



# Consumer Participation in AOD Services Training Course

## MANAGER'S 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, 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.

# Consumer Participation Audit

Organisation	
Date of audit	
Conducted by	1.
	2.
	3.
Date of next review	

Consumer participation is the process of involving health consumers in decision making about health service planning, policy development, priority setting and quality in the delivery of health services. In the alcohol and other drug sector, this consists of including consumers in the decision making processes around:

- their own treatment
- service planning, development, delivery and evaluation
- AOD policy
- AOD research
- education and training of AOD professionals.

AOD consumer participation is now embedded in sector policy, with AOD policy committed to providing a 'client centred' or 'client focused' service system, so it is important that we do it, and do it well.

For more detailed information and resources on consumer participation, please see *Straight from the Source: A practical guide to consumer participation in the Victorian alcohol and other drug sector* at [www.sharc.org.au](http://www.sharc.org.au)

This audit tool has been prepared based on content from *Straight from the Source* and from the Consumer Participation Workplace Audit designed by NADA.

## Why conduct a consumer participation audit?

It is important to get a clear idea of how well your organisation is performing against consumer participation principles and guidelines. By looking at key aspects and asking relevant questions, you can gather the information necessary to enable you to improve or introduce new consumer participation strategies, policies and practices.

## Who should conduct the audit?

Preferably by people within the organisation who have the knowledge, overview and authorisation to access the information required. Ideally a team approach should be taken with the inclusion of consumers. Information should not be assumed but collected via interviews, group discussions, surveys and documentation.

## Levels of Participation (from Straight from the Source)

Level of Power	Level	Description	Activities
High	Control	All decisions are made by consumers and consumers have control of resources.	<ul style="list-style-type: none"><li>• Consumer run organisations</li><li>• Self-help groups</li></ul>
Medium	Partnerships	Consumers and providers are joint decision makers.	<ul style="list-style-type: none"><li>• Peer workers, educators, trainers</li><li>• Staff selection panels</li><li>• Steering committees</li></ul>
Low	Consultation	Consumers are presented with a plan or directive designed by the service provider and invited to give feedback. Control lies firmly with service providers.	<ul style="list-style-type: none"><li>• Suggestion boxes</li><li>• Surveys</li><li>• Focus groups</li><li>• Service user groups</li></ul>
	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"><li>• Charter of Rights</li><li>• Complaints systems</li><li>• Consumer participation policies</li></ul>

**Note:** Some responses can be Yes or No. Others will require more descriptive content.

<b>1.Organisational Readiness</b>	<b>YES</b>	<b>NO</b>
Does the organisational philosophy support consumer participation?		
Is this stipulated in the vision/mission statement or values?		
Is there a current consumer participation policy?		
Is it comprehensive? Is it well known?		
Are consumer’s rights and responsibilities clearly expressed?		
Comment/additional detail:		
<b>2. Organisational Practice</b>	<b>YES</b>	<b>NO</b>
What level(s) of participation does the organisation currently offer? Describe		
Are staff supportive and well informed re consumer involvement?		
Do staff receive training and skills development to support consumer participation?		
Comment/additional detail:		

<b>3. Resourcing of Consumers</b>	<b>YES</b>	<b>NO</b>
Are resources easily available promoting consumer participation? E.g. Information , posters, invitation to engage		
What supports are available for service users involved in participation? E.g. Training, mentoring, expenses, remuneration, transport etc.		
Comment/additional detail:		
<b>4. Breadth of Consumer Participation</b>	<b>YES</b>	<b>NO</b>
Are there strategies in place to ensure inclusion of all consumers? E.g. CALD, Indigenous, young people		
Are family members encouraged to participate?		
Comment/additional detail:		

## Summary of audit and suggested action arising

Key points arising from the audit

## Prioritise three areas for strengthening the consumer participation practices of your organisation

1.

2.

3.

## Signed by Audit Team

Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: / /

Name \_\_\_\_\_ Signed: \_\_\_\_\_ Date: / /

Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: / /

**Select one new consumer participation activity that your organisation could implement, and outline the planning process involved**

Describe Activity	<b>EXAMPLE</b>
<p><b>Quality Assurance – a service user to participation in the formal evaluation and reporting on the services programs</b></p>	
<p><b>Benefits – to client/organisation</b></p>	
<p><b>To client –</b></p>	
<ul style="list-style-type: none"> <li>- <b>feels valued and participates better</b></li> <li>- <b>improves confidence and skills for other areas of life</b></li> <li>- <b>training</b></li> </ul>	
<p><b>To organisation</b></p>	
<ul style="list-style-type: none"> <li>- <b>has ‘outside’ perspective</b></li> <li>- <b>leads to more consumer participation</b></li> </ul>	
<p><b>Barriers – to client/organisation</b></p>	
<p><b>To client</b></p>	
<ul style="list-style-type: none"> <li>- <b>insufficient or no training – may be turned off CP if it’s not done properly</b></li> </ul>	
<p><b>to organisation</b></p>	
<ul style="list-style-type: none"> <li>- <b>time and staff constraints</b></li> <li>-</li> </ul>	
<p><b>Implementation – how/by whom?</b></p>	
<p><b>Under direction of Manager – Quality Improvement, set up a formal process for recruitment and training of service user for the role. Then schedule regular meetings over a period of 6 months with the QA team including service user input.</b></p>	
<p><b>Training &amp; Resources</b></p>	
<p><b>Training for service user in QA process requirements</b>  <b>Staff member to deliver/organise training</b></p>	
<p><b>Timeframes</b></p>	
<p><b>1- 3 months – training</b>  <b>3 – 9 months - QA meetings</b></p>	



**Describe Activity**

**Benefits – to clients/organisation**

**Barriers – to clients/organisation**

**Implementation – how/by whom?**

**Training & Resources**

**Timeframes**