

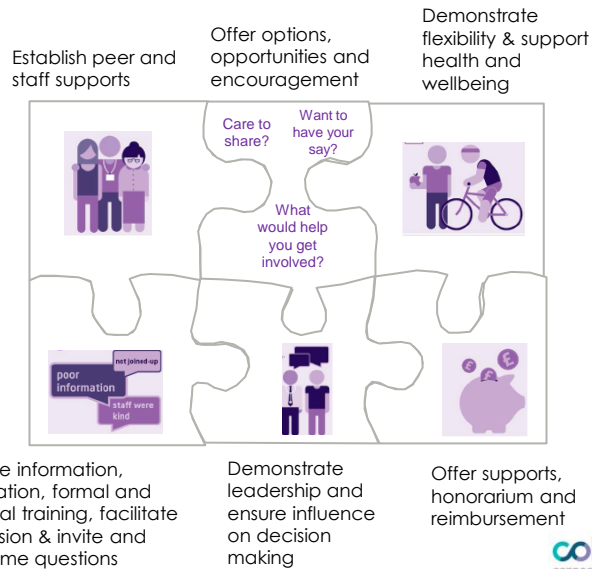
# Map it out: Developing an effective orientation and training program for consumers

Jessie Lees, Wing Ho & Shaun Hawksworth  
(Version 2 - including notes)

## Today's session

- 1.) Video – Health West PCP (Launch in early 2015)
- 2.) Service user perspectives: Pathways to participation
- 3.) Presentation: Overview of cohealth's approach
- 4.) Small group discussion: Providing orientation, training and support
- 5.) Questions and discussion

## cohealth's approach: orientation, training and support building blocks



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## What we have offered at cohealth

- Consumers sharing experiences and stories
- Buddying and mentoring
- Consumer-led orientation and training
- Training led by staff and external agencies
- Site tours and meeting staff
- Videos and online resources – discussion and reflection

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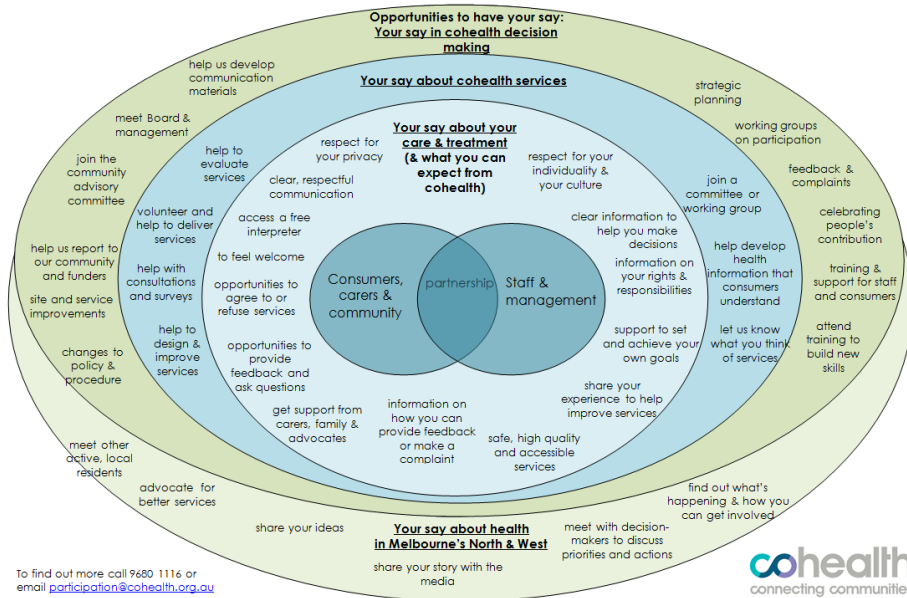
## cohealth's approach: designing inclusive options, and offering opportunities and pathways



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### Your Health, Your Say: Opportunities to have your say at cohealth



To find out more call 9680 1116 or email [participation@cohealth.org.au](mailto:participation@cohealth.org.au)

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## Basic Principles of effective education, training and other learning about consumer participation

- Designed with and for consumers
- Delivered in partnership
- Encourages sharing of experiences and stories
- Framed in rights and broader context
- Openly acknowledges fears and power imbalances
- Models collaborative and respectful practice
- Recognises the diverse learning needs of participants
- Recognises and explores the range of barriers, concerns and challenges
- Provide practical tips, tools and extra resources

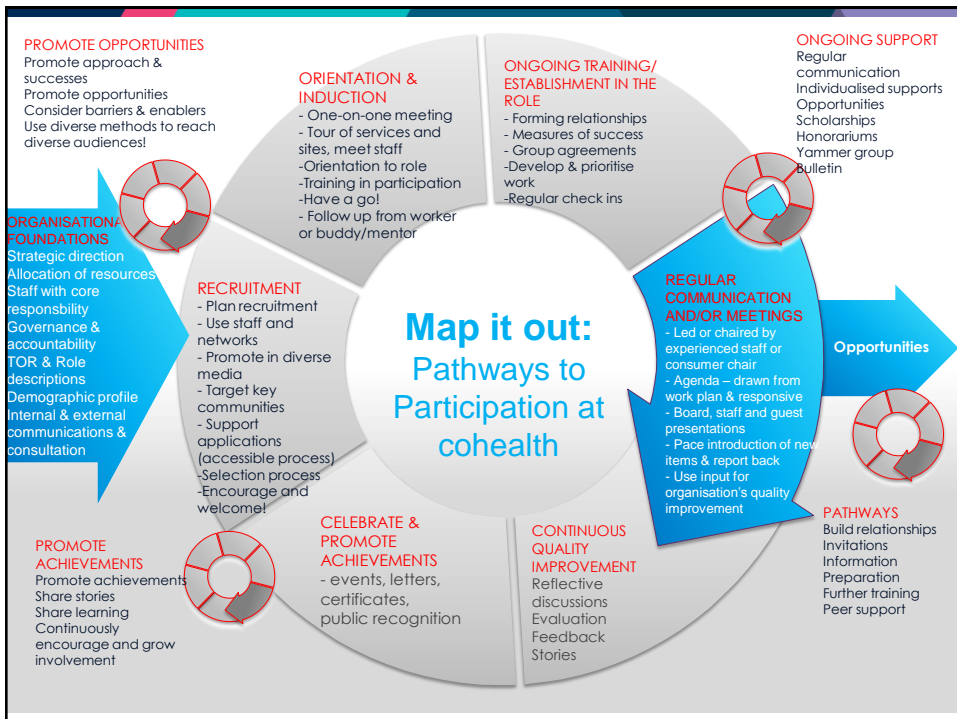
[Adapted from [Resource Guide for Education and Training for Consumer Participation in Health Care](#) (Lalrobel)]

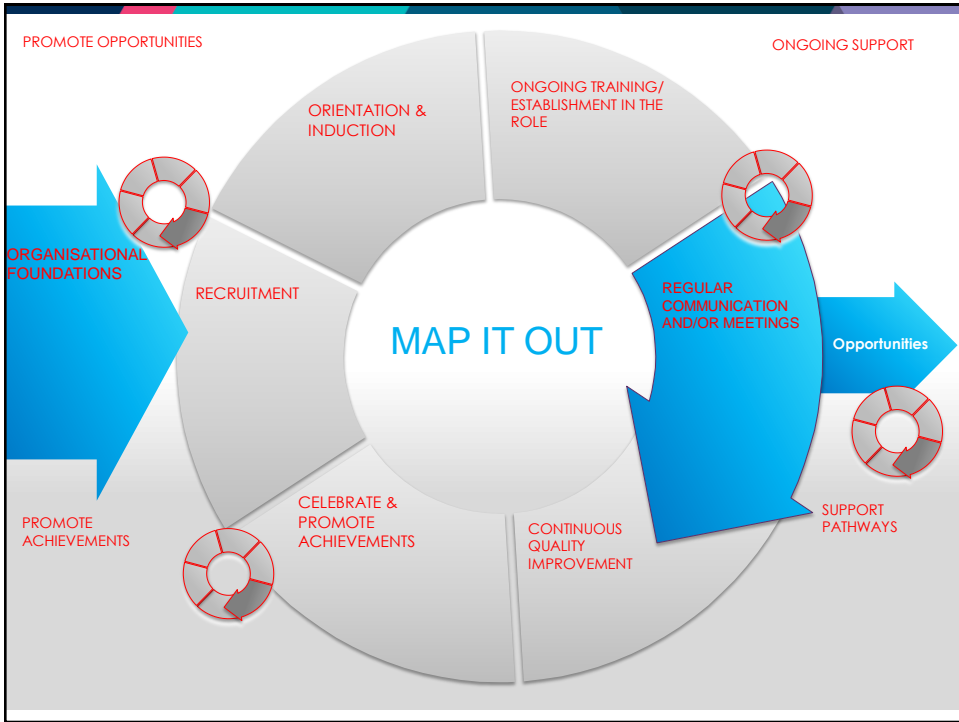
## Training and orientation providers


- Health Issues Centre
- Consumers Health Forum of Australia ([Online Training for Consumer Representatives](#))
- International Association of Public Participation (IAP2)
- Association of Participating Service Users (APSU)
- Self Help Addiction and Resource Centre (SHARC)
- Group Work Institute
- Australian Institute of Community Practice and Governance (AICPG) (training arm of Our Community) ([Community Engagement and Advocacy Training](#))
- Centre for Culture, Ethnicity and Health
- Victorian Mental Illness Advisory Council (VMIAC)
- Psychiatric Disability Services Victoria (VICSERVE)
- Wanda Bennetts (Mental Health Consumer Advocate)

## Resources and further reading

- Resource Guide for Education and Training for Consumer Participation in Health Care (Latrobe)
- Advocacy, Leadership, Community Participation: A training program for health consumers and carers (North Central Metro PCP, 2004)
- The effectiveness of consumer-led training for community health staff by people living with cooccurring mental health and substance use issues The Walk A Mile In My Shoes Project (Monash University)
- Health Issues Centre video 'Stop This Meeting, I Want To Get Off!'





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thank you for your company