

## Encouraging Innovation in Consumer Participation Practice

Wednesday, May 11, 2016

Follow the live Twitter discussion via the **#iAOD16** hashtag. Post questions for the Q&A panel throughout the morning via Twitter (using **#iAOD16**), SMS **0435 875 818** or email **contact@regen.org.au**.

9-9:30am	<b>Registration</b>
9:30-9:50	<b><u>Acknowledgement of Country</u> – Ron Briggs, Senior Aboriginal Consultant (ReGen)</b> <b><u>Welcome and Opening</u> – Laurence Alvis, CEO UnitingCare ReGen (ReGen); Bella Anderson, acting CEO (SHARC)</b> <b><u>Master of Ceremonies</u> – Tory, Consumer Consultant (ReGen)</b>
9.50-10:20	<b><u>Keynote Presentation – Consumer Participation in Drug Treatment Services: Overview of Australian Research</u></b> <b>Prof Carla Treloar – Deputy Director, Centre for Social Research in Health (UNSW)</b> <p>This presentation will provide an overview of recent research into consumer participation in drug treatment services. This research has mapped what consumer participation activities occur and what workers perceive as barriers and incentives to consumer participation. Further projects have evaluated attempts to implement consumer participation programs. Along with literature about trust and relationships between clients and drug treatment services, this presentation will provide some practical ways in which services can consider expanding their consumer participation activities.</p>
10:20-10:40	<b><u>How APSU engages with consumers at a state-wide level</u></b> <b>Jeff Gavin – Manager (APSU)</b> <b>Marg Quon – Family Member (APSU)</b> <p>Discussion of the 'Your Feedback Matters' initiative, APSU's Speaker Bureau and Peer Helper Training to enable greater Consumer Participation in the Victorian AOD sector. The presentation will also include the launch of the new 'Broadening the Source' guide for service providers on Fostering Family Participation in the Victorian Alcohol and Other Drug Sector.</p>
10:40-11:00	<b>Morning Tea</b>
11:00-11:20	<b><u>Reflecting on the history of Consumer Participation at ReGen</u></b> <b>Jo – ReGen Consumer Consultant</b> <b>Regina Brindle – Consumer Participation Facilitator (ReGen)</b> <p>Consumer Participation is not a new phenomenon, but has been practiced (to varying degrees of success) within the AOD sector for many years. Jo and Regina reflect on the successes (and failures) of Consumer Participation initiatives at ReGen over the past 20 years, current practice across the agency and options for future improvement.</p>
11:20-11:40	<b><u>Innovation in Consumer Participation Practice at Neami</u></b> <b>Julie Anderson – Consumer Participation Manager (Neami National)</b> <p>An outline of the journey Neami has undertaken in strengthen consumer participation in the spheres of influence consumers identify that supports citizenship, the need for structural changes and the use of a co-production approach to transform organisational thinking.</p>
11:40-12:00	<b><u>Making my voice count: activating innovations in public health leadership</u></b> <b>Brent Allan – CEO (living positive victoria)</b> <p>How to promote consumer-led innovation and entrepreneurship in public health; the importance of partnerships in health promotion and a range of strategies for building consumers' resilience.</p>

12.00-12.55	<p><b>Q&amp;A Panel Discussion: Innovation in Consumer Practice – Opportunities and Challenges</b></p> <p>A multi-platform Q&amp;A on future innovation in Consumer Participation practice by AOD and other service providers (Twitter #iAOD16, SMS 0435 875 818, email <a href="mailto:contact@regen.org.au">contact@regen.org.au</a> or in person from the audience)</p> <p><b>Panelists:</b>  <b>Carla Treloar – Deputy Director, Centre for Social Research in Health (UNSW)</b>  <b>Richard – Consumer Consultant (ReGen)</b>  <b>Con – Consumer Consultant (ReGen)</b>  <b>Bella Anderson – Acting CEO (SHARC)</b>  <b>Marg Quon – Family Member (APSU)</b>  <b>Julie Anderson – Manager Consumer Participation Strategy (Neami National)</b>  <b>Brent Allan – CEO (living positive victoria)</b></p> <p>Facilitated by <b>Trevor King – Director of Programs (ReGen)</b></p>
12:55	<p><b>Closing remarks</b> – Laurence Alvis</p>
1:00pm	<p>Close</p>

## #iAOD16 Speaker Biographies

### Bella Anderson – Manager, Peer Programs and Project (SHARC)

Bella Anderson has been working in the alcohol and other drug, and mental health fields as clinician, educator and manager for many years. Her passions are teaching, supervision and inspiring clients to engage with their creativity. She is invested in resourcing peer workers to achieve their dreams and professional ambitions.

### Brent Allan, Chief Executive Officer – living positive victoria

Brent has been working in the community response to HIV for over 25 years both in Australia and internationally. He has qualifications in health education, business, community services management as well as public and social health experience at all levels of government including Local, State, Federal and internationally with the UNDP. He is a passionate advocate for community and consumer representation in health service policy, programming and evaluation and currently occupies an advisory role for both the national and state governments in Australia on blood borne viruses, sexually transmissible infections as well as lesbian, gay, bisexual, transgender and intersex health and wellbeing and as a civil society representative to the International AIDS Society's Industry Liaison Forum.

### Carla Treloar – Deputy Director, Centre for Social Research in Health (UNSW)

Carla is head of the Centre's hepatitis research team. Her research interests are in the fields of hepatitis C and injecting drug use. She is a primarily qualitative researcher and is grounded in the disciplines of health and social psychology and public health. However, Carla constantly seeks to work across methods and disciplines. In particular, she sees it essential to work towards blending the insights that an individual-based discipline like health psychology can provide when issues such as hepatitis C and illicit drug use are considered in social, legal and political contexts.

### Con – Consumer Consultant (ReGen)

Presently Con is one of the Peer Leads that is facilitating ReGen Peer Support Group. He has been undertaking Consumer Participation at ReGen for over two years now. His presentation at the VAADA CALD forum on his experience of being a Greek Macedonian man using alcohol and other drug services was very well received. As part of the evaluation of the pilot of the Torque Program, a day program for people with alcohol and other drug issues that have contact with the criminal justice system, he assisted and advocated for participants as they completed intricate surveys. He has presented to the Torque and Catalyst participants on his experience of using the Catalyst program. He is currently completing his Advanced Diploma in Community Services.

### Jeff Gavin – Manager (APSU at SHARC)

Jeff was appointed as the Manager of the Association of Participating Service Users (APSU) in February 2012 and has over 14 years' experience in community based alcohol and other drug treatment. Jeff has a Post Graduate Diploma in Community Sector Management, Diploma in Alcohol and Other Drugs, and a Certificate IV in Business Administration. Jeff's interest and passion for genuine and meaningful participation is derived from a combination of a lived experience as a youth, working in the alcohol and drug sector, and having lost family members to substance misuse.

**Jo – Consumer Consultant (ReGen)**

Jo has been undertaking Consumer Participation activities at ReGen since the later part of 2013. These activities include participating in the Harm Reduction Care Working Group, recruitment of Consumer Consultants, taking part in the Consumer Consultant Meeting Group, MC-ing the agency's 2016 International Women's Day event. Outside of ReGen, Jo has served over two years on the Southern Region Consumer and Carer council and since the closure of this council is collaboratively putting together a publication that narrates the story of this council. Lastly, she is leading peer support groups throughout Melbourne.

**Julie Anderson – Manager Consumer Participation Strategy (Neami National)**

Julie is Manager of Consumer Participation Strategy at Neami National. Her role is to support the organisation to implement co-production as a process to strengthen consumer participation across the organisation. In 2015 Julie completed the National Mental Health Commissions Future Leaders in Mental Health program and is a member of MHA National Register of consumer advocates. Julie has provided advice to Federal and State governments from a lived experience perspective. Julie has completed the Australian Company Directors course and currently sits on the Board of directors for Forensicare in Victoria.

**Marg Quon (APSU at SHARC)**

Marg joined Family Drug Help as an expert by experience/family member in 2003. In that time she has participated as an active member of the FDH/SHARC community, is the chairperson of the Family Drug Help Advisory Committee and has contributed to the development of a range of services and resources specifically for families. Marg is a facilitator of the Breakthrough program with SHARC/Turning Point and co-facilitates ReGen's Drug Drive and Methamphetamine Family First Aid programs. She has extensive teaching experience in education, supporting students at risk in alternative settings, youth detention and settings for young people in need of care and protection. Marg currently teaches in the TAFE system in the Community Services Sector/AOD/MH.

**Regina Brindle – Consumer Participation Facilitator (ReGen)**

Regina has been designing and implementing Consumer Participation (CP) projects since the beginnings of 2006. She is the co-author of 'Straight from the Source, a Practical Guide for Consumer Participation in the Victorian AOD Sector' and former Manager of the Association of Participating Service Users (APSU) at SHARC. She has been ReGen's Consumer Participation Facilitator since May 2013.

**Richard – Consumer Consultant (ReGen)**

Richard has been undertaking Consumer Participation activities at ReGen since the later part of 2013. These activities include taking part in the Consumer Consultant Meeting Group and the Smoking Care Harm Reduction Working Group, delivered a presentation pertaining to the work of the Harm Reduction Smoking Care Group at the ReGen All of Staff Meeting. As part of ReGen Consumer Participating training, he has delivered sessions on Self Care and Consumer Participation. Outside of ReGen, Richard has participate in the Southern Region Consumer and Carer Council and the Eastern Region Consumer Carer Council. Like Jo, he is presently working on a publication that tells the story of the Southern Region Consumer and Carer Council.

**MC and Panel Facilitation****Tory – Consumer Consultant (ReGen)**

Tory has been undertaking Consumer Participation Activities at ReGen since mid-2015. After completing Consumer Participation Training she went on to administer the North and West Metro AOD services Client Satisfaction Survey at ReGen's Coburg site, where she was able to assist many people with their queries relating to service use, as well as collecting survey data. Tory was also the first person who has used ReGen service to present at the ReGen's new South East Catalyst program in Narre Warren. Tory has shared her experience of using the Catalyst program in local media coverage and presented her insights into challenges facing women in AOD treatment services at ReGen's International Women's Day event. She is currently completing a report on her findings from a survey of consumers' experience of welcome conducted at ReGen's Coburg site over the past two months.

**Trevor King – Director Programs (ReGen)**

Trevor King has worked in the drug and alcohol field for over thirty years. During this time he has held senior clinical, education, policy, service management and other positions in both the government and non-government sectors. Roles include Deputy Director at Turning Point Alcohol and Drug Centre, Deputy Director of the Drug Policy Modelling Program (University of New South Wales) and at Burnet Institute's Centre for Research Excellence into Injecting Drug Use.