


Community Partnership Program

Drug and Alcohol Services South Australia



Community Partnership Program

Staff guidelines for working with and
involving the community

September 2023

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What is the Community Partnership Program?

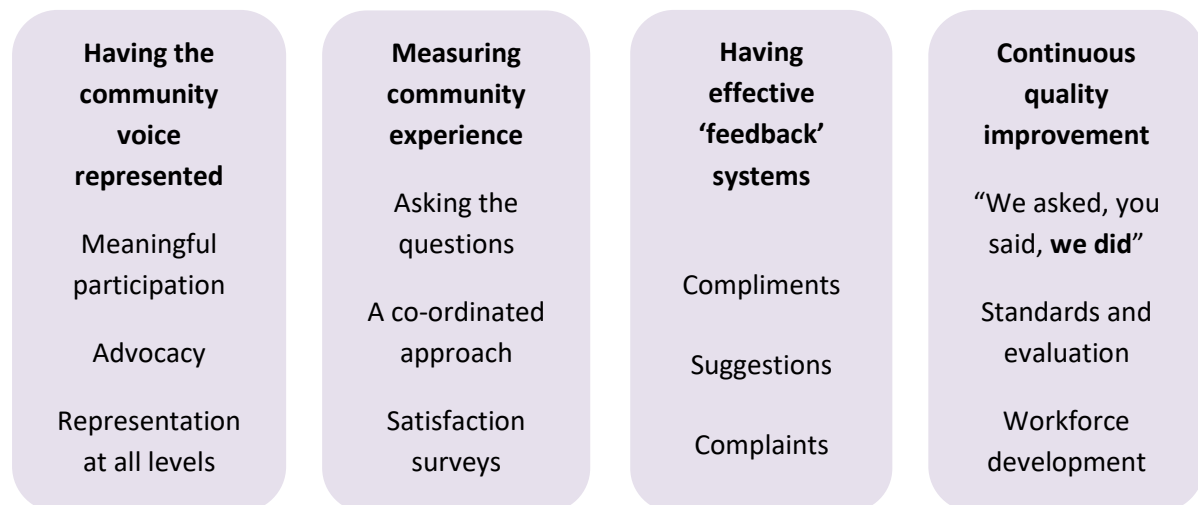
The **Community Partnership Program (CPP)** is a program of community engagement that provides a system for working together with our community to create the best service possible.

The CPP supports DASSA in its goal of being a community-centred, transparent, open and a welcoming organisation who actively partners with, and listens to the experience of its community (clients, carers, and others using our services).

The CPP defines our community as:

- clients: past, present, or those eligible to be a client
- carers, family members and support people of the above clients
- anyone who is impacted by alcohol, tobacco and other drug services, programs and policies

The CPP is implemented in DASSA through four distinct bodies of work:



Further information on the rationale for the CPP is provided on our website here:

[DASSA's Community Partnership Program | SA Health](#)

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

Community Participation refers to the contact and involvement between our community and DASSA. 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.

Partnership involves a higher level of participation and engagement. It incorporates many things, but is particularly concerned with:

- working together as partners, openly and honestly, to collaboratively to make decisions
- sharing responsibility for decisions and collectively owning outcomes
- ensuring that everyone has the information and skills to be equal partners.

How do community members get involved with DASSA?

Once a community member has expressed an interest in hearing about and providing their views on alcohol, tobacco and other drug (ATOD) issues, they are included on our Community Participation Program Register (the Register)

Community Participation Program Register (the CPP Register)

The CPP Register is the main vehicle through which we engage our community about what's happening at DASSA. This includes monthly updates, requests for feedback, and requests for participation. If a member of the CPP Register wants to become more actively involved in DASSA, the CPP will hold an induction session for them to become a Community Participant.

Community Participants

Community Participants play an important role within DASSA; providing advice and feedback, advocating for community interests, giving suggestions for quality improvement, and actively participating in the organisation. This includes attendance at focus groups, presenting about their experience at training days / forums, or sitting on working groups.

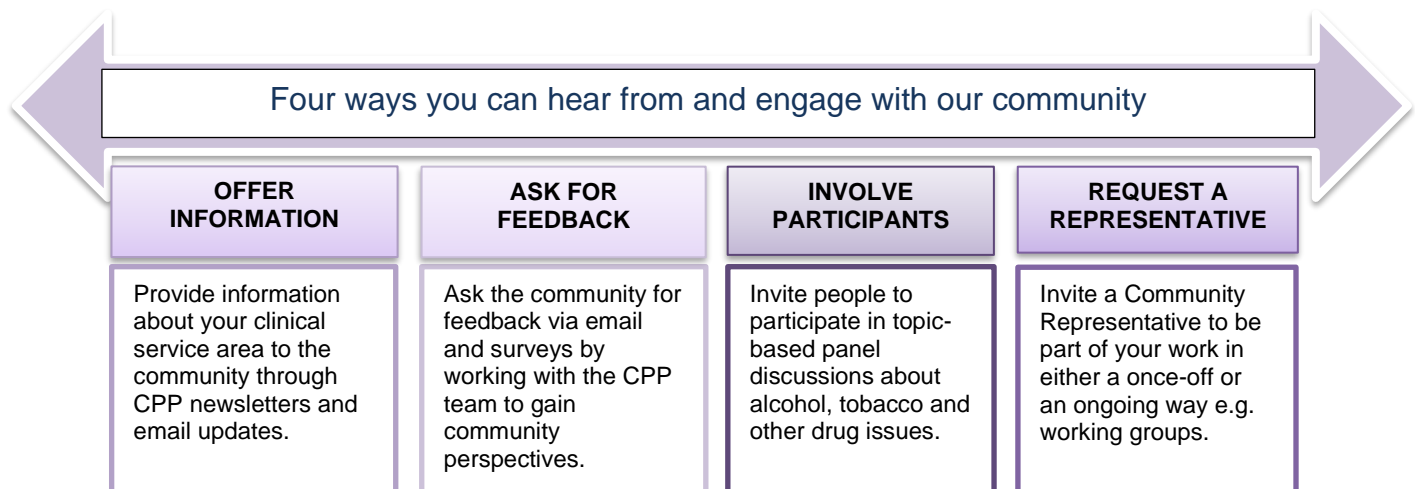
Community Representatives

A Community Participant may decide to become a Community Representative which enables participation in more strategic opportunities such as service planning days, attending strategic meetings, being a member of steering groups and participating in staff interview panels.

Another significant difference between the participant and representative roles is that the representative *demonstrates a connection to specific community of interest*, for example veterans with drug and alcohol issues, and supports DASSA to communicate with this community directly. The CPP provides an induction for community members wishing to become Community Representatives. Representatives undergo a recruitment process and have demonstrated skills enabling them to function within meetings or other group settings in an unbiased and appropriate way.

Refer to **Appendix 3** for an overview of the CPP Recruitment Process.

How do I involve community members in my work?



Step 1:

Choose the level of engagement you would like, take into consideration the right level for the situation. CPP staff are happy to assist you with this. For example, there is no point consulting people if there is no ability to make changes – in this instance, providing information about a change is more appropriate. Conversely, if you are looking for specific feedback, often consulting community members or requesting a representative is much more valuable than requesting feedback as you can discuss the concepts in much more detail and answer any questions the community member might have.

Step 2:

Contact the CPP team. The information below outlines the type of information you will need to provide according to the type and level of engagement you are conducting.

Offer information

To provide information to community members, email dassacpp@health.sa.gov.au and explain the following:

- What the information you are providing is about
- Who you wish your request to be sent to
- When you wish it to be distributed by
- If there is any particular information you'd like community members to be made aware of
- Your contact information so that community members can follow up with you, should they have any questions.

Ask for feedback?

Email dassacpp@health.sa.gov.au and request information be circulated to the CPP Register. Provide at least two (2) weeks' notice and include the following:

- When you would like the feedback request distributed and the date you'd like responses by
- The target audience and questions or documents you'd like members to respond to
- If there is any particular information you'd like community members to be made aware of
- CPP staff can assist with survey development should that be a preferred way to collect feedback
- Your contact information so that community members can follow up with you, should they need.

Involve participants?

Complete [CPP Participation Request Form](#) providing at least three (3) weeks' notice.

Please ensure you include the following information before submitting:

- The target group you would like to invite
- What the engagement/event/working group is about
- Key questions and outcomes sought
- Dates, location, and times, how often you will meet, along with how to get there
- Details of who and how to RSVP, and the RSVP date
- Your contact information, so that community members can follow up with you, should they have any questions

Step 3:

CPP staff will send out your opportunity via the CPP Register and seek expressions of interest. The CPP team will discuss EOIs received with you, and ensure an appropriate selection is made.

What support do I need to offer community members?

DASSA staff members will be respectful of community members and the value they bring to each engagement opportunity. DASSA staff are encouraged to be open to the skills and knowledge and experience that community members have – and not to assume any lack of knowledge or limitation. Refer to [Standard 2 Fact Sheet for staff](#) for tips on how to support and work with community members.

Reimbursement

Paid participation recognises the important contribution community members make to DASSA. The DASSA staff member recruiting a community participant is responsible for ensuring they receive reimbursement for their participation. CPP staff will provide support with this process.

DASSA is committed to paid participation and adheres to the SA Health Sitting Fee Policy:

- 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

Please familiarise yourself with DASSA's requirements regarding reimbursement as outlined in Appendix 1 and follow the reimbursement process outlined below:

Step 1

Once a person/people have been selected and they have agreed to be involved:

- a. inform them what costs will and won't be covered
- b. organise with them to arrange any travel required (taxi vouchers can be provided)
- c. provide them with the [Consumer sitting fee and reimbursement claim form](#)

Step 2

Once the activity/event has concluded, ensure the SA Health Consumer Sitting Fee and Reimbursement Form is signed by the participant, and submitted to you within two (2) weeks, along with any receipts for reimbursement.

If the representative is claiming out-of-pocket expenses, such as travel, they will need to negotiate this with you in advance and then will need to attach receipt/s to the reimbursement form.

Forward the completed forms and any receipts to CPP staff ensuring that you have signed to acknowledge attendance.

Completed forms can be emailed to dassacpp@health.sa.gov.au or posted to us at the following address:

Attention: Community Partnership Program
Drug and Alcohol Services South Australia
91 Magill Road Stepney SA 5069

Note: Where paid participation is for representation on an ongoing committee or similar, reimbursement forms should be submitted after each meeting.

Confidentiality and Anonymity

For community members to feel comfortable working with us (and for us to minimise the power differential) it is imperative to maintain confidentiality and anonymity.

Often, anonymity can be broken in unintentional ways and without any ill-intentions.

For instance, if you know a community member who is engaging with us as a former client, to comment out loud on how great they look since you last saw them, or how long it has been since you have seen them at a service, breaks their anonymity as a client.

Community members can be very open about their experiences and have no issues discussing their involvement with DASSA. Despite this we need to ensure that it is THEM who instigate this, not us.

To maintain confidentiality here are some points to consider:

Do	Don't
Ask about why they were interested in becoming a representative	Ask how they were/are involved with DASSA
Ask what interests them about alcohol, tobacco and other drug treatment/services/policy	Ask them what treatment/services they have experience in using
Let them know they do a great job interacting in groups	Tell them they have 'come a long way'
Discuss their experience IF they instigate the conversation	Refuse to enter into conversations the community member has instigated

If we identify in any way if a participant fits into the 'client', 'carer' or 'community' category we are breaking their anonymity

Keep any personal information regarding a community participant strictly confidential and stored in a secure file. Where you use information from community participants to inform ATOD service and policy development, this may require you to share this information with a third party outside DASSA. If so, you must make sure that the community participant consents to the sharing of this information and that the information does not identify the person or anyone else.

CPP staff cover the sharing of information as part of induction training with participants, however it should be revisited to ensure understanding and to gain consent, if possible, to the sharing of information specific to each participation opportunity. An agreement of confidentiality is included in the Code of Conduct that every participant signs at the induction training.

There are some laws that require SA Health to provide personal information it holds in certain circumstances and are outlined in the [Privacy Policy Directive :: SA Health](#)

If you have any concerns about privacy, please contact us on dassacpp@health.sa.gov.au.

What support can I expect?

For staff members who are unsure of how to get involved, how to engage with community members, or who would like some additional training, contact **CPP** staff who are there to support you and assist with any participation opportunities that you are looking to develop.

The CPP is working to re-establish a network of **Community Engagement Champions** who are staff members who support and advocate for community members or perspectives from different areas within DASSA. Each business unit should have at least one Champion who can provide to support to any staff member conducting engagement activities. If you are interested in being a **Community Engagement Champion** for your area, please contact CPP staff.

What if there's a problem?

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

If you have an issue with a community participant, we ask that you and another staff member meet with them in the first instance to discuss the issues and possible solutions. If the issue remains unresolved or you require further assistance, please contact CPP staff for further support and information.

If you have any issues with the CPP please contact us and we'll work together to sort out the problem. If you are unhappy with our response, you can speak with your manager.

We encourage feedback about our program so that we can continue to improve and develop our service. If you would like to provide the CPP feedback, please email

dassacpp@health.sa.gov.au.

Who can I talk to if I need more information?

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

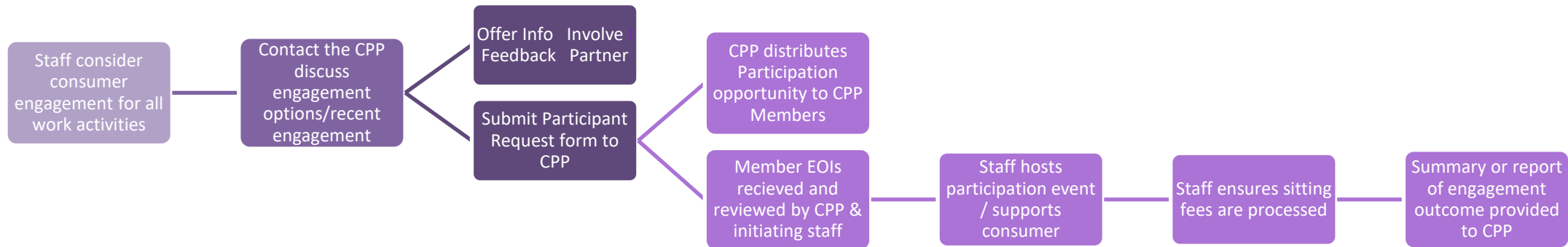
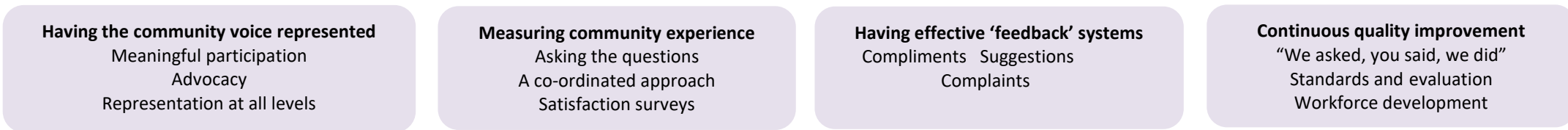
Ph: 0466 480 811

E: dassacpp@health.sa.gov.au

W: www.sahealth.sa.gov.au/dassaprograms

Appendix 1 Staff Engagement Process

The **Community Partnership Program (CPP)** is a program of community engagement that provides a system for working together with our community to create the best service possible through four distinct bodies of work:



The CPP is working to re-establish a network of **Community Engagement Champions** who are staff members who support and advocate for community members or perspectives. Each business unit should have at least one Champion who can provide to support to any staff member conducting engagement activities. If you are interested in being a **Community Engagement Champion** for your area, please contact the CPP.

Appendix 2 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 adheres to the [Sitting Fees and Reimbursement for External Individuals Policy | SA Health](#)

Who is eligible for sitting fee payments?

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

When are people paid?

Sitting fee payment will be provided for activities where individuals are **invited by DASSA** through the CPP Register to make a contribution to its work.

When are people not be paid?

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

- > attendance at 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 \$35 per hour.

Where preparation or reading time has been agreed in advance this is to be noted on the sitting fee form and countersigned by the 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 is provided in line with the [Sitting Fees and Reimbursement for External Individuals Policy | SA Health](#)

Absence from an agreed paid participation event/activity for any reason does not warrant payment.

[Consumer Sitting Fee and Reimbursement 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 time. Travel time will not be paid, only out of pocket costs associate with travel.

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 travel costs are to be agreed in advance with DASSA and include car parking, meals and childcare. 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. Childcare 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.

Process

The process for managing paid participants is as follows (also refer to Appendix 1):

2. Utilise CPP Register to:
 - a. call for Expressions of Interest
 - b. select person/people to be involved

3. Once a person/people have been selected and they have agreed to be involved
 - a. inform them what costs will and won't be covered
 - b. organise with them to arrange any travel required
 - c. provide them with paid participation claim form and supplier maintenance form
 - i. [Consumer Sitting Fee and Reimbursement Claim Forms](#)
 - ii. [Supplier+Creation_Maintenance+Form.pdf \(sahealth.sa.gov.au\)](#)

4. Once the activity/event has concluded, ensure participation claim forms and any receipts for reimbursement are submitted to DASSA within two (2) weeks. Receipts provided later than three (3) months from date of participation event will not be reimbursed.

Please note: Where paid participation is for representation on an ongoing committee or similar, paid participation forms should be submitted after each meeting.

Disputes

Any disputes over payment of sitting fees are to be discussed with the Project Officer, Community Participation Program (on 0466 480 811 or dassacpp@health.sa.gov.au) in the first instance. If not resolved please speak with your manager.

Appendix 3 CPP Recruitment Process

- CPP Member
 - CPP Participant
 - CPP Representative
 - Community Advisory Council (CAC)

The CPP aims to advocate for and facilitate an active partnership with DASSA's community. The CPP engages clients, carers and the community through a variety of channels and forums and provides opportunities for deeper engagement through the recruitment of members into more formal roles.

