

PATHWAYS TO CONSUMER PARTICIPATION

Degrees of Participation

Low Level

High Level

NONE	INFORMATION GIVING	INFORMATION SHARING	CONSULTATION	PARTNERSHIP	DELEGATED POWER AND CONSUMER CONTROL
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Consumers do not make any significant decisions about the service they receive.

Menu of services is provided with no information exchange.

Consumers are informed about the decisions others will be making on their behalf.

Staff decide what consumers need to know and communicate it to them.

Consumers are asked to give their advice and opinion about the service they receive.

Information is sought and given with no intended flow on to decision making.

Consumers are consulted and are able to influence some decisions.

Consumer views contribute to more appropriate and effective decision-making about services.

Consumers make most of the decisions relating to their service.

Provider joins with consumers to make appropriate decisions. Partnership relies on common goals, mutual value and respect.

Consumers make the majority of decisions.

Shifting some or all of the decision making power (including 'control' over the resources) from staff/management to consumers.

EXAMPLES	EXAMPLES	EXAMPLES	EXAMPLES	EXAMPLES	EXAMPLES
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Consumers have no influence about:

- What the service is
- How the service is provided
- Where the service is provided
- When the service is provided
- Who the service is provided by.

Staff/management decides service changes and informs consumers, e.g. changes to service times, eligibility criteria, and the use of new technology.

Staff develop a consumer rights and responsibility policy, information sheet or pamphlet and ensure consumers are made aware of these.

Staff develop a strategic plan and inform consumers.

Find ways to hear consumers' stories of their experience of a service, e.g. survey, questionnaire, newsletters, feed back forms and interviews.

Invite consumers to participate in a seminar or conference.

Provide consumers with a summary report of your survey of consumer needs or feedback.

Making a draft policy position paper available to consumers and asking for their comments.

Staff enable consumers to define their needs for information.

Focus groups on specific issues targeted to specific groups of consumers.

Consumer representative on quality improvement or other decision-making committees.

Forums involving staff, consumers and others to discuss specific issues or services.

Support individuals to take an active role in planning their own care to the level with which they feel comfortable.

Joint planning process involving staff and consumers.

Involving consumers in designing and monitoring ways for consumers to feedback their experience of the service.

Accountability and evaluation mechanisms which are easily accessed by staff and consumers.

Consumers decide on standards for the service and conduct reviews.

A service or program is designed and managed by consumers.

A new service or project, identified by consumers as priority is supported by management and staff.

A consumer manages their own funding and employs their own staff.