

Encouraging Innovation in Consumer Participation Practice (11/05/16)

Participant Feedback

Respondents (n = 23)

Consumers: 30% Workers: 70%

Service types represented:

- AOD
- Mental Health
- Community Health
- Aboriginal Health
- Palliative Care
- CALD Services
- Community Services
- Homelessness

Participant Comments

Were the presentations and discussion relevant to you?

Consumers

- Yes. They made me more determined to improve my knowledge and desire to help in the AOD sector.
- Yes, as I wish to become a consumer participant.
- Yes, especially Neami by Julie, prompting me to train in Launch Pad as well as with ReGen in coming months. Mental health and AOD go hand in hand and I have life experience and skills to share as a consumer consultant.
- Very relevant.
- Yes, absolutely. Great to see so much being done in the AOD sector.

Workers

- Yes. I gathered information from each speaker.
- I am currently engaged in setting up a parent advisory group. This seminar has given me some guidelines and a framework for establishing this.
- As I am a co-trainer of Consumer Participation training for AOD staff, everything was relevant, especially the examples of innovative CP practice that I will be able to pass on to course participants.
- Yes, particularly the evaluations by AIVL and NUAA – demonstrating the change, what worked and what didn't.
- Yes, they were excellent – lots of food for thought and resources.

- Yes. Mental Health and HIV are major problems in Aboriginal Community. What services are doing around Community is important.

What questions has the seminar raised for you?

Consumers

- The need to promote the role that Consumer Participation has in the AOD and other sectors. More lobbying.
- Training, training, training. Leads were given by all speakers, now I will follow up.
- 1. Effectiveness of Consumer Participation i.e. not just having participation of consumers as an afterthought, but using CPs at all levels AND evaluating their effectiveness. 2. Dichotomy of staff/consumer attitudes (as per graphs shown by Prof. Treloar)
- How do you get staff and broader organisation on board with consumer participation?

Workers

- That this training is for workers who have authority to create change.
- How do we harness and maintain consumer participation in this area? Things seem to fizzle out somewhat.
- How can we get the message out to the wider community and all levels of government that 'recovery is possible and apparent in many individuals'?
- What has CP not become a key focus for AOD policy inclusion by govt?
- How smaller organisations might implement the higher level participation.
- Need resources to apply strategies! Where do I find these: \$\$'s etc?
- Networking and connection.

What else would you have liked to see included in the seminar? Do you have any other comments or suggestions for future topics?

Consumers

- Maybe someone from responsible Federal and/or State funding departments, so they can see for themselves the importance and necessity of Consumer Participation in the AOD sector.
- Dual Diagnosis – mental health and trauma.
- Wish to convey how great the seminar was – educational, inspirational and enlightening! I look forward to attending in 2017.

Workers

- More actual consumer participation and less jargon. Make it an ACRONYM-free zone!
- Really interesting morning. Will be thinking about how to implement higher participation in my team as well as the orgs we work with.
- An Aboriginal component. It would help services connect and a better understanding.