

Consumer Participation Activities

In line with our Consumer Participation Framework to enhance our consumer involvement in planning, delivering, researching and evaluating our services, we have recently held focus groups in Perth and Bunbury.

“Both focus groups were well received by clients and carers who took part. They provided us with vital information which will help us develop Consumer Directed Care Packages, a new service which we are hoping to secure funding for,” explains Peter Biggins, Silver Chain’s Client Liaison Officer.

“Clients and carers appreciated hearing about the program and how it might work. They were interested in the range of services and the flexibility of how those services may be provided. It also gave us an opportunity to ask for their ideas about what would be important to them if they were to receive services through this program.”

The information we have gathered will be considered for how we implement the program should we be successful in receiving funding.

“To involve consumers in this early stage, we can ensure we develop a service which truly meets the needs of our clients and their carers. Information gathered will also assist us in understanding the areas in which clients and carers would like greater choice and in understanding the requirements for staffing the program,” says Peter. “Consumer participation is very important to us and we appreciate, encourage and welcome their involvement.”

Watch this space for further updates. If you would like to find out more about the Consumer Participation Framework or how you can be involved in future consumer participation activities please visit www.silverchain.org.au or call our Client Liaison Desk on 9242 0370.

