

## **Appendix F: Consultation questions for PESP members**

### **Focus Group Questions**

- 1 What do you think of the terms 'peer' and 'consumer participation' (as opposed to other terms like 'service user' 'client' 'citizen')?? What do you prefer? – does it matter?
- 2 One of the things that seems quite unique about PESP is the way you join and work as a TEAM (rather than individual consumer reps). What are the benefits of the peer/group model operated by PESP? (as opposed to where you might be an individual consumer on an advisory committee or service provider's board of management?)
- 3 SWOT analysis of PESP (whiteboard exercise)
  - Strengths
    - What were the most successful activities you were involved in – why? – what elements made it so successful?
    - Examples of peer support (working together) that made a difference – positively
  - Weaknesses
    - What were the least successful activities or parts of the program – why? – what could be done to address or improve this further (or what was done to address them at the time)
    - Compared to other CP program, what has been missing?
  - Threats
    - Internal
    - external
  - Opportunities
    - Internal
    - External
- 4 Discuss other CP models around that members are aware of (in other sectors, mental health, D&A etc)
- 5 Looking at the 'degrees of participation model' put forward in the HomeGround/Rural Housing Network Toolkit:
  - What degree of participation does the PESP encourage/allow?
  - What degree of participation do you think consumers should really have?
  - How could the ultimate type of participation be achieved (either through a group like PESP or some other form of CP model)?

### **Interview Questions**

Homelessness, learning from those who've lived it: the PESP evaluation

- 1 What year(s) were you involved with the PESP? (as many as relevant)
  - Pre 2005
  - 2006
  - 2007
  - 2008
  - 2009
  - 2010
  - 2011
  - 2012
  - 2013
  
- 2 Had you been involved in any other consumer participation or peer education groups before the PESP? YES/NO – If yes, which groups?
  
- 3 Do you feel like you were given adequate information about the PESP and what was involved before you joined up? YES/NO – If no, what information was lacking?
  
- 4 Why did you decide to get involved in the PESP? What did you want to get out of it? (Descriptive)
  
- 5 Do you feel like the program lived up to your expectations? YES/NO – If no, what parts didn't meet your expectations?
  
- 6 Tell me about your experiences as a member of the PESP (responses may prompt researcher to ask more specifically about positive/negative experiences and interactions with the broader CHP)

7 What impact has your involvement in the PESP had in the following areas?

	NONE	SOME	A LOT	HEAPS
Improved self-esteem				
Improved life and coping skills				
New or improved work/study related skills				
Better negotiating skills with others				
Public speaking or presentation				
Improved financial situation				
Improved housing situation				
Improved health outcomes				
Better personal situation				
Better understanding of how to deal with my personal issues or situation that led to homelessness				
Other (please state)				

8 Did you feel supported and valued by the PESP Team Leader/Coordinator?

Homelessness, learning from those who've lived it: the PESP evaluation

- 9 Did you feel that the guidelines for the way the PESP was run (including things like the Grievance Procedure) were adequate? YES/NO – If not, what parts weren't adequate?
- 10 Are there ways you would like to see the PESP develop or change into the future? YES/NO - If yes, what are they and how would you like to see the program change?
- 11 What would you describe as the highlight(s) of your time at the PESP? (Descriptive)
- 12 Is there anything else you would like to add in your reflections on your experience with the PESP? (Descriptive)

FOR THOSE WHO ARE PESP GRADUATES

- 13 Have you received a grant from the PESP Advancement Fund? YES/NO – If yes, how did you spend the grant? What were the benefits you received from the grant?
- 14 What have been the benefits (if any) of your involvement as a PESP graduate? (Descriptive)

