



APSU is a service of sharc

Consumer Participation Action Plan

Consumer participation is broadly defined as the process of involving consumers in decision making about service planning, policy development, setting priorities and quality issues in the delivery of services which aim to service them.

Strengthening consumer participation (Audit, Improve, Build)					
No.	Goal (What do we want to achieve?)	Activities (What will make it happen?)	Level of Participation	By Whom/Responsibility	Timeline & Review
1	Consumers are informed on services available, and their Rights and Responsibilities.	<ul style="list-style-type: none"> • Ensure all Consumers are provided the Rights and Responsibilities brochure and have an understanding through discussion • Provide and discuss the Victorian AOD Client Charter. • Make available other service pamphlets, flyers and posters not just services/treatment options • Discuss with all consumers the complaints/ feedback processes. • Support service users through the provision of information regarding confidentiality and privacy and the organisation's procedures in responding to grievances and requests for information. 	Information	<p>ALL</p> <p>APSU</p>	

2	Review, develop and promote ways Consumers can provide feedback.	<ul style="list-style-type: none"> • Develop processes for feedback to be received and any outcomes discussed as a group. i.e. Consumer feedback/complaints/compliments as a standing agenda item at Team meetings • Suggestion/Feedback Boxes with follow up mechanisms for consumers to learn of the outcomes. i.e. a notice board above the feedback box where the outcomes are posted. • Consumer satisfaction surveys. • Development of an internet web based feedback portal for consumers. • Consumers are involved in the decision making and care planning process for their care and staff listen and act on these decisions. 	Consultation	ALL	
3	Develop mechanisms for Consumer input into the evaluation, planning and development of services and programs.	<ul style="list-style-type: none"> • Surveys • Feedback at end of sessions • Develop a Consumer Participation Policy for APSU. • Policy and guidelines communicated and made available to all staff. • Consumer on interview/selection panels when recruiting. 	Consultation	ALL	
4	Participation in all relevant quality improvement activities and quality processes	<ul style="list-style-type: none"> • Develop consumer group or recruit consumer representatives for quality improvement committees, working groups and accreditation committees. 	Partnership		

5	Financial and physical resources are identified, budgeted for and made available to support consumer participation	<ul style="list-style-type: none"> • Physical resources (meeting rooms, telephones etc.) are available to support consumer participation activities: • Consumers, attending approved consumer participation-related activities are provided with financial support. • Investigate paid peer facilitators for group activities. 	Partnership		
6	Participation in the review of feedback and complaints mechanisms and consumers involved in reviewing themes that arise in complaints.	<ul style="list-style-type: none"> • Develop formal processes to respond to feedback Complaints and consumers are involved in the review of themes and trends in feedback and complaints. (Annually) • Involve Consumers in the review of feedback systems and mechanisms as part of the evaluation process. 	Partnership		