

# Consumer Participation in Casework Counselling


## North Yarra Community Health



# Overview

- Received Funding for Project
  - Single Session Counselling evaluation
  - CALD clients service use – focus of presentation
- Conducted research within existing work
- Consumer participation was a key theme

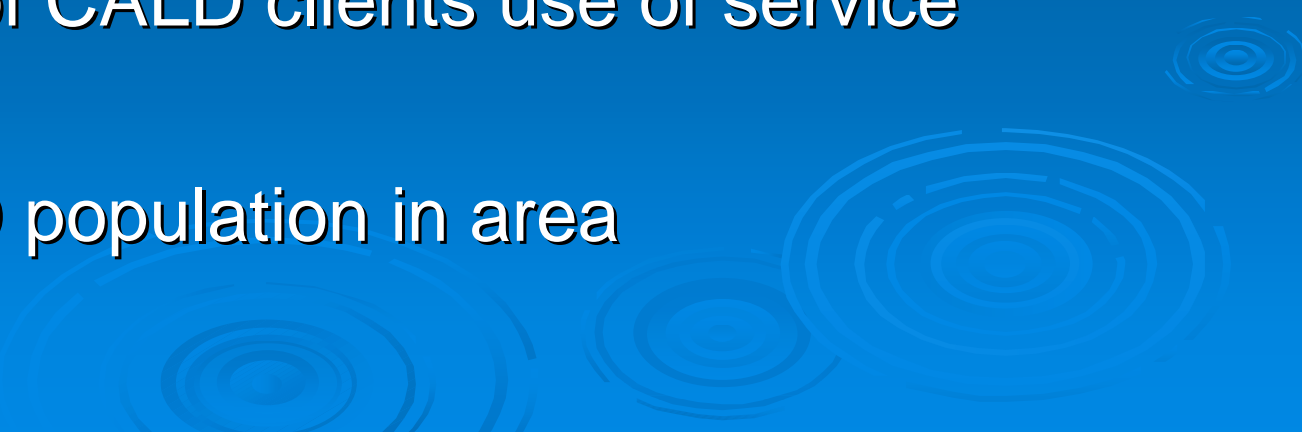
# Key Points

- Focusing on process as much as outcomes
  - Consulting externally
  - Keeping it simple
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# Keeping an open mind



# Background

- Community Health Centre
    - Strong history of community participation
  - Casework Counselling Program
    - Nine staff across 3 sites
  - Evaluation of CALD clients use of service
  - Large CALD population in area
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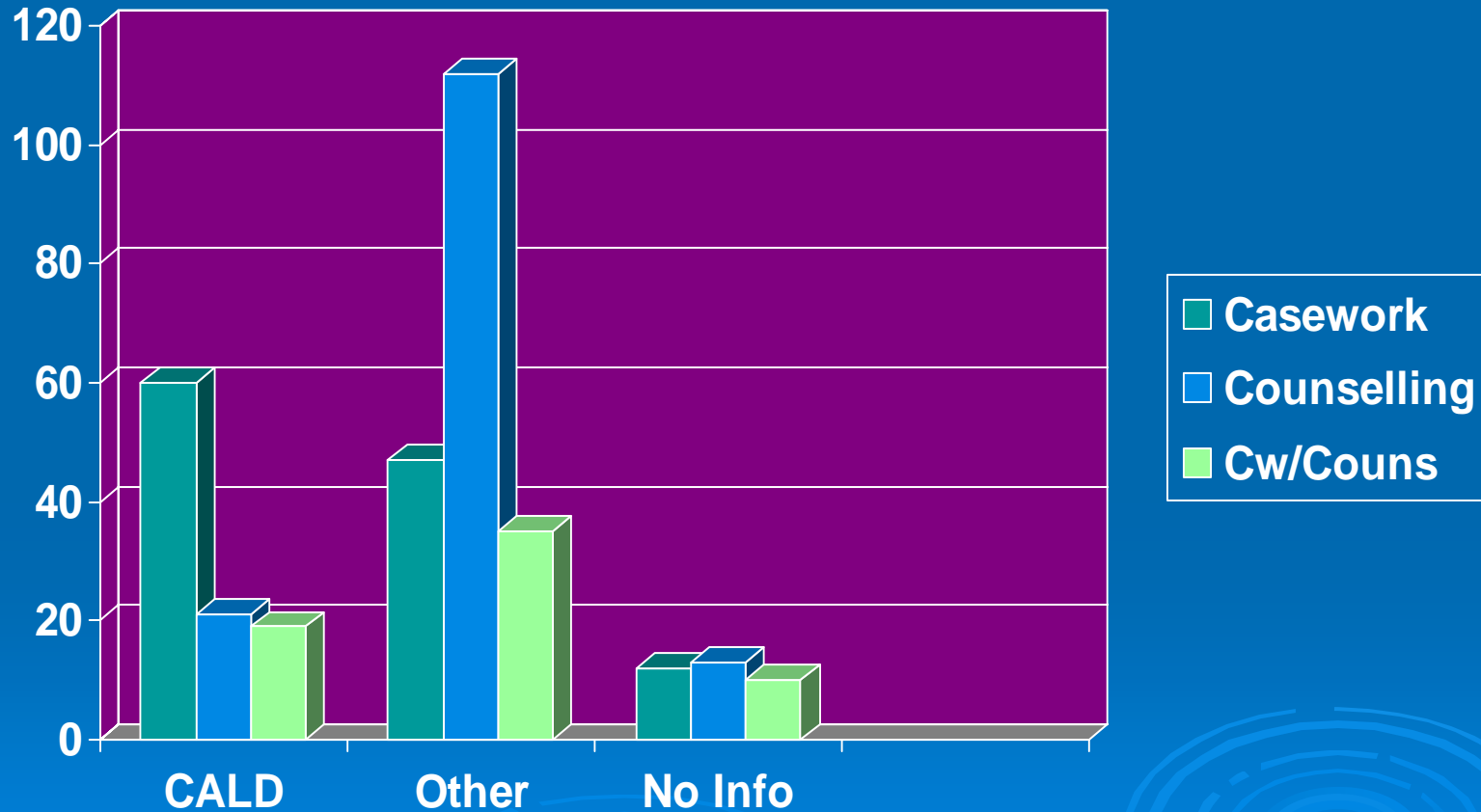
# City of Yarra Demographics

Country of Birth – Top 10	Settlers Arriving 1/6/05 – 30/6/06
China	71
Vietnam	60
Ethiopia	27
Sudan	26
India	25
Germany	13
Philippines	11
Afghanistan	10
Malaysia	10
Somalia	10

# Background

- Small scale research
- Focus on consultation
- Premise that CALD clients use casework not counselling
- Previous research into CALD attitudes to counselling

# Number of Contacts May – July 2006



# Planning

- Research within work time so needed to be achievable
- Opportunity to build relationships
- Met with experienced researcher
  - Expanded/narrowed ideas
  - Kept it as simple as possible
  - Utilised existing CALD groups

# Planning (cont)

- Focussed on help-seeking behaviour
  - What were participants doing to get their needs met?
  - Were participants getting their needs met elsewhere?
  - Was counselling on their agenda?

# Implementation

- Developed simple open ended questions
- Focussed on making connections
- Valued input/participation
- Resisted becoming attached to outcomes
  - Put aside theory
  - Focussed on the community
  - Became engaged in what was being said
  - Became open to possibilities


# Outcomes

- Limitations of research
- Counselling practices reconsidered
- Ideas about help-seeking behaviour expanded
- Options for other means of support arose

# Outcomes (cont)

- Continuing to develop relationships with groups
- Passing on learning/ideas to the rest of the team

# Key Learnings

- Keep an open mind – maintain curiosity
  - Focus on process as well as outcomes
  - Seek input
  - Keep it simple
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# Keep Going

