 Position Description for Members of CRG

Client Representative (Volunteer position)	
<b>Expense Reimbursement</b>	\$60 Supermarket voucher per 4 hour session for general out-of-pocket expenses. Cash reimbursement on presentation of receipts for child care. Met tickets will be provided for travel purposes. Meals, afternoon/morning teas will be provided at meetings.
<b>Role</b>	To inform SHM on various client related policies: <ol style="list-style-type: none"> <li>1. Implementation of HASS homelessness standards;</li> <li>2. Operational and Strategic Planning;</li> <li>3. Service Improvement.</li> </ol>
<b>Specific Activities</b>	Work within the CRG to: <ol style="list-style-type: none"> <li>1. Attend training and development exercises which are designed to optimise individual effectiveness as a member of the CRG;</li> <li>2. Provide the conduit for information dissemination and feedback from SHM client constituents;</li> <li>3. Provide input to policies and procedures and other initiatives such as service improvements.</li> </ol>
<b>Selection Criteria</b>	<b>Mandatory</b> <ol style="list-style-type: none"> <li>1. Has experienced homelessness and have received assistance from SHM;</li> <li>2. Has developed a positive relationship with a worker at SHM who would be responsible for supplying a character reference;</li> <li>3. Is currently in a stable environment (ie. not in crisis emotionally, physically or mentally) so that they are able to focus on issues that do not necessarily impinge on their immediate circumstances or needs;</li> <li>4. Has a clear understanding of what the role of a volunteer entails and is focused on how they can contribute to SHM and its clients rather than on personal gain;</li> <li>5. Is willing to abide by SHM's Volunteer Code of Conduct (refer Appendix) including willingness to be drug and alcohol free whilst undertaking activities in accordance with SHM's Occupational Health and Safety policy;</li> <li>6. Has a wide world view and a passion for social justice and is willing to work in partnership with other clients, SHM workers, the sector as a whole and government;</li> <li>7. Shows appropriate skills and are reliable, accountable and trustworthy;</li> <li>8. Has good verbal and communication skills.</li> </ol>

	<p><b>Desirable</b></p> <ol style="list-style-type: none"> <li>1. Has an understanding of the range of homelessness services in Melbourne;</li> <li>2. Has willingness to cooperate with others and work as part of a team;</li> <li>3. Has basic literacy and numeracy skills;</li> <li>4. Has willingness to be trained in the following areas: mediation, conflict resolution, personal development, skill sharing and listening skills;</li> <li>5. Understands the principles of privacy and confidentiality.</li> </ol>
<b>Attributes</b>	<p><b>Effective Team Member:</b> Can co-operate and work well with other in pursuit of team goals, support others, respect others' feeling and ideas, show commitment to group, be open to feedback and direction; Has desire to work collaboratively with a range of individuals and services to achieve desired outcome.</p> <p><b>Respectful and Caring:</b> Values the uniqueness of every individual's experience and choices and the worth of every individual; Can demonstrate commitment to well-being of others, willing to listen and respond without judgement, blame or bias; Shows honesty in dealings with others, be reliable and responsive to the team.</p> <p><b>Patient and Flexible:</b> Willing to persist with strategies and actions despite slow progress or no evident results; Is receptive to new ideas, able to make the best of possibilities.</p> <p><b>Enthusiastic and Optimistic:</b> Willingness to undertake a volunteer role alongside paid employees; Willing to overcome fears, to try things that may be challenging; Has a belief that people can make a difference and that people can find opportunities to realize their goals and potentials</p> <p><b>Commitment to Social Justice:</b> Commitment to people's rights and mechanisms to enable people to realize their rights.</p>

During the induction period, a Code of Conduct based on the Volunteers' Code of Conduct will be developed by CRG members in collaboration with the Project Officer. The Code, which must be signed off by all CRG members, will include:

- A description of unacceptable behaviour;
- Terms for dismissal and that the Project Officer agrees to implement actions called for in the Code of Conduct, when in the view of group members the behaviour is unacceptable. If however the behaviour is such that it warrants immediate dismissal, such as threats of violence, then decision may be taken by the Project Officer without a decision by the group.

### 3.4 CRG Principles of Operating

The principles that operate within the CRG will include be consistent with the Mission values; in particular that:

- We acknowledge individual differences, as well as the intrinsic value and dignity of every person;
- We foster self worth as a means of empowering individuals to gain control of their lives;
- We challenge and advocate change to structures that perpetuate poverty and disadvantage;
- We confront injustice within the community and
- We work collaboratively with others to make a positive difference to peoples' lives.

## Part C – Induction and Training Strategy

### 4 Training Components

#### 4.1 Content Based Skills and Knowledge

Focus on various content/knowledge areas in training will be based on client member needs and priorities. These may include:

- Understanding the issues of homelessness;
- Overview of the welfare sector including the roles of various levels of government, the community, service providers (with emphasis on SHM), as well as the sources of funding for service provision;
- Briefing on current status of SHM policies on Privacy, Grievance, Complaints, Service Improvement strategies;
- Overview of issues to be tabled at the CRG meetings in the ensuing months;
- Volunteer role within SHM – rights and responsibilities, relationship to paid staff, Code of Conduct.

Content based training is to be delivered by selected Operations Manager, Project Manager and Volunteer Coordinator.

#### 4.2 Process Based Skills

Focus on various content/knowledge areas in training will be based on client member needs and priorities. These may include:

- Working as part of a team, group processes, collaborative decision making, constraints on decision making;
- Obtaining and giving constructive feedback from peers;
- The representative nature of the CRG role;
- Conducting meetings, roles of chairperson and members, writing minutes; communicating meeting outcomes;
- Understanding personal development; listening skills; Communication and interpersonal skills;
- Setting limits, objectivity, awareness of bias, self-evaluation;
- Mediation and conflict resolution skills;
- Presentation skills and public speaking.

Skills based training is to be delivered by Operations Manager, Professional Facilitator and PESP Supervisor.

### 4.3 Anticipated Skills and Competencies to be Achieved

It is anticipated that as a result of participants' involvement with the CRG, the following skills and competencies will be achieved:

- Understanding of volunteer role and Code of Conduct;
- Understanding of homelessness issues and the role of service providers in the community sector;
- Understanding the welfare sector and external environmental constraints;
- Communication and interpersonal skills and listening skills;
- Networking;
- Working in groups and conduct of meetings;
- Obtaining feedback;
- Interviewing skills and conducting focus groups;
- Reporting on outcomes and planning presentations;
- Presentation skills.

## Part D – Program Delivery Plan

### 5 Rationale

The budget for this project provides for five 3 hour workshops for both training and program delivery. This is in contrast to the fact that the CHP allows an induction period of one day per week for 8 weeks for Peer Educators.

Given the anticipated learning curve required by potential CRG members, it is recommended that fewer but longer sessions be scheduled to include both training and program delivery.

Each session is to provide a training component, a review component and a working component or exercise and a networking component.

- The Training Components are progressive – beginning with a general induction in Session 1, followed by training on group processes and decision making in Session 2, conflict resolution and presentation skills in Session 3 and finally, presentation practice and reporting to the Leadership Group in Session 4. A follow up with a presentation to the Board will be considered depending on how the process evolves.
- During the Review Components, topics covered in the previous session will be discussed in depth to underline learnings from these.
- During the Working Components one or more topics to be selected by the Program Manager in consultation with the CRG will be dealt with by the group.
- The Networking Components allow the CRG to socialize with SHM clients, staff and the Leadership Group in order to gather information, communicate and disseminate information to stakeholders. Each of these events will be properly catered partly to celebrate and acknowledge the work done by the CRG and partly to provide a strong incentive for members and stakeholders to attend.

### 5.1 Outline of Sessions

Sessions will be chaired by Louisa (Project Manager), with Charlotte (Project Officer) acting as Secretary and Minute Taker. There will be at least one staff representative at each session. Each of 5 sessions would comprise of 2 hours work and 1 hour of networking as follows:

Session	Activities	Facilitators/Trainers
1 Mar 2008  9.30 start Morning session & Morning Tea	<p><b>Information Input</b></p> <ul style="list-style-type: none"> <li>▪ Welcome</li> <li>▪ Volunteer induction – about the sector, SHM, its programs, the role of volunteers</li> </ul> <p><b>Training: Code of Conduct and Interpersonal/Listening Skills</b></p> <ul style="list-style-type: none"> <li>▪ Outline Code of Conduct and OH&amp;S policy – Workshop: breakdown policies into practical behaviour to illustrate and obtain full understanding of implications</li> <li>▪ Review, confirm and sign off Volunteer Code of Conduct and sign off adherence to OH&amp;S policy</li> <li>▪ Role of CRG members – Workshop: questions and answers, role plays</li> <li>▪ Signing of individual contracts</li> <li>▪ Training on communication and interpersonal skills and listening skills, self-evaluation</li> </ul> <p><b>Social Get Together – Morning Tea with Peer Educators and SHM staff – practice communication and listening skills</b></p>	<ul style="list-style-type: none"> <li>▪ CEO</li> <li>▪ Volunteer Coordinator</li> <li>▪ Operations Manager</li>   <li>▪ PESP Supervisor</li>   <li>Peer Educators</li> </ul>
2 April 2008  10.30 start Morning Session & Lunch	<p><b>Information Input</b></p> <ul style="list-style-type: none"> <li>▪ Briefing on homelessness issues, rationale of program and role of CRG within SHM, status of current policies and procedures; external environmental constraints</li> <li>▪ Briefing on work plan – HASS standards, policies and procedures to be tackled by the CRG</li> </ul> <p><b>Review: Code of Conduct and Interpersonal/Listening Skills</b></p> <p><b>Training: Networking</b></p> <ul style="list-style-type: none"> <li>▪ Networking – the role of representatives, communication skills, seeking opinions and input from others with different views, disseminating information between constituents and group members</li> </ul> <p><b>Policy Input: Topic TBA</b></p> <p><b>Exercise: Networking – Formal project launch lunch time in Dining Hall – CRG to mingle with clients to establish their role and to listen to key priorities that clients with the CRG to deal with – practice networking skills</b></p>	<ul style="list-style-type: none"> <li>▪ Operations Manager and Project Manager</li> <li>▪ Project Manager</li>   <li>▪ Facilitator (TBA)</li>   <li>▪ Project Manager</li> <li>▪ Peer Educators</li> </ul>

<p>3 May 2008  9.30 start Morning session &amp; Morning Tea</p>	<p><b>Review: Networking</b> <b>Training: Working in Groups and Conduct of Meetings</b></p> <ul style="list-style-type: none"> <li>▪ Working in groups – processes which make groups work effectively; individuals' roles within the group: speaking, listening, providing information, contributing information</li> <li>▪ Conduct of Meetings – role of Chairperson and Secretary, role of group members, meeting etiquette, collaborative decision making, constraints on decision making, communicating outcomes to constituents</li> </ul> <p><b>Policy Input: Topic TBA</b> <b>Social Get Together</b> – Morning Tea with Peer Educators and SHM staff</p>	<ul style="list-style-type: none"> <li>▪ Facilitator (TBA)</li> <li>▪ Project Manager</li> <li>▪ Peer Educators</li> </ul>
<p>4 10.30 start June 2008  Morning Session &amp; Lunch</p>	<p><b>Review: Training: Working in Groups and Conduct of Meetings</b> <b>Training: Obtaining Feedback and Interviewing Skills</b></p> <ul style="list-style-type: none"> <li>▪ Obtaining feedback – compliments and complaints, maintaining objectivity; conflict resolution</li> <li>▪ Interviewing skills – what information is being sought, how to ask questions, how to maintain impartiality and objectivity, how to record outcomes of the interview</li> <li>▪ Focus groups skills – what is the role of a focus group, how to facilitate a focus group</li> </ul> <p><b>Policy Input: Topic TBA</b> <b>Exercise: Obtaining Feedback and Interviewing Skills</b> – CRG to mingle with clients to disseminate information to clients about workings of CRG and to obtain further feedback from clients for input into CRG workings – practice obtaining feedback and conducting 'mini' interviews</p>	<ul style="list-style-type: none"> <li>▪ Facilitator (TBA)</li> <li>▪ Project Manager</li> <li>▪ Peer Educators</li> </ul>
<p>5 9.30 start July 2008  Morning session &amp; Morning Tea</p>	<p><b>Review: Obtaining Feedback and Interviewing Skills</b> <b>Training: Presentation Skills</b></p> <ul style="list-style-type: none"> <li>▪ Planning a presentation – objectives of the presentation, who is the audience, what is the message to be conveyed, structure of the presentation</li> <li>▪ Making the presentation – who is the audience and how to make keep the audience interested: the content of the presentation and how to deliver the presentation</li> <li>▪ Volunteers to present to Leadership Group – group to assist volunteers with planning the presentation and practicing to present</li> </ul> <p><b>Policy Input: Topic TBA</b> <b>Exercise: Presentation to Leadership Group</b> – Morning Tea with the Leadership Group and presentation to the Leadership Group</p>	<ul style="list-style-type: none"> <li>▪ Facilitator (TBA)</li> <li>▪ Project Manager</li> <li>▪ Peer Educators</li> </ul>

## 5.2 Sessions Costs

CRG Budget	Hours/ Session	Number of People	People Hours	Rate	Total Budget
<b>Session 1</b>					
CRG Members	3	9	27	\$ 15	\$ 405
Peer Educators		To be reimbursed by HCP			
Out-pocket expenses (estimate)				\$ 60	\$ 60
Morning Tea				\$ 150	\$ 150
<b>Session 2</b>					
CRG Members	3	9	27	\$ 15	\$ 405
Peer Educators		To be reimbursed by HCP			
Out-pocket expenses (estimate)				\$ 60	\$ 60
Professional Facilitator				\$ 500	\$ 500
Lunch at Dining Hall					
<b>Session 3</b>					
CRG Members	3	9	27	\$ 15	\$ 405
Peer Educators		To be reimbursed by HCP			
Out-pocket expenses (estimate)				\$ 60	\$ 60
Professional Facilitator				\$ 500	\$ 500
Morning Tea				\$ 150	\$ 150
<b>Session 4</b>					
CRG Members	3	9	27	\$ 15	\$ 405
Peer Educators		To be reimbursed by HCP			
Out-pocket expenses (estimate)				\$ 60	\$ 60
Professional Facilitator				\$ 500	\$ 500
Lunch at Dining Hall					
<b>Session 5</b>					
CRG Members	3	9	27	\$ 15	\$ 405
Peer Educators		To be reimbursed by HCP			
Out-pocket expenses (estimate)				\$ 60	\$ 60
Professional Facilitator				\$ 500	\$ 500
Morning Tea				\$ 150	\$ 150
<b>Grand Total</b>					<b>\$ 3,660</b>

## 6 Roles and Responsibilities

Project Manager

1. Oversee independent accreditation process through the QICSA accreditation body and assisting in the implementation of the HASS standards;
2. Liaise with SHM Management to ensure that issues to be tabled at the CRG are appropriately prioritised as per the requirements of SHM as well as the relevance for participants of the CRG;
3. Communicate with the CRG regarding each of the issues tabled in such a way that they are of interest to the members of the CRG so that motivation is maintained;
4. Act as Chairperson to CRG.

**Project Officer**

1. Assist in the development and implementation of a CPS which will inform a number of areas, including operational and strategic planning, service improvement and in the implementation of Homelessness Standards;
2. Establish a CRG to provide input into SHM policies and procedures including future strategic processes and reviews undertaken and implementation of HASS standards and the tools and resources developed as part of the standards, including the Clients Rights and Responsibilities and Homeless charters;
3. Act as Secretary to CRG;
4. Project Manage all aspects of the project to ensure achievement of deliverables on time and on budget;
5. Liaise with the Council to Homeless Persons (CHP) through Annie Paliwel, PESP Team Leader, for advice and support and access to Peer Educators for training and mentoring.

**Volunteer Coordinator**

1. Provide expert advice and coordinate Client Volunteer recruitment;
2. Provide overview of SHM from point of view of volunteers;
3. Advise on volunteer rights and responsibilities.

**Other SHM Staff**

1. Provide briefing on subject related issues;
2. Nominate client volunteers and provide support in recruitment process;
3. Act as mentor to successful candidates;
4. Attend CRG sessions on rotational basis.

**PESP Supervisor Council to Homeless Persons (CHP) Homelessness Advocacy Service (HAS); HAS Coordinator**

1. Provide consultation to volunteer coordinator and staff on project as a whole and on CRG in particular;
2. Manage Peer Educators.
3. Provide training to CRG members

**Peer Educators**

1. Provide input and support during CRG sessions;
2. Provide support and mentoring during networking and social get togethers;
3. Act as role models.

## Part E – Program Evaluation

A meeting held at CHP on the 3<sup>rd</sup> of October 2007, where the key players who currently are planning projects with a Consumer Participation Focus. Based on this meeting, it would seem that no one has had any direct dealings with Consumer Participation Committees, at least in Melbourne.

It would therefore seem that SHM is a pioneer in its attempt to establish its own Client Representative Group. This couple with the fact the Homeground is in the process of developing a Consumer Participation Kit, it is suggested that our evaluation of our endeavours be fairly comprehensive.

It is envisaged that Program Evaluation take four forms:

**1. Team Diary**

It is proposed that a document be placed in the S: Drive so that all stakeholders will be able to reflect on their observations and roles within the project.

The Project Officer will initiate various topics as the project unfolds and invite relevant people to contribute to the document. As an example:

**Request to nominate candidates for the CRG – Workers and Program Manager**

- How difficult or easy was it for you to think of candidates given the Selection Criteria?
- How many clients did you approach? How did they react to the request? How would you describe their attitude to the approach – pride, indifference?
- How many candidates did you eventually nominate? How confident do you feel that your candidates will be able to fulfill their roles in the CRG?
- If your nominated candidate(s) were eventually selected to join the CRG, how might you suggest they should be supported in this role? What do you feel you could contribute as a mentor for you selected candidates?
- If your nominated candidate(s) were not selected to join the CRG in this round, how did you feel about the adequacy of the selection process? When you communicated this to your nominated candidate(s), how did they react?
- How could the process be improved?

## 2. CRG Member Evaluation

It is proposed that after each of the sessions, CRG members be asked to complete an evaluation form – covering how they feel as part of the group, did they feel that had ample opportunity to have a say, what they learnt if anything from the session, how effective the organization of the sessions were, whether the topics for input were appropriate, what other topics could be included, how the sessions could be improved, whether they would recommend their friends to nominate for the next round of the CRG.

## 3. Key Indicators

Quantitative indicators will also be recorded and tracked. Examples include: number of candidates approached, attendance, improvements in observed skills and behaviours, number of policies and issues tabled, number of issues and policies successfully integrated into the organization, number of support hours required to manage and support the CRG.

## 4. Consumer Participation Working Group Review

It is proposed that a Consumer Participation Working Group be formed to provide a review mechanism throughout the duration of the CRG. Composition of the Working Group could consist of:

- Operations Manager
- Project Manager
- Project Officer
- PESP Supervisor
- HASS Coordinator
- Peer Educator(s)
- Mentors.