



APSU is a service of sharc

CONSUMER PARTICIPATION IN ALCOHOL AND OTHER DRUGS SERVICES BOARD PRESENTATION



WHAT IS CONSUMER PARTICIPATION ?

The process of involving consumers in decision making about :

- **service planning**
- **policy development**
- **priority setting**
- **quality in service delivery**

WHO IS A CONSUMER?



Someone who uses, has used, or is eligible to use alcohol and other drugs services



Those people who are refused services or who refuse services



Family, friends and significant others of people who use services, regardless of whether or not they directly use these services themselves



Others affected by AOD policy and laws

WHY DO CONSUMER PARTICIPATION?

An ethical and democratic right

“People have the right and duty to participate individually and collectively in the planning and implementation of their health care.” *WHO 1978*

WHY DO CONSUMER PARTICIPATION?

- a requirement for all publicly funded alcohol and other drugs services, and is embedded in sector policy**
- ensures public accountability**
- to deliver the best possible services to those it serves**
- evidence-based benefits**

EVIDENCE FOR CONSUMER PARTICIPATION

- **leads to improvements in health outcomes for consumers**
- **supports consumers in managing their own health.**
- **leads to more accessible and effective health services.**

- **facilitates participation by those traditionally marginalised by mainstream health services**
- **is integral to the success of the development, implementation and evaluation of health strategies and programs**
- **effective participation is achieved through the adoption of a range of methods**

Consumer Focus Collaboration Organisation

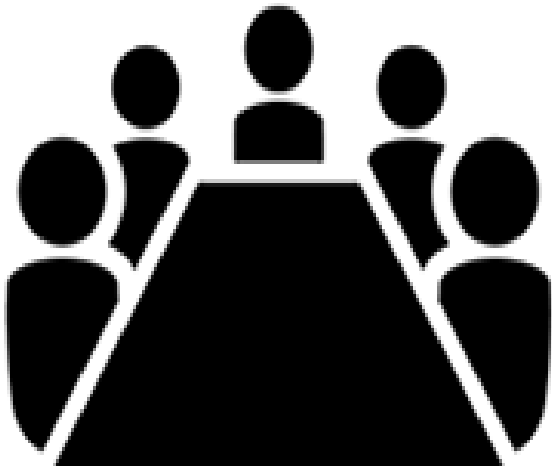
DOMAINS OF PARTICIPATION



LEVELS OF CONSUMER PARTICIPATION

Level of Power	Level Type	Description	Activities
High	Control	All decisions are made by consumers and consumers have control of resources.	<ul style="list-style-type: none"> • Consumer run organisations • Self help groups
Medium	Partnership	Consumers and providers are joint decision makers.	Peer workers, educators, trainers <ul style="list-style-type: none"> • Staff selection panels • Steering committees
Low	Consultation	Consumers are presented with a plan or directive designed by the service provider and invited to give feedback. Control is firmly with service providers.	<ul style="list-style-type: none"> • Suggestion boxes • Surveys • Focus groups • Service user groups
	Information	This is not consumer participation but it increases power, enables service users to make decisions about their own treatment and supports consumer participation.	<ul style="list-style-type: none"> • Information to service users about services and treatment options • Charter of Rights • Complaints systems • Consumer participation Policies

BOARD OF MANAGEMENT MEMBERSHIP



Boardrooms

- **High level consumer participation**
- **Contribute to governance of organisation**
- **Usually a requirement of organisation's constitution**
- **Experts by experience**
- **Bring specific skills and expertise**

QUALITY ASSURANCE



- Opportunity to evaluate effectiveness of programs
- Engenders feeling of personal value and worth
- Views relevant and worthwhile
- Organisation has 'outside' perspective
- Leads to greater consumer participation
- Must be trained
- Independent feedback required

STRATEGIC PLANNING



- **Involvement needs be planned**
- **Participants must be given preparation**
- **Personal attendance is ideal**
- **Can include surveys, focus groups, other feedback**

EDUCATION AND TRAINING

Consumers provide input into training

Less stigmatised attitude towards consumers

Encourages practitioners to consider consumers before potential adverse action

Gives consumer perspective - key messages

Formal process for recruitment

Require training and support

Must be remunerated

POLICY DEVELOPMENT

- **Great capacity to improve services**
- **Need training and support**
- **Avoid token participation**
- **Involve consumers early**
- **Have clearly defined role**
- **Use surveys, focus groups, interviews**
- **Provide feedback**



The Consumer Participation Action Plan

CONSUMER PARTICIPATION PLANNING PROCESS

Audit

- Identify all current and past consumer participation activities including those that support participation
- Decide what is working and what isn't

Improve

- Educate staff and recruit interested staff and service users
- Improve, existing activities especially ones that support participation (complaints systems, consumer rights)

Build

- Implement new consumer participation activities
- Evaluate new activities
- Incorporate new activities into organisational documents

Recruit

- Recruit and train service users

STEP 1: AUDIT PAST & CURRENT ACTIVITIES



Identify past and current consumer participation activities including activities that support participation


Decide what is working and what isn't




STEP 2: IMPROVE CURRENT ACTIVITIES

- **Think about what works**
- **Think about what doesn't work**
- **Get others involved:**
 - **Who else is interested in your workplace? Is the management team on board?**
 - **How can you get consumers involved in your improvements?**

STEP 3: BUILD NEW ACTIVITIES

- 
- What activities complement present practice?
 - Think about organisational readiness – eg training, address barriers

- 
- Think about structure and size of organisation and who uses your organisation – types of participation achievable, available resources

- 
- Recruit/train service users

STEP 4: EVALUATE NEW ACTIVITIES

what to measure



tools

feedback



action

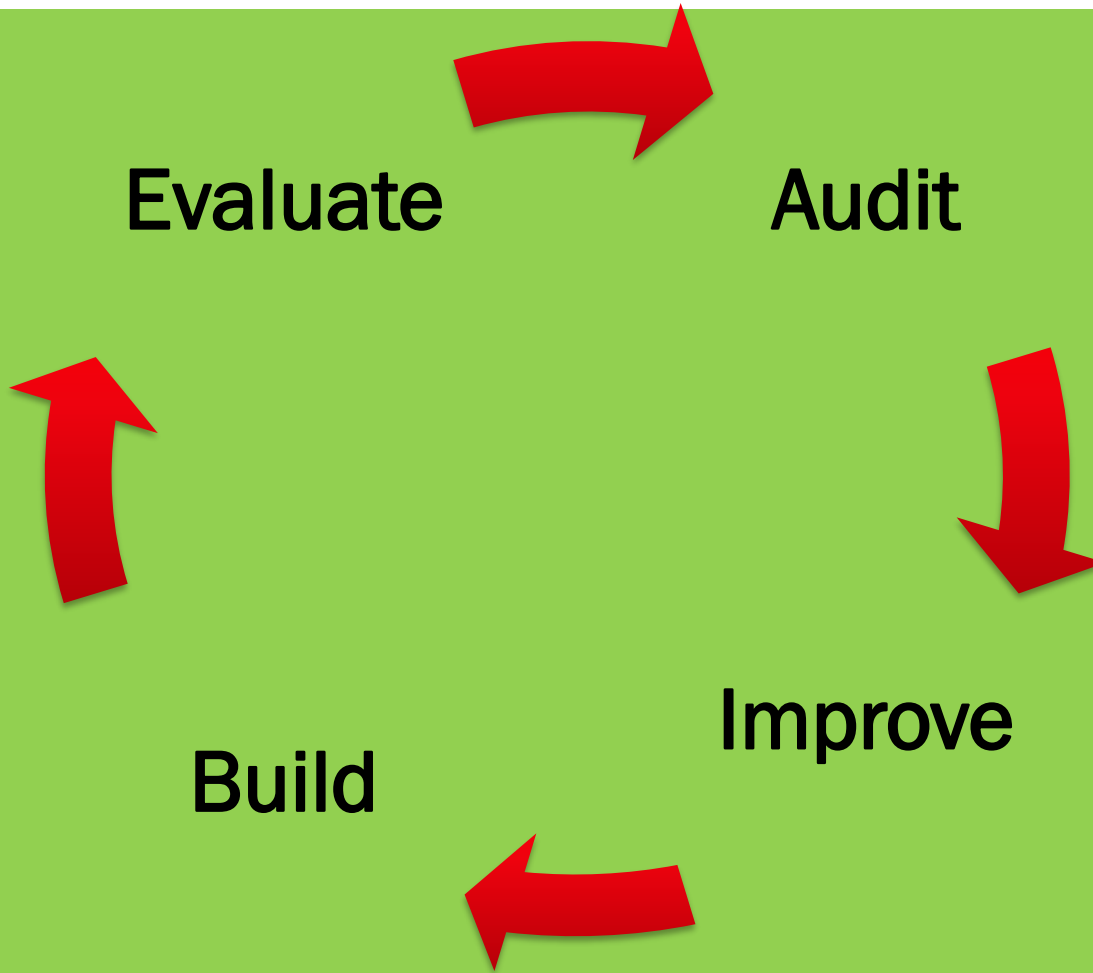
CYCLE OF CONTINUOUS IMPROVEMENT FOR CONSUMER PARTICIPATION

Evaluate

Audit

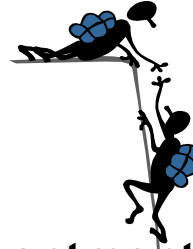
Build

Improve



BENEFITS FOR OUR SERVICE

- creates greater cooperation

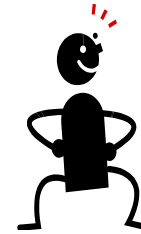


- consumers less likely to express resentment and suspicion



- untapped resource for feedback and solutions

- trust built between service users and staff



- greater staff job satisfaction as services improve

BENEFITS FOR OUR CONSUMERS

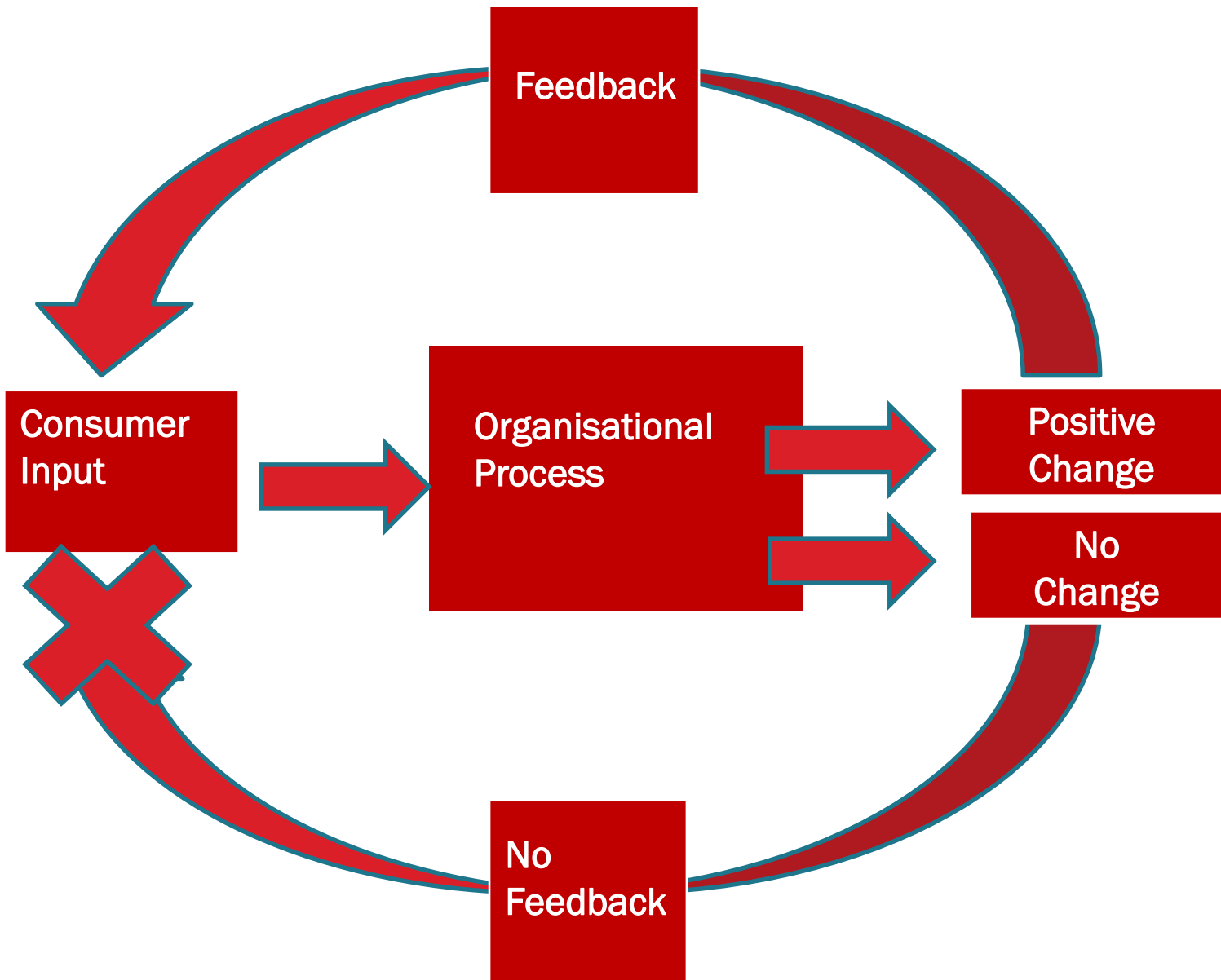
Improves effectiveness of the service system

Assists recovery through empowerment and psychological wellbeing

Increases skills and confidence

Improves capacity in the wider community

MEANINGFUL PARTICIPATION = POSITIVE CHANGE



KEYS TO SUCCESS



- * Organisational readiness
- * Getting others involved
- * Involving consumers early
- * Making consumers aware of opportunities
- * Writing a consumer participation policy

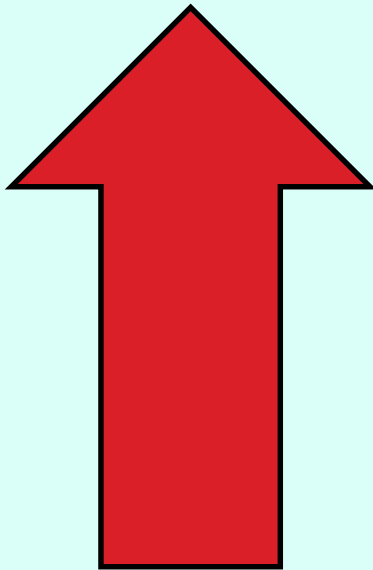
KEYS TO SUCCESS



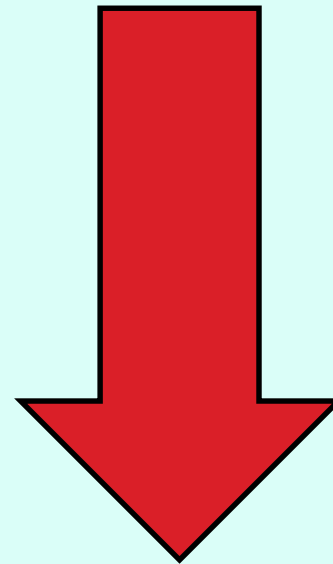
- * **Start small**
- * **Ensure activities are sustainable**
- * **Develop a pool of consumer participants**
- * **Train and support consumer participants**
- * **Become a member of APSU**

AND FINALLY

Consumer participation is built from the bottom up



but it must be supported from the top down.





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End of Presentation

Thank You

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