



CONSUMER PARTICIPATION COURSE Workbook

Participant Name _____

How to Get the Most from this Training

Welcome to the course. Here are a few things you can choose to do that will make this training more valuable for you.

- **Be On Time:** Being on time from breaks will put you in the right frame of mind. It also demonstrates your commitment to your own learning.
- **Stay Alert:** If you feel you are drifting off or getting distracted, get more involved, ask questions, or offer a comment. Any moment you are not engaged you are losing valuable opportunities to participate and learn
- **Keep yourself hydrated:** To fully absorb and integrate the content will require lots of brain activity. By keeping yourself hydrated you are increasing the capacity of your brain to stay engaged and retain content.
- **Talk to everyone:** Learning is a shared experience and everyone has something to offer. So talk to everyone in the room, listen to their ideas and perspective on the content and don't be afraid to share.
- **Participate:** To realise the full benefits of these trainings, your participation is required. You play a major role in determining the success of the program not only for yourself but for others in the room.
- **Notice your thoughts:** Give yourself permission to question your beliefs and thoughts about your current situation. Many participants find it a challenge to put aside their current state of mind and open themselves up to learning. Challenge yourself!!!
- **Ask Questions:** It is highly likely that others in the room will be thinking of the same questions as you, so ask. Asking questions is a vital part of the learning process, and can dramatically increase the participants' ability to retain information.
- **Keep only what is useful:** With any training it is impossible to retain everything that is covered. There are many reasons for this but generally participants will find that a particular piece of content resonates more than another, so let it. It is better to walk away with the pieces that are useful than to try to absorb everything.

What is Consumer Participation?

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Who is a Consumer?

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Why is Consumer Participation so Important?

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What are the Benefits of Consumer Participation?

To Organisations

To Consumers

What are the Barriers to Consumer Participation?

For Organisations

For Consumers

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Family Barriers Checklist

| Barriers | Current Organisational Response | How can it be Improved? |
|--------------------------|---------------------------------|-------------------------|
| Family Unwanted | | |
| Waiting Times | | |
| Lack of Information | | |
| Organisational Culture | | |
| Staff Training | | |
| Confidentiality | | |
| Organisational resources | | |
| Capacity of family | | |

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| Stigma | | |
| Prohibition | | |
| Organisational Language | | |

What is the Definition of Dual Diagnosis?

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What are the Barriers to Participation for People with Dual Diagnosis?

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What are the barriers for People of Indigenous Background?

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How can we improve participation of People of Indigenous Background?

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What are the Barriers to Participation for People of CALD Background?

How can we improve participation for people of CALD background?

What are the Barriers to Participation for People who are GLBTI?

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How can we improve participation for people who are GLBTI?

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What are the Barriers to Participation for People with a Disability?

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How can we improve participation for people with a Disability?

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What are the Levels of Consumer Participation? List activities that fit in each level.

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What are the Domains of Consumer Participation?

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Describe the four main steps in the Consumer Participation planning process

Past Consumer Participation Activity Audit

Activity:

Did it work? If not why not?

Barriers encountered

Any damage done to relationships? With Staff? With clients?

How can damage be redressed?

What was learned from the experience? For future activities?

Explain how you would audit and improve three different consumer participation activities in your organisation.

| Activity | Audit | Improve |
|-----------------|--------------|----------------|
| 1. | | |
| 2. | | |
| 3. | | |

What consumer participation activities could be built into an organisation?

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What are the key factors to ensure the success of consumer participation activities?

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Select three new consumer participation activities that your organisation could implement, and outline the planning process involved.

Describe Activity 1

Benefits – to client/organisation

Barriers – to client/organisation

Implementation – how/by whom?

Training & Resources

Timeframes

Describe Activity 2

Benefits – to clients/organisation

Barriers – to clients/organisation

Implementation – how/by whom?

Training & Resources

Timeframes

Describe Activity 3

Benefits – to clients/organisation

Barriers – to clients/organisation

Implementation – how/by whom?

Training & Resources

Timeframes

What are the important considerations when recruiting and training service users for consumer participation?

Recruitment

Training

Why is it important to evaluate new consumer participation activities?

Describe the steps in the evaluation process

Consumer Participation Action Plan

| Date | Activity | Audit | Improve | Build | Recruit/Train | Evaluate |
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