

Appendix K: Suggestions for future program improvement/change

Program Component	Suggested measure
A. Expand numbers and diversity of PESP members	<ul style="list-style-type: none"> - Ensure through recruitment processes that all groups in the homeless population are represented to allow full diversity of views to be heard, including Indigenous people, women, LGBTI people, and multicultural youth. <ul style="list-style-type: none"> o Actively recruit more women and Indigenous members and people from culturally and linguistically diverse backgrounds (given the high proportions of both groups within the homeless population) o Develop specific strategies for engaging with and recruiting from Indigenous and CALD organisations (could involve CHP staff undertaking training with specialist organisations in these fields) - Consider ways of expanding the number of members recruited in each intake (for example running two groups in parallel) as a way of increasing the diversity of experiences to draw on and the number of consumers benefiting from the program. - Consider running a mid-year intake of new recruits if original members drop out during the year to maintain critical mass
B. Program development	<ul style="list-style-type: none"> - Develop a range of promotional materials highlighting the services offered by PESP: <ul style="list-style-type: none"> o DVDs, online video presentations, flyers, posters, etc o Develop a facebook page and actively post material on the CHP website o Post ‘testimonials’ about PESP activities by contracting agencies on CHP website - More actively promote existing PESP services (including educational tours) through the following sectors: <ul style="list-style-type: none"> o Schools, hospitals, community health centres, mental health services, GP networks, police and emergency services, prisons and other justice facilities, Councils, Regional Homelessness Networkers, key government departments and agencies o Tertiary courses – including social work, nursing, medicine, dentistry, community development, international aid, pharmacy, psychology, occupational therapy, etc - Explore ways of using technology to undertake PESP activities (such as online video conferencing for peer-peer support, advisory/consultative roles or training to remote locations) - Encourage PESP members to put forward and develop some of their own initiatives (including self-initiated research projects) as a means of empowerment and consumer-control within the program - Explore ways of engaging more directly with current consumers of homelessness services in a peer-peer role: <ul style="list-style-type: none"> o Consumers could have their own newsletter, produced by PESP members

	<ul style="list-style-type: none"> ○ Develop creative and innovative tools for promoting the consumer participation and rights message for consumers at a service level ○ Arrange quarterly BBQs for existing PESP members and to attract potential new recruits ○ Visit services in more informal ways to promote value and positive culture of consumer participation - Consider developing more active engagement with case managers/support workers for PESP members that are still receiving support – this could involve an MOU between PESP and their support organisation - Investigate ways PESP could value-add to homelessness prevention initiatives (given there is a strong focus on prevention and early intervention in government funded initiatives) - Explore capacity to have PESP 8 week training course to become an accredited training module (Certificate III) - Consider establishing a 3 or 6 month ‘probation period’ for new recruits so that a formal process of review can be used to identify whether the person is well suited to the position once their training is complete - Ensure all PESP members have a mobile phone while they are on formal engagements to allow for ease of contact (through making a number of ‘work phones’ available) - Promote availability of outreach training by PESP to consumers in regional communities to skill up locals in various participatory activities - Explore ways of utilising and promoting writing and other creative skills of PESP members in different ways (rather than just focusing on public speaking as a means of communicating personal experiences)
<p>C. New or expanded service offerings that could be offered by PESP (on a fee for service basis)</p>	<ul style="list-style-type: none"> - Promote the PESP program logic model as a ‘good practice’ consumer participation model for other services and agencies to adapt - Develop a series of PESP member stories on video to distribute to wider audience (and reduce the number of times people have tell their personal stories to new audiences) - Provide a ‘meet and greet’ service for new clients within larger agencies - Expand on the stories/photos exhibition run at the City Library into other locations (metropolitan and regional) - Promote capacity building role of PESP in helping other agencies build their consumer participation programs/policies - Expand on the peer support service running at the Central City Community Health Service to other specialist services (such as Frontyard for young people, AMES for migrant population, ASRC for asylum seekers and refugees etc) - Partner with peaks such as the Centre for Excellence in Child Welfare to strengthen consumer participation principles and practices in other sectors - Explore opportunities to partner with the Victorian/Australian

	<p>Electoral Commissions on an ongoing basis to promote enrolment of homeless people</p> <ul style="list-style-type: none"> - Explore opportunities to working with outreach agencies that focus on 'hidden' homeless populations (such as Salvation Army Project 614) to provide benefits of peer-to-peer engagement - PESP graduates could advise the City of Melbourne Volunteer Brigade to provide insights into what 'newly homeless' people in the city may need - Use the 'Consumer Participation Kit' (2008) and FEANTSA Participation Toolkit (2013) to engage with homelessness services on developing their own CP programs or strategies - Update the 2008 'Consumer Participation Kit' (in conjunction with original authors) to add in new modules (eg technology use) and reflect the reformed service system - Develop new training modules (in addition to the 'Understanding Homelessness' training sessions) after consulting with target audiences about their specific needs - Develop more community awareness training and materials to help address the stereotypes (including by the media) commonly held about homeless people and issues - Develop systemic change opportunities such as: <ul style="list-style-type: none"> o CHP CEO to take PESP members on visits to politicians and other advocacy meetings to provide consumer perspective o Aim to have a PESP member or consumer speak at all sector forums organised by CHP or the Department o Explore avenues for PESP involvement in advocacy at a national level o Advocate for consumer-led training to be mandatory for all workers and boards/committees within the homelessness sector o Encourage all homelessness services to develop their own Consumer Participation Strategy (with assistance by PESP as necessary) - Promote the PESP induction/training program for use by other agencies/sectors setting up consumer participation programs
<p>D. Develop better career pathways for PESP members and graduates</p>	<ul style="list-style-type: none"> - Ensure all PESP members create and regularly update a CV as part of their program activities (including developing a document portfolio of all PESP engagements and outcomes) - Team Leader to assist PESP members in getting written references from stakeholders that engage them to assist in job seeking - Provide more opportunities for 'hands-on' involvement in direct service delivery at CHP and in other homelessness services - Provide more training opportunities throughout the program (in addition to the initial 8 week training course) - Develop individual training and succession plans for each member - Explore a more structured way of linking PESP graduates into other opportunities (training, employment, consumer participation roles etc) – consider establishing a partnership with a key Job Network provider as part of the program - Work with CHP members to explore ways of overcoming barriers

	<p>to the employment of ex-consumers within homelessness agencies (local HR resources often limited – a centralised employment policy/resource could be developed) to expand diversity within the workforce</p> <ul style="list-style-type: none"> - Establish a scholarship fund for PESP graduates to undertake further study
E. Expand PESP into other locations	<ul style="list-style-type: none"> - Expand on successful involvement of PESP at inner city Councils into other local government areas where homelessness is an identified issue (outer metro in particular) - Investigate ways in which Regional Networkers could provide a localised support/coordination role for a pool of trained consumers at the local/regional level within the new DHS Divisional structure
F. Organisational development (CHP)	<ul style="list-style-type: none"> - Explore opportunities for consumer to take on a governance role at CHP as a further commitment to consumer participation - Provide the option of reimbursing PESP members in cash as well as through vouchers (vouchers seen as disempowering and undignified by some recipients) - Actively aim to recruit PESP graduates to paid positions within the organisation (within PESP and other roles)
A. Resourcing	<ul style="list-style-type: none"> - Develop a new funding proposal to support the ongoing activities of the PESP and any program improvements/additions as agreed to as an outcome of the evaluation - Seek additional Government funding to allow for the expansion of the PESP (recurrent and project funding) - Aim for additional funding independent of Government to allow greater freedom in advocacy activities