

From Pilot to Service Integration -

A Journey Towards Sustainable Consumer Participation

The Royal Children's Hospital
Mental Health Service



Pilot ...

- 1996 -1998 Vichealth Pilot Program
- 2000 Employment of Consumer Consultant
- Ongoing Staff support and Professional Development
- Consumer rights and consumers as partners



Integration ...

- Addressing consumer participation at a policy level
- Consumer representation on strategic planning and management committees.
- Clear positioning within the organisational structure
- Establishment of processes for generating action in response to consumer input.



Benefits ...

- Consultation with Consumers
- Consumer-driven service improvements
- Culture shift
- Strategic planning and evaluation
- 2005 Accreditation Rating
- 2006 Victorian Public healthcare Award



Sustainability ...

- Appropriate model
- Integration
- Address major barriers
- Management commitment
- Adequate resourcing/support
- Review/evaluation, strategic planning
- Supportive partnerships
- Perceived value and contribution



Key Issues ...

Initial Question

- Why do you want consumer participation in your organization?



Key Issues ...

Questions

- What do we want to achieve?
- What would motivate consumers?
- How can we integrate?



Key Issues ...

Challenges

- Requires flexibility
- Willingness to be critiqued by clients
- Implement range of strategies
- Develop appropriate model
- Ongoing dynamic process



Key Issues ...

Support

- Train staff in overcoming challenges
- Highlight benefits
- Provide support framework
- Adequate and appropriate resources
- Professional support
- Supportive organisational structure



Consumer Participation ...

 Challenging

 Stressful

 Exciting

 Rewarding

... the journey continues

