

Drug and Alcohol Services South Australia

Community Partnership Program Community Guidelines

December 2019



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Guidelines for community members

What is the Community Partnership Program?

The Community Partnership Program (CPP) is a program of community engagement and provides a framework for working together to create the best service possible.

It advocates for and facilitates an active partnership with DASSA's community to make sure that clients, carers and community members have a say in how DASSA operates. This includes involvement in the planning, implementation and evaluation of its services, programs, and policy at a range of different levels.

What do you mean by 'Community Participation' and 'Partnership'?

Community participation refers to the contact and involvement between the community and DASSA's staff. It can be in person, over the phone, or through email/online media.

Community participation within DASSA is not just about ticking the boxes. We believe effective participation is a key contributor to providing the best service possible, and that participation must be meaningful if it is to be effective.

Community partnership is a level of participation and engagement. . It incorporates many things, but is particularly concerned with:

- > working together as partners to collaboratively make decisions
- > sharing responsibility for these decisions and outcomes
- > ensuring that everyone has the information and skills to be equal participants.

How can community participation benefit me?

Whilst the benefits experienced differ from person to person and depend on the level of participation you choose, common benefits are:

- > being heard on topics that matter to you
- > building peer and professional networks
- > having an opportunity create positive outcomes from your experience
- > having an opportunity to improve and shape SA Health services
- > gaining knowledge about alcohol, tobacco and other drug (ATOD) services and health care
- > gaining knowledge of the health service and an understanding of how it is run
- > gaining skills in communication, negotiation and advocacy
- > gaining experience in committees and workplace settings
- > receiving training, personal development and support
- > increasing your self-esteem and confidence
- > being able to give back to others, and have others give to you.

How can my participation benefit others?

At DASSA we consider that being community-centred is the best way to improve our services. This means we NEED YOU in order for us to provide the best quality care possible.

Your participation helps DASSA:

- > improve our service
- > learn what is important to our community
- > Improve our financial efficiency
- > improve our staff's self-esteem and job satisfaction levels.

Your participation also helps other community participants (your peers) benefit in the same way as you.

Who is defined as a Community Participant?

A **Community Participant** is a community member who has an interest in active participation; is trained and inducted; and offers their time and personal experience to support DASSA's quality improvement.

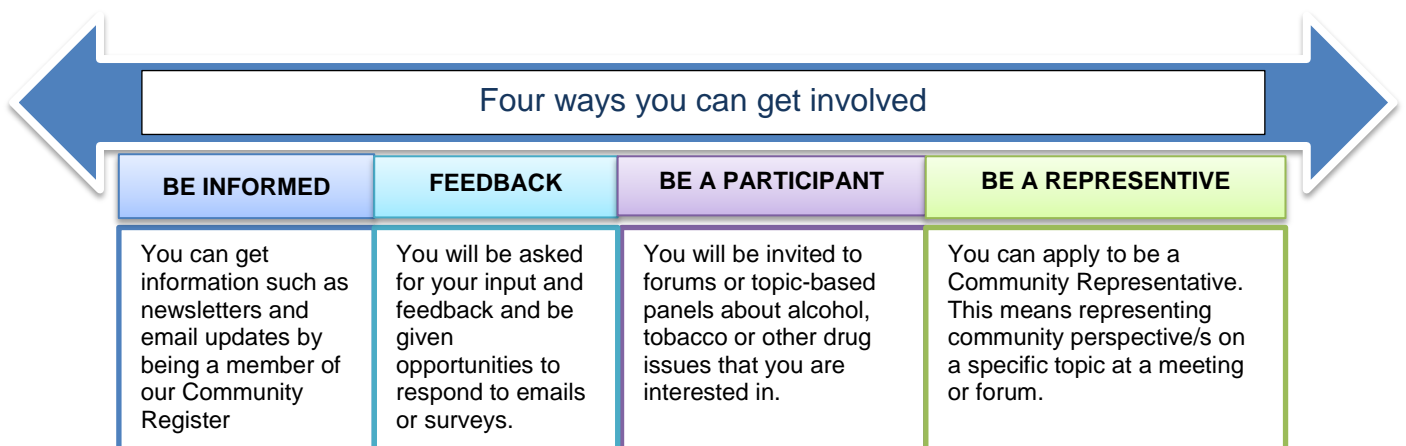
Who is defined as a Community Representative?

A **Community Representative** is someone who attends or contributes to meeting/s to provide views on behalf of their community. Community Representative must have demonstrable links to their community, and follow a recruitment process that includes training and support.

How do I get involved?

So you want to be involved? Fantastic! If you have been a client, carer, family member or support person of a client, or are a community member with an interest in alcohol, tobacco and other drug matters then you can become a member of the **Community Participation Register**.

Being a member means you can apply to get involved in any or all of the four ways:



Each way of participating builds on the one before it. This means that if you are a 'representative', you will also have a chance to participate, feedback and be informed.

You can always change your mind. If you decide that you would like to change your level of involvement you can let us know at any time and we'll change your membership to the level of involvement that you want. Should you choose to stop being a member simply contact us and we'll remove your name from the [Membership Register](#).

The following four steps outline the process for becoming a [Community Participant](#) with DASSA:

Step one:

The first step, as mentioned above, is to make contact with the Community Partnership Program (CPP) and join our [Community Participation Register](#) as a member. This can be by phone, email or by completing and sending back our membership form (see contact details on page 8)

As a Community Participation Register member, you will be able to:

- > Be informed about:
 - > changes at DASSA, or what is happening in the sector
 - > opportunities to attend or participate in events
- > Provide feedback via phone or email
- > Participate in a focus group or community forum.

Step two:

If you would like to be more actively involved and become a Community Participant, the next step is to attend a [DASSA Induction Session](#). These sessions are run on demand, when we have a number of community members who have registered to attend.

In this session you will be provided with

- an overview of DASSA services including further information on the Community Partnership Program (CPP),
- essential DASSA information such as emergency procedures and forms and processes

Following the Induction you can apply to:

- > Present about your experience at events
- > Participate in a topic-based panel or working group
- > Sit on a selection committee for awards
- > Co-facilitate staff training.

Each of these activities differs in the requirements, support and reimbursement provided. This will be outlined for each when the opportunity is advertised, and we will make sure you feel comfortable while participating.

If you would like to be further involved, and become a **Community Representative**, the first step is to fill out an Expression of Interest form, which can be obtained from CPP staff.

Criteria assessed include:

- > Previous experience with DASSA, the Community Partnership Program, or other health organisations.
- > Current networks that will enable you to communicate, consult, and disseminate information to your community.
- > Willingness and ability to consider relevant data sources (e.g. Safety & Quality, surveys, etc.).

The Community Representative induction process includes:

- > 1:1 meeting with the Community Engagement Coordinator
- > 'Work Health & Safety' site induction
- > Completion of a 'Professional Development Review'
- > Attending the "Introduction to Consumer Advocacy" training provided by the Health Consumers Alliance SA
- > Gaining a 'National Police Clearance'
- > Connection with a staff mentor.

Completion of this process will enable you to fully participate in the following activities when positions are available:

- > Participate in service planning days
- > Sit on an interview for staff recruitment
- > Sit on a strategic committee (e.g. DASSA Executive Group)
- > Sit on the DASSA Community Advisory Council.

What is expected of me?

All Community Participants and Representatives must adhere to a code of conduct. This is developed and agreed upon by participants and staff, and includes:

- > treating one another with respect and communicating appropriately
- > keeping information discussed private and confidential
- > personal conduct at meetings / events
- > an agreement to not have consumed alcohol or other drugs while participating.

What skills and experiences do I need to have?

To be a Community Participant or Representative, it is ideal that you:

- > have experience as a community member, a client, or a carer
- > are interested in alcohol, tobacco or other drug issues
- > are willing to share your ideas and provide feedback

- > have an understanding of the range of experiences people may have
- > are able to work with others, network and communicate clearly
- > are able to set aside self-interest to represent a collective view
- > are able to give unbiased information to others accurately
- > have an understanding of alcohol, tobacco and other drug services in South Australia and;
- > involved in, or be willing to get involved in, networks or groups of people who are concerned with alcohol, tobacco and other drug services, programs or policy.

The perfect candidate is respectful, honest and behaves appropriately when participating. You may be asked to keep some information confidential, and if so, it is important that you maintain this trust.

You may also find yourself in meetings where you have a conflict of interest; for example a service your family uses might be discussed. If there is a conflict of interest you will need to let the meeting organiser know prior to the meeting for noting.

NOTE: All Community Representatives and some Community Participants will be required to have a current SA Police National Police Check (NPC). We do understand that some community members may have a criminal history, but would be an excellent Community Participant. Having a criminal history does not prevent you from being involved in DASSA, and we will work with you to find the best way to do so.

What if I live in a rural or remote area?

Those living in rural/remote areas can easily be part of our Community Participation Register and both 'be informed' and 'provide feedback' by completing and returning our membership form.

If you would like to be more actively involved, please contact the Community Partnership Program on 0466 480 811 so we can find a way to get you involved, make you an equal partner, and hear your story.

What training, development and support can I expect?

There is a range of training and support for each level of participation.

For Community Participants, we offer:

- A face-to-face induction
- Access to an interpreter (if required)
- An online training module on 'Partnering with the Community'

For Community Representatives, in addition to the above, we offer:

- A professional development plan tailored to you and your goals
- 1:1 engagement with a DASSA staff member
- A face-to-face training through Health Consumers Alliance on 'Consumer Advocacy'

- Access to the Employee Assistance Program (EAP) for confidential counselling

What if there is a problem?

We will make sure that feedback and complaints are dealt with promptly, respectfully and confidentially.

If at any time you are experiencing an issue being a Community Representative, please let the meeting organiser know first so that they can help you. If you feel that you need more support we're here to help. Please don't hesitate to contact us using the details at the end of this section and we'll work together to sort out any issues.

If you experience a problem whilst participating in the Community Partnership Program, please contact us and we'll work together to sort out the problem. If you are unhappy with our response, you can direct your concern to the Director of Drug Policy and Population Health on the following email: HealthDASSAGeneral@sa.gov.au

Further information

If you would like to join, need more information or have any questions about anything to do with the Community Partnership Program, please contact:

Community Partnership Program

Telephone: 0466 480 811

Email: HealthDASSACPP@sa.gov.au

Sitting Fee Structure

Central to the work of the Drug and Alcohol Services South Australia (DASSA) is listening to and collaborating with its community. For DASSA this is underpinned by a commitment to ensuring the voices of a wide variety of community experiences are heard.

Paid participation recognises the important contributions community members make to DASSA. This structure describes DASSA's commitment to paid participation by offering:

- an hourly sitting fee for individuals who are invited or nominated, through the Community Partnership Program to give expert advice and share their experiences to inform the work of DASSA
- to pay for travel costs to allow these individuals to give their time; and
- to reimburse any reasonable associated out of pocket expenses.

To this end, DASSA has developed this Sitting Fee Structure which recognises the importance of community input and articulates how such contributions will be recognised through paid participation. This structure is in line with the SA Health Sitting Fee Policy.

Who is eligible for sitting fee payments?

Only individuals who are members of or willing to become members of, the Community Partnership Program are eligible for payment.

When people will be paid?

Sitting fee payment will be provided for activities where individuals are invited by DASSA through the Community Partnership Program to make a significant contribution to its work.

Please note that payments can take up to 3 weeks to process.

When will people not be paid?

Payment for participation and reimbursement of travel costs **will not apply** in certain circumstances including:

- > attendance at some open forums or presentations, conferences, information sessions, training or consultations by DASSA
- > ad hoc communication and discussions with DASSA
- > where a person represents an organisation, group or council and are funded as part of their recognised duties to engage with DASSA
- > where a person is an employee or contractor of the public service or a publicly funded agency
- > where a person's employment, employer and/or affiliations fund them to represent, promote or advocate the issues that are the focus of the paid participation.

Sitting fees

In line with SA Health's Sitting Fee Policy, sitting fees are remunerated at \$30 per hour.

Unless agreed in advance with DASSA, preparation or reading time is not considered to be included, and should not be included in the number of hours submitted for payment. Where preparation or reading time has been agreed in advance this is to be noted on the sitting fee form and countersigned by the meeting organiser. Reading time, if agreed upon, can only be remunerated at a maximum of two (2) hours.

Any sitting fees/reimbursement is for actual time spent at participation events or in providing significant contribution in participation processes as outlined in the Community Guidelines and in line with the SA Health Sitting Fee Policy. Absence from an agreed paid participation event/activity for any reason does not warrant payment.

Participation claim forms and any receipts for reimbursement are to be provided within two (2) weeks or as soon as practicable after the date of expense for the payment of incurred costs to occur. Receipts older than three (3) months will not be accepted. Receipts, payslips and/or other records relating to loss of income, travel including mileage, and other costs must be produced for payment to occur.

The maximum time for working that may be remunerated in one day is eight (8) hours.

Travel costs

We will endeavour to meet all reasonable travel costs associated with participation in DASSA activities. We will organise optimal travel arrangements, including organising flights and accommodation (if appropriate), bus tickets, cab charges and travel costs. Travel time will not be paid, only out of pocket costs associate with travel. Mileage is reimbursed at the rate of 85cents per kilometre travelled.

Please note: *Where cost of travel reimbursement impacts on capacity for a broad range of stakeholders to be engaged, the use of video/teleconferencing must be considered.*

Out of pocket costs

Out of pocket costs are to be agreed in advance with DASSA and include car parking, meals and child care. Receipts should be kept for all expenditure and provided to DASSA for reimbursement within two (2) weeks for payment to occur. DASSA will provide printed copies of all papers required for any participation processes. Child care will be reimbursed where negotiated in advance and in respect of a Registered or Approved Care Provider.

Airfares and accommodation

Flights and accommodation (where an overnight absence from home is necessary) for people to participate in DASSA activities will be booked by DASSA and costs met through the Community Partnership Program budget. In line with SA Health guidelines, it is the responsibility of DASSA to purchase the most efficient and economical bookings for participants. Changes to any flights will be made by DASSA.

Disputes

Any disputes over payment of sitting fees are to be discussed with the Community Partnership Program (on 0466 480 811 or HealthDASSACPP@sa.gov.au in the first instance, and if not resolved, presented to the Director, Drug Policy and Population Health.

Community Partnership Program

91 Magill Road, Stepney SA 5061

M: 0466 480 811

HealthDASSACPP@sa.gov.au