



## ***Consumer Participation Resources and Links***

Below there is list of valuable resources for the general area of consumer consultation and engagement.

### **Literature Review**

Conceptualising consumer engagement: A review of the literature. Dr Judy Gregory  
2006 [www.aihps.org](http://www.aihps.org)

### **Planning and implementing consumer participation**

Improving health services through consumer participation – a resource guide for organisations

[http://www.healthissuescentre.org.au/documents/detail.chtml?filename\\_num=204596](http://www.healthissuescentre.org.au/documents/detail.chtml?filename_num=204596)

Participation Indicators – participation in your health service system: Victorian consumers, carers and the community working together with their health service and the Department of Human Services

[http://www.health.vic.gov.au/consumer/pubs/participation\\_indicators.htm](http://www.health.vic.gov.au/consumer/pubs/participation_indicators.htm)

Queensland Health, 2002. Community engagement handbook.

[http://www.healthissuescentre.org.au/documents/detail.chtml?filename\\_num=204586](http://www.healthissuescentre.org.au/documents/detail.chtml?filename_num=204586)

Central Northern Adelaide Health Service, 2005 Community and consumer participation framework.

<http://www.health.sa.gov.au/cnhs>

Southern Adelaide Health Service, 2005 Community and consumer participation framework

<http://www.southernhealth.sa.gov.au/aboutus/files/pages/CommunityParticipation.pdf>

Victorian Department of Human Services, 2006 How to develop a community participation plan

[http://www.health.vic.gov.au/consumer/downloads/min\\_guidelines.pdf](http://www.health.vic.gov.au/consumer/downloads/min_guidelines.pdf)

WA Health Consumer, Carer and Community Engagement Framework: for health services, hospitals and WA health following consultations across WA health, 2007

[http://www.health.wa.gov.au/hrit/publications/docs/wa\\_health\\_consumer\\_apr07.pdf](http://www.health.wa.gov.au/hrit/publications/docs/wa_health_consumer_apr07.pdf)

Health Issues Centre. Paying and reimbursing consumers, carers and community members to participate. 2008

<http://www.healthissuescentre.org.au/documents/items/2008/06/211201-upload-00001.pdf>

Health Issues Centre. Getting started. Involving consumers on committees. 2008

<http://www.healthissuescentre.org.au/documents/items/2008/07/222372-upload-00001.pdf>

### **Consultation**

New South Health. 1999. Community consultation and participation resource kit for area health service managers and project leaders

[http://www.healthissuescentre.org.au/documents/detail.html?filename\\_num=226632](http://www.healthissuescentre.org.au/documents/detail.html?filename_num=226632)

A resource kit designed to assist Area Health Service Managers and project leaders in establishing and maintaining community and consumer input into planning, policy development and service monitoring.

[http://www.healthissuescentre.org.au/documents/detail.html?filename\\_num=226632](http://www.healthissuescentre.org.au/documents/detail.html?filename_num=226632)

### **Engagement**

Engaging Consumers in Health Policy – roundtable discussion paper, November 2005. [www.aihps.org](http://www.aihps.org) follow the “resources” link to “roundtables”.

Get Involved: Your guide to getting involved in Queensland Government decision making

[http://www.getinvolved.qld.gov.au/share\\_your\\_knowledge/resources/guides\\_publications.html](http://www.getinvolved.qld.gov.au/share_your_knowledge/resources/guides_publications.html)

Aboriginal and Torres Strait Islander Partnerships: Communicating Across Cultures

<http://www.atsip.qld.gov.au/resources/cultures.cfm>

Department of Victorian Communities, Indicators of Community Strength: Framework and Evidence, 2006

<http://www.dvc.vic.gov.au/>

[Indicators of Community Strength: a framework and evidence \(2006\)](#)

[Indicators of Community Strength: a framework and evidence \(2006\) \(PDF 515 kB\)](#)

Department of Sustainability and Environment. Effective Engagement

<http://www.dse.vic.gov.au/DSE/wcmn203.nsf/childdocs/-0B996EB412EAB883CA2570360014F01A?open>

Citizenscape; Public Participation

<http://www.citizenscape.wa.gov.au/index.cfm?event=publicParticipation>

Urban Research Program. URP Toolbox  
<http://www.griffith.edu.au/centre/urp/>

Gregory, J., Hartz-Karp, J., & Watson, R. 2008 Using deliberative techniques to engage the community in policy development: A case study  
Australia and New Zealand Health Policy 2008, 5:16 doi:10.1186/1743-8462-5-16  
<http://www.anzhealthpolicy.com/content/pdf/1743-8462-5-16.pdf>

### **Quality and safety**

Helping consumers improve quality and safety Health Issues Centre Journal, No 72, September 2002 [www.healthissuescentre.org.au](http://www.healthissuescentre.org.au) Follow "journal" links.

10 Tips for Safer Health Care – what everyone needs to know  
[www.safetyandquality.org](http://www.safetyandquality.org)

Better quality, better health care – a safety and quality improvement framework for Victorian Health Services <http://qualitycouncil.health.vic.gov.au>

Australian Council on Health Care Standards 2006. EQuIP 4. Table of Functions, Standards and Criteria: mandatory criteria available electronically from  
[http://www.achs.org.au/content/screens/file\\_download/E4A3\\_poster\\_mandcriteria.pdf](http://www.achs.org.au/content/screens/file_download/E4A3_poster_mandcriteria.pdf) (accessed 18 August 2006)

Health Issues Centre 2006. Making Space for the consumer voice in quality and safety. A resource guide for community advisory committees in public health services [www.healthissuescentre.org.au](http://www.healthissuescentre.org.au)

Draper, Mary 1997, Involving Consumers in Improving Hospital Care: Lessons from Australian Hospitals, Commonwealth Department of Health and Family Services, Canberra (available for loan from the Health Issues Centre library collection).

### **Recruitment**

NSW Department of Health, Guidelines to Selecting Consumer and Community Representatives, [www.health.nsw.gov.au/archive/cib/circulars/2003/](http://www.health.nsw.gov.au/archive/cib/circulars/2003/) Click on 2003/1 (bottom of list)

Finding Consumers and Carers. A guide to sourcing consumers, carers and community members for collaborative health service improvement  
<http://qualitycouncil.health.vic.gov.au>

### **Department of Human Services**

These documents are available from the Department of Human Services Consumer Information and Participation Program [www.health.vic.gov.au/consumer/](http://www.health.vic.gov.au/consumer/)

Community advisory committee guidelines: Victorian public health services, 2006.  
<http://www.health.vic.gov.au/consumer/pubs/cacg.htm>

Participation indicators – Participation in your health service system: Victorian consumers, carers and the community working together with their health service and the Department of Human Services, 2005.

[http://www.health.vic.gov.au/consumer/pubs/participation\\_indicators.htm](http://www.health.vic.gov.au/consumer/pubs/participation_indicators.htm)

Doing it with us and not for us. Participation in your health service system 2006 – 09: Victorian consumers, carers, and the community working together with their health service and the Department of Human Services, 2005.

<http://www.health.vic.gov.au/consumer/participate.htm>

Quality of care report guidelines and key messages 2005 – 06.

<http://www.health.vic.gov.au/consumer/pubs/guidelines0708.htm>

How to develop a community participation plan, 2005.

<http://www.health.vic.gov.au/consumer/pubs/howto.htm>

### **Responding to diversity**

Centre for Culture, Ethnicity and Health 2003. Diversity in Hospitals Responding to the Needs of Patients and Client Groups from non-English speaking Backgrounds Policy and Resource Guide <http://www.ceh.org.au/resources/resbyceh.html>

Centre for Culture, Ethnicity and Health 2005. Consumer Participation and Culturally and Linguistically Diverse Communities. Melbourne.

<http://www.ceh.org.au/resources/resbyceh.html>

Centre for Culture, Ethnicity and Health 2005. A Practical Guide to CALD Consumer Participation <http://www.ceh.org.au/resources/resbyceh.html>

Centre for Culture, Ethnicity and Health 2004. CALD Consumer Participation Strategies Matrix <http://www.ceh.org.au/resources/resbyceh.html>

Culturally and linguistically diverse population profiles for disability services [www.dhs.vic.gov.au/disability](http://www.dhs.vic.gov.au/disability)

Health Issues Centre. Consumer Participation and Culturally and Linguistically Diverse Communities: A Discussion Paper.

<http://www.healthissuescentre.org.au/documents/items/2008/04/203594-upload-00001.pdf>

A model for CALD consumer participation in mental health

<http://www.health.qld.gov.au/pahospital/gtmhc/consumer.asp> click on “report” link

The Australian Health Rights & Equal Opportunity Commissions’ website:

[www.humanrights.gov.au](http://www.humanrights.gov.au)

The Cultural Diversity in Health website of the Postgraduate Medical Council of NSW:

[www.diversityinhealth.com](http://www.diversityinhealth.com)

Victorian Office of Multicultural Affairs website: [www.voma.vic.gov.au](http://www.voma.vic.gov.au)  
(see document Valuing Cultural Diversity)

Victorian Government Department of Human Services website:  
[www.health.vic.gov.au/patientcharter/cald](http://www.health.vic.gov.au/patientcharter/cald)