

# The Specialist Homelessness Sector Transition Plan (2018-2022)

## Develop a consumer participation strategy

The Specialist Homelessness Sector Transition Plan (2018-2022) outlines 15 goals.

Action tables have been developed to provide more specific detail on what each goal means, why it is important, future vision, relevant literature, good practice examples and helpful resources.

The action tables are designed to be a useful reference and a good starting point for organisations or individuals wanting to action any of the 15 goals in the SHS Transition Plan.

All 15 action tables can be found at: [chp.org.au/shs-transitionplan18/](http://chp.org.au/shs-transitionplan18/).

5. Develop a consumer participation strategy	
<b>What we mean</b>	Identifying and documenting good practice consumer participation strategies. Supporting organisations to include consumers in key decision making at all organisational levels, including providing tools and resources.
<b>Why is this important</b>	<ul style="list-style-type: none"> <li>• When consumers participate at all levels from decision making and service and system development, through to case planning and direct service delivery better outcomes are achieved for people experiencing homelessness</li> <li>• Services designed and delivered with an understanding of the views and needs of those who use them are more likely to be accessible and effective</li> </ul>
<b>Future Vision</b>	<ul style="list-style-type: none"> <li>• Strong participation in SHS system design, organisational management and service delivery by people who have a lived experience of homelessness</li> <li>• Protocols and guides to help organisations embed consumer participation at all levels of their organisations</li> </ul>
<b>Literature</b>	<p>Research in the area of consumer participation in health and community service settings is still emerging. The literature is also modest in terms of the number of studies and the range of methodologies utilised. Systematic reviews and randomised trials are yet to be undertaken<sup>1</sup>.</p> <p>Most literature in this area is focused on acute, primary health and services and mental health services. However, the studies reported do not preclude findings to being extrapolated to broader health and human services settings.</p>

<sup>1</sup> The Consumer Focus Collaboration. (2001). The Evidence Supporting Consumer Participation in Health.

	<p>High level research findings include:</p> <ul style="list-style-type: none"> <li>• Active involvement by consumers at all levels of the development, implementation and evaluation of health strategies and programs is integral to their success<sup>2,3</sup></li> <li>• Active consumer participation leads to more accessible and effective health services<sup>4</sup>.</li> <li>• Effective consumer participation in quality improvement and service development activities in health services is achieved through the adoption of a range of methods<sup>5</sup></li> <li>• Effective consumer participation uses methods that facilitate participation by those traditionally marginalised by mainstream health services<sup>6</sup></li> <li>• Consumer participation can improve satisfaction with services<sup>7</sup>.</li> </ul> <p>More specifically in relation homelessness and consumer outcomes: An Australian Institute of Health Policy Studies (2008) literature review found that the focus of consumer participation remains largely on individual care or service delivery levels, and there is only limited evaluation being undertaken to prove broader effectiveness or impact on organisations or systems<sup>8</sup>.</p> <p>In relation to outcomes for individual consumers, one study suggested that benefits for consumers of consumer participation in system design can include<sup>9</sup>:</p> <ul style="list-style-type: none"> <li>• Empowerment</li> <li>• Improved social connections</li> <li>• Changed identity status from consumer to participant and problem solver</li> <li>• New skills (e.g. chairing meetings, information sharing, campaign techniques).</li> </ul>
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<sup>2</sup> Commonwealth Dept. of Health and Aged Care. (2001). Australian Health Care Agreements Annual Performance Report 1998-99 p.80.

<sup>3</sup> Australian National Council on AIDS and Related Diseases. (1999). Proving Partnership, Review of the Third National HIV/AIDS Strategy, Commonwealth of Australia, Canberra.

<sup>4</sup> Bechel, D., Myers, W., & Smith, D., 2000, 'Does Patient-Centred Care Pay Off?', Journal on Quality Improvements, 26:7:400-409.

<sup>5</sup> Alexander, K. & Hicks, N., (1998). Sailing without radar: an excursion in resource allocation, Australian Health Review, vol. 2(2) pp.76-99.

<sup>6</sup> Commonwealth Department of Health and Aged Care. (2000). Feedback, participation and consumer diversity – a literature review, Commonwealth Department of Health and Aged Care, Canberra.

<sup>7</sup> Draper, M., & Hill, S. (1995). The role of patient satisfaction in surveys in a national approach to hospital quality management, Commonwealth Department of Health and Family Services, Canberra.

<sup>8</sup> Gregory, J. (2007). 'Conceptualising consumer engagement Literature Review', Working Paper No. 1, Australian Institute of Health Policy Studies, Melbourne.

<sup>9</sup> Bathgate T., & Romios, P. (2011). 'Consumer participation in health: understanding consumers as social participants. Institute for Social Participation. HomeGround and Rural Housing Network. Consumer Participation Resource Kit, pp.93.

	<p>In another study with people accessing homelessness services, consumer participation impacts were suggested to include<sup>10</sup>:</p> <ul style="list-style-type: none"> <li>• Instrumental impacts (e.g. skills development, networking, access to job opportunities)</li> <li>• Transformative impacts (e.g. new friendships, stronger sense of community, confidence, critical thinking, moral satisfaction from doing good, more positive sense of self-worth, improved quality of life).</li> </ul> <p>An evaluation of the CHP Peer Education and Support Program (PESP) found<sup>11</sup>:</p> <ul style="list-style-type: none"> <li>• The Peer Education and Support Program (PESP) is an effective consumer participation program</li> <li>• The program model under which the PESP operates is a 'leading practice' consumer participation program</li> <li>• There would value in expanding PESP into homelessness peak bodies in other jurisdictions as well as in other organisations providing services to people experiencing homelessness.</li> </ul>
<p><b>Good practice examples</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Launch Housing Consumer Participation and Leadership Strategy</a> (see page 14)</li> <li>• <a href="#">Cared For Enough To Be Involved – A client participation guide</a> developed by the North and West Metropolitan Region LASN Client Feedback Group</li> </ul>
<p><b>Helpful Resources</b></p>	<ul style="list-style-type: none"> <li>• Literature Review for PESP Evaluation (2014) - <a href="#">CHP Peer Education Support Program - Literature Review</a></li> <li>• Consumer Participation Guide (NSW) (2016) - <a href="#">NSW Consumer Participation Guide - Homelessness</a></li> <li>• Evaluation of the Peer Education and Support Program (2014) - <a href="#">Homelessness, learning from those who've lived it</a></li> <li>• <a href="#">Consumer Participation Resource Kit: for housing and homelessness services</a></li> <li>• <a href="#">DHHS Public Participation Framework 2018</a><sup>12</sup></li> <li>• <a href="#">DHHS Stakeholder Engagement Toolkit 2018</a><sup>13</sup></li> </ul>

<sup>10</sup> Bodie E., et al. (2011) Pathways through participation: what creates and sustains active citizenship? Institute for Volunteering Research, UK.

<sup>11</sup> Council to Homeless Persons. (2014). Homelessness, learning from those who've lived it: Evaluation of the Peer Education Support Program (PESP).

<sup>12</sup> [Department of Health and Human Services. \(2018\). Public Participation Framework.](#)

<sup>13</sup> [Department of Health and Human Services. \(2018\). Stakeholder Engagement Toolkit.](#)