

From Rhetoric to Reality Service-User Participation

Service User Participation in Theory and
Policy

Service User Participation in Practice
Problems

Keeping it simple

Education

Thinking about Service-User Participation
APSU



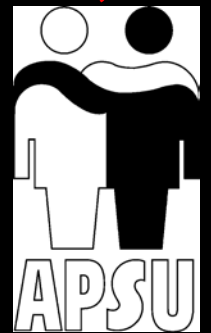
Theory and Policy



Service User Participation in Policy

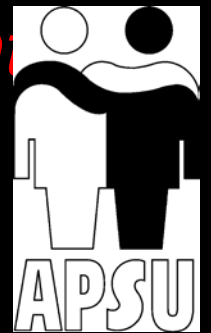
The Blue Print Discussion Paper Objective: A Client Centred System

A Client Centred System that meaningfully engages clients in planning, implementation, delivery, review and evaluations of interventions.



Service-User Participation in Policy A New Blueprint for Alcohol and other Drug Treatment services 2009- 2013

Develop and implement a charter of rights and responsibilities in all funded agencies to promote human rights and improve client participation and engagement in treatment and long-term treatment outcomes.

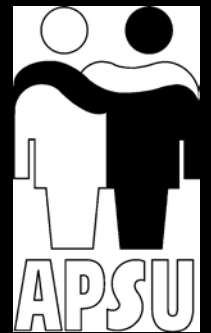


Service User Participation in Policy

The Victorian Alcohol and Other Drug Quality Framework

The First standard: Consumer Focus

Consumer participation refers to a range of practices and processes that actively enhance inclusion of consumers in decisions about their own health care, service planning, program development and the addressing of quality issues.

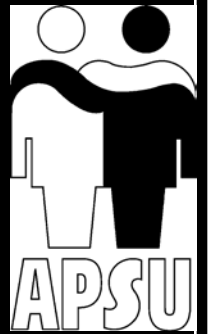


Service User Participation in Policy

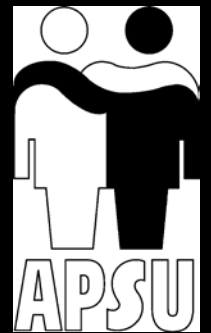
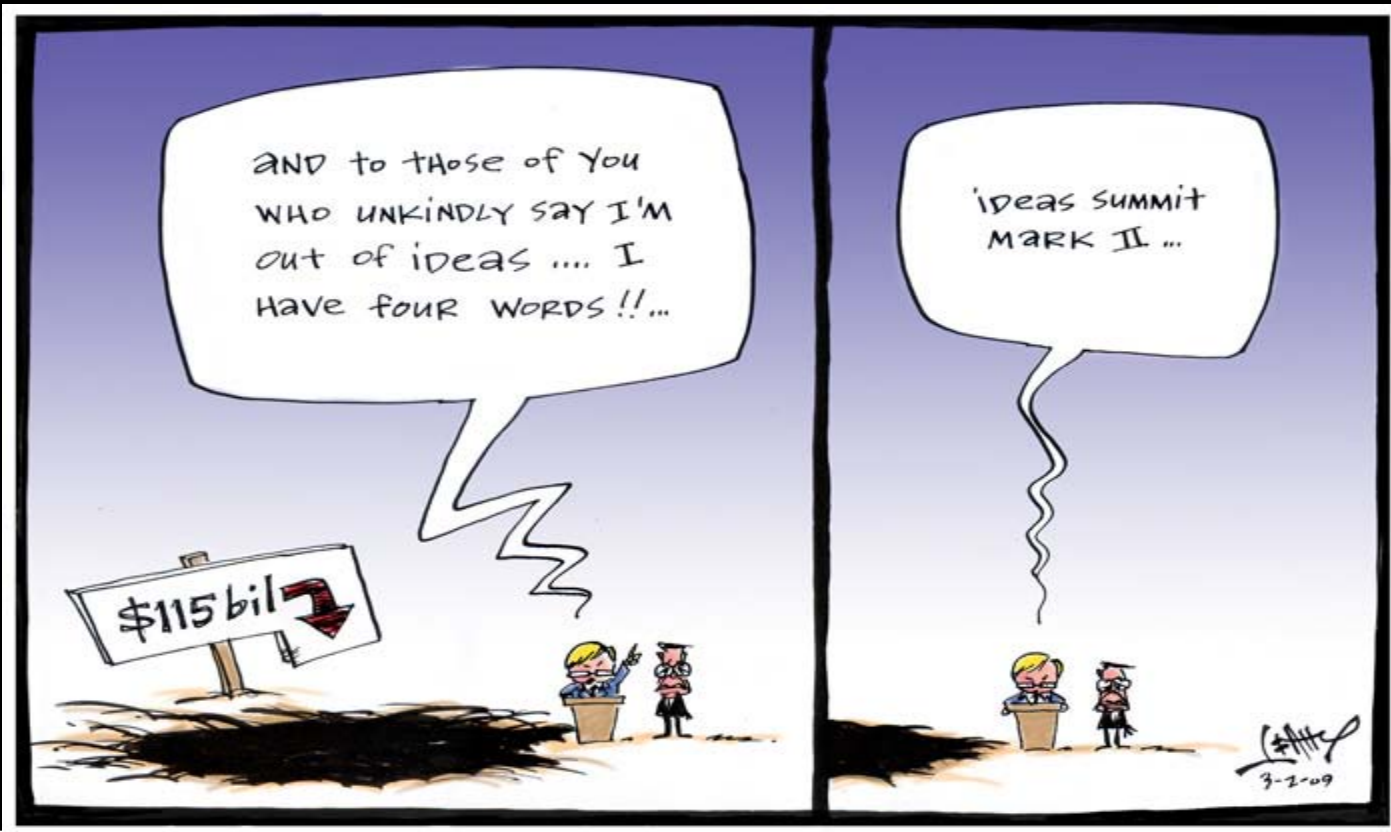
Dual Diagnosis: Key Directions and Priorities

Number 5 of the Service Development outcomes is:

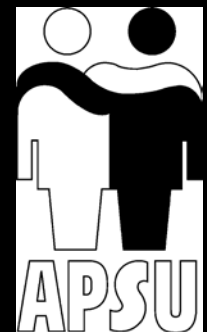
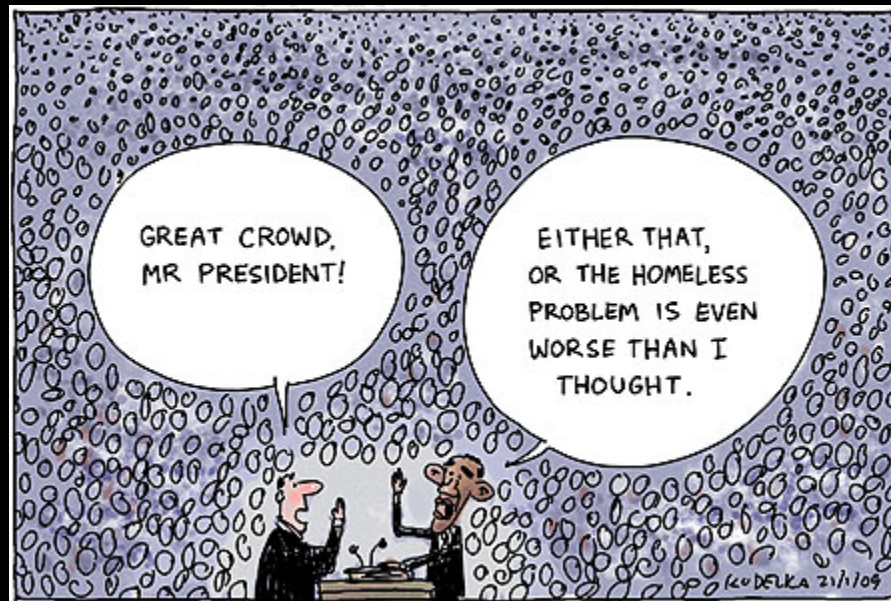
Consumers and carers are involved in the planning and evaluation of service responses.



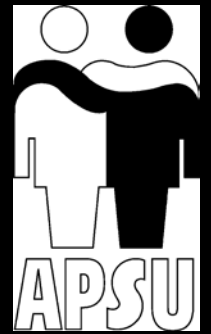
Problems



Keeping it Simple



Education: The Fit Peer Model



Thinking about Service-User Participation

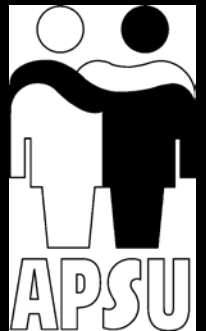
What do we do now?

How can we build upon this?

What is a possibility?

What makes this possibility hard to achieve?

What could make it easier?



APSU

An advocacy service for AOD service users

We are state wide

We represent all people who use AOD treatment and harm reduction services

We maintain a database of Service Users by region

We are happy to help

Call Regina on 9573 1736

