

Expressions of interest: Consumer engagement project

The Network of Alcohol and other Drugs Agencies (NADA) is the peak body for drug and alcohol treatment services in NSW. We advocate for, strengthen and support the sector. NADA recognises consumers as key stakeholders and who can play a valuable role with their contribution to service planning and evaluation.

Consumers provide unique perspectives which may otherwise go unnoticed. These insights can lead to improvements in person centred care, service access and responsiveness, health and wellbeing outcomes, improved in service moral and staff/service user relationships. Other benefits include; fewer conflicts and complaints and meeting accreditation and legal requirements.

Most services provide some level of consumer participation such as suggestion boxes and feedback forms however, these provide low level engagement.

NADA's Consumer Engagement Project will help your organisation gauge their level of consumer engagement and provide support on how to improve existing mechanisms and/or develop new ones.

Whether it is a program you wish to evaluate or the organisation, this project will build the capacity of your service in providing meaningful consumer participation.

For more information or to express your interest in taking part, phone Michelle Ridley on 8113 1306 or email michelle@nada.org.au.

As a participant of the project you will:

- gain a greater understanding as to why consumer engagement is an important practice in the AOD sector
- be able to reflect on current organizational practices of inclusion, person centered care and participation
- be able to identify where your organization sits on the spectrum of meaningful consumer engagement
- learn how to improve existing consumer activities to be more meaningful and beneficial.