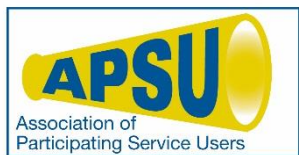


# Consumer Participation Project Overview


**Heather Pickard**

Chief Executive Officer  
Self Help Addiction Resource Centre (SHARC)

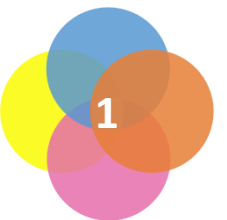


APSU is a service of sharc





In July 2012, the Association of Participating Service Users (APSU) at the Self Help Addiction Resource Centre (SHARC) partnered with TaskForce Community Agency to develop consumer participation training courses for Alcohol and Other Drugs (AOD) service providers throughout Victoria.



The course material was adapted from APSU's manual 'Straight from the Source' *A guide to consumer participation in Victoria's alcohol and other drugs services*


# STRAIGHT FROM THE SOURCE

A practical guide to consumer participation in the Victorian alcohol and other drug sector




The Association of Participating Service Users  
a service area of the Self Help Addiction Resource Centre





From September 2013 to July 2014 the two-day consumer participation training course was delivered to the eight AOD regions throughout Victoria covering both regional and metropolitan areas.





In regional Victoria the training course was delivered to:

REGION	NO. OF GRADUATES
Grampians	7
Barwon South West	7
Gippsland	11
Loddon Mallee	11
Hume	4





In metropolitan Victoria the training course was delivered to:

**REGION**

**NO. OF GRADUATES**

Southern

13

North West

34

Eastern

5



A new training module in Family Participation was developed in the first half of 2015 and was added to all future training courses. The content was based on the new APSU manual 'Broadening the Source' *fostering family participation in the Victorian alcohol and other drugs sector*


# BROADENING THE SOURCE

Fostering family participation  
in the Victorian alcohol and other drug sector




The Association of Participating Service Users  
a service area of the Self Help Addiction Resource Centre






In April 2015 an additional two training courses were held in metropolitan Melbourne and 16 graduates completed the two-day training. This brought the total number of training graduates to 108 AOD clinicians.






A survey was then developed and emailed to graduates in June and December 2014, and July 2015. Of the 108 graduates the survey was sent to, 54 responded. The responses were extremely insightful, and combined with training evaluations, led to the development of a new, specific one-day management training course and an introductory Board presentation.





From December 2015 to March 2017, the one-day management and team leader training course was delivered to 46 AOD leaders in 6 separate sessions.

From December 2015 to July 2016, the introductory Board presentation was delivered to 46 Committee Members in 5 separate sessions.



With further two-day training courses delivered in 2016 and 2017, through popular demand, the total number of training graduates for this course now stands at 138.

A comprehensive suite of consumer participation training resources are available for use on SHARC's website at **[www.sharc.org.au/consumer-participation](http://www.sharc.org.au/consumer-participation)**

# Acknowledgement

This five year capacity building project in consumer participation for AOD services in Victoria was made possible by funding from the *Commonwealth Department of Health, Substance Misuse Service Delivery Grants Fund (SMSDGF)*.