

Appendix D: A scan of selected consumer programs and initiatives

(I) Homelessness sector

Program/Initiative	Auspice body and location	Primary focus	Structure and key activities
<i>H1</i> StreetCare program	Public Interest Advocacy Centre (PIAC) - New South Wales, Australia	Consumer participation for advocacy and service improvement	Established in 2009 by the Homeless Persons' Legal Service at PIAC, StreetCare is made of 9 people with recent experience of homelessness. Their aim is to provide direct input into the HPLC's own policy advocacy work as well as to provide policy advice to government agencies and give assistance on how best to consult with homeless people. In 2011 a Newcastle/Hunter region branch of StreetCare was setup to demonstrate its applicability in a non-metro location. The program has developed a range of reports and resources, including a series of short videos in which members speak about their experiences of homelessness and advocate for improved services and outcomes. www.piac.asn.au/projects/StreetCare/introduction
<i>H2</i> Homeless People's Commission	Groundswell - United Kingdom	Citizen's Jury model to advocate for service improvement	Groundswell started in the mid-1990s as a consumer focused campaign project to support homeless people to be at the heart of creating and delivering solutions to homelessness. In 2011 a group of 14 former rough sleepers used an adapted 'Citizen's Jury' model of consumer participation to set up panels and hear evidence from policy makers, service providers and researchers across the country – this became known as the Homeless People's Commission (HPC). From this work they produced a report with 93 recommendations to the Ministerial Working Group on Tackling Homelessness. The report was launched at the UK House of Lords, and Commissioners around the country continue to campaign for the recommendations armed with the skills, experience and knowledge gained from their involvement in the project. Groundswell undertakes a wide range of other consumer participation activities as part of its work. www.groundswell.org.uk/homeless-peoples-commission.html
<i>H3</i> i.e.	Scottish Homelessness Involvement and Empowerment	Training on service user involvement	SHIEN is a national network of over 1200 service providers and individuals launched by the Glasgow Homelessness Network in 2008 to promote service user involvement in responses to homelessness. The program i.e. (standing for Involving Expertise, In the Event, Intelligent Evidence) is a social enterprise specifically aimed at improving the quality,

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	Network - Glasgow, Scotland		<p>quantity, equality and authenticity of service user involvement. It provides training, capacity building and an expert advisory and support service. Two courses they run are 'Mainstreaming Service User Involvement' that assists participants to embed the expertise and experiences of service users in policy and service delivery work, and 'Tools, Tips and Techniques for Involvement' that provides practical tools and techniques for involving service users within an organisation.</p> <p>www.ghn.org.uk/shien/</p>
H4 Faces of Homelessness Speakers Bureau	National Coalition for the Homeless – Washington DC, United States	Public speaking – education and awareness	<p>The National Coalition for the Homeless is a national network of people with lived experience of homelessness, activists and advocates, and service providers. The Speakers Bureau was formed in 1999 to educate the public about homelessness and what can be done about it, through the telling of personal stories and experiences of homelessness. Since it commenced the speakers Bureau has given over 3,300 presentations to a combined total of 180,000 audience members nationally and how has an online register of speakers in many different jurisdictions. The Bureau also provides opportunities for members to advocate for themselves and others through a range of media and other advocacy projects.</p> <p>http://nationalhomeless.org/about-us/projects/faces/</p>
H5 National Consumer Advisory Board (NCAB)	Standing Committee of the National Health Care for the Homeless Council – United States	Consumer participation in governance at a local and national level	<p>The NCAB is made up of homeless and formerly homeless people who have been clients of the national 'Health Care for the Homeless' program and who are involved in the governance of those HCH projects. NCAB's elected Chairperson sits on the National Health Care for the Homeless Council's Board of Directors.</p> <p>In the US all Health Centres must have a majority of consumers on their governing body, however Health Care for the Homeless (HCH) Centres can receive a waiver. In 2005 the NHCH Council released a report on how to engage and recruit service users of homeless services to governance roles. In 2009 the NCAB developed a manual to help guide HCH services on how to establish a Consumer Advisory Board to meet the federal requirements of having meaningful input from clients into their governance. Both reports are available on the NCHC website.</p> <p>www.nhchc.org/resources/consumer/national-consumer-advisory-board/</p>

<i>H6</i> Housing Options Made Easy (HOME)	HOME Inc. – New York, United States	Peer-run housing service	HOME was founded in 1990 as a peer-run organisation that provides supportive housing for individuals and families with a mental illness in both rural and urban communities in Western New York. The service operates on a model of consumer integration, with 51% of the Board of Directors comprised of people in recovery or treatment for mental illness and staffing also prioritised for people with a lived experience of mental illness. The currently operates in six counties of New York. www.housingoptions.org/
<i>H7</i> SANDS	Service user led organisation	Service user involvement for advocacy and service improvement at a national level	SANDS is a Danish organisation of homeless people formed in 2001, primarily for people who are users of homelessness services. It was established along the lines of a trade union, with a representative in all relevant services, alongside regional councils and a national committee. SANDS was born out of a team of social workers in 1995 and grew into a broader social movement and is now recognised by national authorities as a legitimate interest group included in consultation processes around new legislation and programs. SANDS recruits members from within the shelter system in Denmark and the board consists solely of service users. It provides seminars and workshops to members, regular newsletters and events. www.sandudvalg.dk/Service/UK
<i>H8</i> European Network for Homeless People	HOPE	Consumer advocacy at a regional level	HOPE is a non-government Europe-wide network for homeless people or those with a lived experience of homelessness. After first being discussed in 2009 by a range of interested parties, it was founded in 2011 at a FEANTSA conference and officially incorporated in 2013. The aim to disseminate experience and knowledge about protecting and advancing the rights of homeless people, and to promote practical and political issues that are of importance to homeless persons in Europe. It also aims to act as an advocacy body to participate in European debate and policy discussions to end homelessness. An Administrative Council of HOPE aims to have representation from one representative of every European country to support the work of the organisation. www.homelesspeople.eu/

(II) Health and mental health sectors

Program/Initiative	Auspice body and location	Focus	Structure and key activities
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<p><i>HMH1</i> Launching Pad</p>	<p>NEAMI - Melbourne</p>	<p>Consumer participation in a mental health service</p>	<p>Launching Pad is a skills development program for mental health consumers launched by NEAMI in 2013. The aim is to equip interested consumers of the services with the necessary skills and supports to become Lived Experience Partners within the organisation. Training sessions are provided on topics such as the history of NEAMI, introduction to the consumer movement and participation activities outside NEAMI, drawing on our lived experience, and task specific skills such as meetings and understanding research. Lived Experience Partners will also be provided with opportunities for paid roles internally such as sitting on working groups and interview panels, writing for NEAMI publications and speaking at public events. Participants also have access to mentoring and support within the organisation.</p> <p>www.neaminational.org.au/index.php/consumer-participation/</p>
<p><i>HMH2</i> Positive Speakers Bureau</p>	<p>Living Positive Victoria - Melbourne</p>	<p>Public speaking – education and awareness on HIV and STI</p>	<p>The Positive Speakers Bureau is a diverse group of highly trained HIV positive people seeking to educate the wider community on the issues of living with HIV and AIDS by telling their personal narratives. They also provide information about HIV and STI prevention, education and promotion of safer sex behaviours. Formal training is provided in the areas of effective communication and adult learning techniques, STI and HIV courses, HIV and mental health well-being, individual coaching, media coaching, digital multimedia and presentations.</p> <p>In 2012/13 the PSB delivered 200 presentations involving 355 speakers' stories to over 10,000 people – 75% of talks are to secondary schools students, and others are to universities, hospitals, NGOs, community, training and corporate organisations. Speaking fees and travel allowances are charged for each engagement.</p> <p>www.livingpositivevictoria.org.au/speakers/meet-our-speakers</p>
<p><i>HMH3</i> Consumer Research and Evaluation Unit</p>	<p>Victorian Mental Illness Awareness Council (VMIAC)</p>	<p>Consumer led research in mental health</p>	<p>VMIAC is the peak Victorian non-government organisation for people who have experienced mental illness. The Consumer Research and Evaluation Unit (CREU) was established in 2006 and comprises a team of skilled personal with a personal experience of mental illness who work on research and evaluation activities in the mental health area. The unit advocates for consumer research as a new and</p>

			<p>emerging field where research is initiated, designed, controlled and conducted from a consumer perspective. This rights-based, grass roots philosophy is posed as an alternative to academic research and seeks to add a different and complementary approach to the mental health sector. The CREU is committed to promoting consumer participation in mental health service improvement and aims to become a national centre of consumer research and evaluation in mental health. It is affiliated with the Centre for International Mental Health at the University of Melbourne.</p> <p>www.vmiac.org.au/research.php</p>
<p><i>HMH4</i> Consumers Step Up</p>	<p>Health Issues Centre - Victoria</p>	<p>Consumer participation in health services and policy</p>	<p>Consumers Step Up is a register of over 80 health consumers who are provided with training and support by the Health Issues Centre (HIC) to participate in a range of consumer participation activities across the health sector. The program grew out of an earlier consumer program run by the HIC and the aim is to build the register up to around 300 people. Volunteers participate in an initial 2 hour training session around advocacy and peer support, and are able to access ongoing accredited training modules from HIC. The HIC is recognised by government and the Victorian health sector as the 'clearinghouse' for consumer participation and the consumer register held by HIC provides consumers for advisory boards and projects statewide, including government committees, hospitals, community health centres, Medicare locals and condition-specific organisations.</p> <p>www.hic.infoxchange.net.au/participate/consumer.shtml</p>
<p><i>HMH5</i> Our Consumer Place</p>	<p>Our Community - Victoria</p>	<p>Online resource for mental health consumers and services</p>	<p>Our Consumer Place (OCP) is an online resource centre run entirely by people diagnosed with mental illness (who choose to call themselves consumers). OCP provides training, support, and advice to consumer-developed groups and projects. This initiative is aimed at ensuring the consumer perspective is included in service delivery and policy development, and is part of what they see as a 'cultural shift' towards valuing and respecting the lived experience of mental illness. OCP is funded by the Department of Health and is unique in Australia as a consumer led resource, but acknowledges similar services in Europe and the United States.</p> <p>www.ourconsumerplace.com.au/consumer/index</p>

<p><i>HMH6</i> National Mental Health Consumer and Carer Forum (NMHCCF)</p>	<p>National Mental Health Council – Australia</p>	<p>Consumer and carer participation and advocacy body</p>	<p>The National Mental Health Consumer and Carer Forum (NMHCCF) is the combined national voice for consumers and carers participating in the development of mental health policy and sector development in Australia. Through its membership the Forum gives mental health consumers and carers the opportunity to meet, form partnerships and be involved in the development and implementation of mental health reform. Members comprise 12 mental health consumers and 12 mental health carers from all jurisdictions and a representative from key national organisations (blueVoices, Carers Australia, Consumer Health Forum, Grow Australia, Mental Health Carers, Arafmi, Private Mental Health Consumer Carer Network). www.nmhccf.org.au</p>
<p><i>HMH7</i> Buddies Peer Support Service</p>	<p>Kites Trust – New Zealand</p>	<p>Peer support within an acute psychiatric unit</p>	<p>Buddies is a volunteer peer support service based in Wellington, New Zealand. Established in 2002, the service was developed in response to difficulties reported by inpatients at Wellington’s acute psychiatric unit on the premise that peer-peer relationships would assist in complementing the formal treatment services provided by staff. An evaluation in 2011 found that the service is highly valued by inpatients, the volunteers providing the service and the hospital staff that interact with it on a regular basis. Volunteers undergo 13 three-hour training sessions and over six years trained 65 volunteers to participate. The program employs a coordinator and volunteers are reimbursed for expenses. www.kites.org.nz/index.php?buddies</p>
<p><i>HMH8</i> GROW Peer Support</p>	<p>GROW - Australia</p>	<p>Peer support for people with a mental illness</p>	<p>GROW is Australia’s only national peer support organisation that was established and developed by people living with a mental illness over 50 years ago. Grow provides a program of personal growth, group method and sharing, caring communities aimed at assisting one another through shared personal experience and support. Grow participants can join in weekly meetings, attend social activities, and education and information sessions structured to assist participants with their personal growth and development. Participants are also encouraged to take on leadership roles at the local branch level and on the national board. www.grow.net.au</p>

