



# The Peer Education and Support Program (PESP)

Consumer participation program of CHP

Cassandra Bawden  
Jacqui Gibson  
Jason Russell



## OVERVIEW OF SESSION

The Council to Homeless Persons (CHP)

The Peer Education and Support Program (PESP)

Consumer Participation

- What it is and why we practice it
- Strategies and outcomes
- Opportunities for services





## Council to Homeless Persons

The peak Victorian body representing organisations and individuals with an interest in and commitment to ending homelessness.

### Vision

CHP envisions an end to homelessness in Victoria.

### Mission

CHP works to end homelessness through leadership in policy, advocacy, capacity building and consumer participation.



## Council to Homeless Persons

Policy

Communications

Workforce development

Parity

Homelessness Advocacy Service

Peer Education and Support Program





# The Peer Education and Support Program (PESP)

Consumer participation program of the  
Council to Homeless Persons





## History of PESP

- Pilot program in 2005
- DHHS funding for 1 Co-ordinator
- Original aim to recruit consumers to provide peer support and education through the Homelessness Advocacy Service
- Established as an ongoing program in 2007
- Sector opportunities and program development resulted in change in focus and practice, to sector improvement, input to policy and community education
- Separated from HAS 2012

Engaging and promoting consumer expertise

Continual improvement through feedback and evaluation



## PESP provides:

Participation in co-design

Peer interviews/surveys/focus groups

Public speaking presentations

Media interviews

Consultation with services and Government

Consumer participation training

Understanding homelessness training

'Walk in my shoes' tours

Participation in ongoing meeting groups, steering groups and working groups

Service development

Members for interview panels







## Consumer Participation

Consumer participation refers to the process of

**Involving consumers in decision making**

Service delivery, policy development, priority setting, continuous quality improvement, planning, governance, recruitment, advocacy, community education, events, peer support





## Ladder of participation

**Control**

**Empowerment**

**Delegated Power**

**Partnership**

**Placation**

**Tokenism**

**Consultation**

**Information**

**Manipulation**

**Non-participation**

**Therapy**





## Why we practice consumer participation

### Rights based service delivery

It is important for an organisation to get the views and input of the people using the service because they are the ones affected by decisions

### Continuous Quality Improvement (CQI)





## Ending individual homelessness

Social inclusion

Increased confidence and self-esteem

Health improvements

Mental health improvements

Address drug and alcohol issues

Re-connect with family

Enter the workforce or education





## PESP strategies

- Framework, position description, recruitment process
- Training and development
- Support and supervision
- Professional teamwork approach
- Reimbursement
- Graduate program and Bosch partnership
- Networking
- Communication strategy
- Seeking out opportunities
- Feedback and evaluation



## PESP outcomes

- Broadened skill base
- Social inclusion
- Improvement in health and mental health
- Decreased use of drugs and alcohol
- Ability to draw on a negative experience for a positive purpose
- Access to resources and training
- Employment, further training and opportunities
- Access or maintain secure housing



## Outcomes for services

- An inclusive service culture
- Programs informed by people who have accessed them
- Improved staff wellbeing
- Partnership approach to service delivery
- Strong rights based culture
- Improved consumer outcomes
- Policies which benefit both staff and consumers



## Opportunities for services

- Recruit a steering group to design a framework for participation. Consider including staff, consumers and other stakeholders
- Define the purpose of the participation
- Audit consumer participation in your organisation based on the ladder of participation. Where are the opportunities for improvement?







## Opportunities for services

- Develop strategies which will benefit the consumers, the service and the community
- Establish a timeline for actions and meeting dates
- Develop an evaluation plan
- Decide on reimbursement or payment
- Test, reflect, adjust and plan on a continual improvement cycle



## Opportunities for services

- Jacqui





PESP is a state-wide resource

Website: [www.chp.org.au](http://www.chp.org.au)

Email: [cassandra@chp.org.au](mailto:cassandra@chp.org.au)

Phone: 03 8415 6200

Mob: 0407 993 540

Free call: 1800 066 256



Thank you.  
Council to Homeless Persons.

