



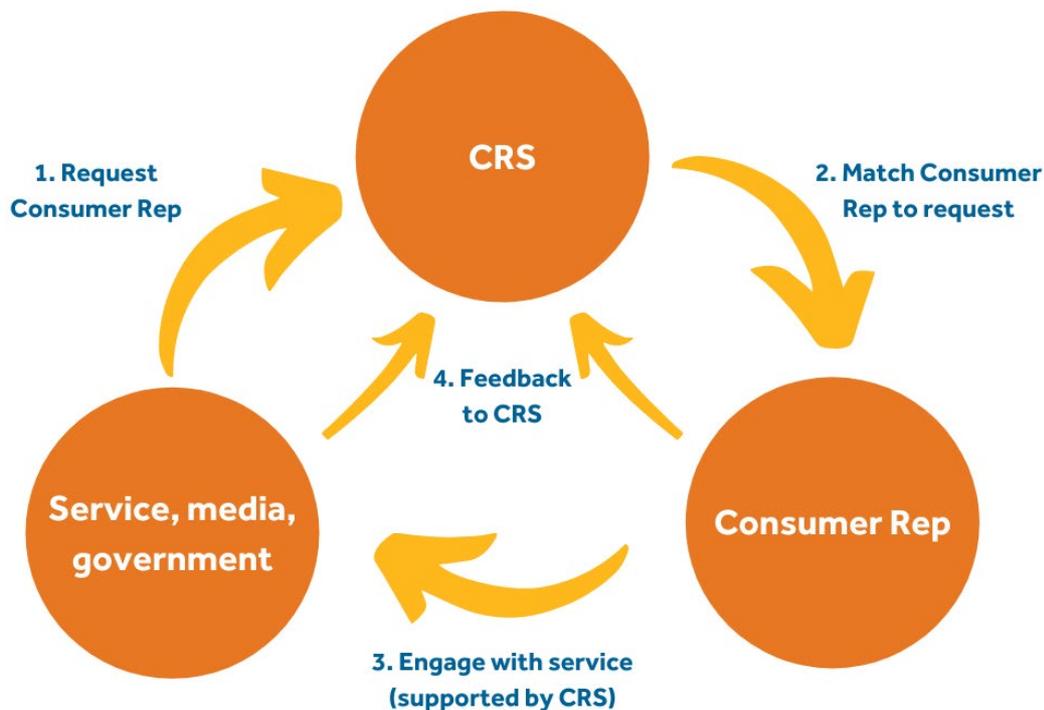
# What is the Consumer Representative Service?

ATDC's Consumer Representative Service (CRS) gives people who have a lived experience of alcohol and other drug use the chance to have a say in how alcohol and other drug services are delivered.

It also gives service providers, the media and other community and government groups the chance to draw on the expertise of people with lived experience.

The CRS is supported by Tasmanian Government funding.

## How does it work?



- 1. CRS receives request for consumer representation**
- 2. CRS Coordinator matches Consumer Rep to the request**
- 3. Period of engagement begins and ends, with minimal intervention from ATDC but with support as needed**
- 4. Both CR and requesting service provide feedback on the experience**



# What is a Consumer Representative?

A Consumer Representative is someone who has lived experience of alcohol, tobacco and other drugs (ATOD) products or services. They may use alcohol or drugs themselves, or they may be a family member, friend or carer of someone who does.

A Consumer Representative ('Consumer Rep') is someone who speaks about their own experience, as well as speaking and acting as an authentic voice from the community of people who use alcohol, tobacco and other drugs and ATOD services.

ATOD services can include therapy and counselling, drugs education, crisis services, and help dealing with the legal system. People who use these services are called 'consumers'.

A Consumer Rep uses their personal experience to speak up for ATOD service consumers. This means:

- talking to consumers to find out what ATOD services they need and how they want to be treated; and
- taking this information back to ATOD service providers so they can have meaningful influence on service delivery and design, projects and programs, and policies for the sector.

“  
It read like my story,  
it felt like my story  
”



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## Who can be a Consumer Representative?

Anyone with lived experience of a dependence on alcohol or other drugs (including close supports like family, friends, and carers) can be a Consumer Representative.

## What does a Consumer Representative do?

Consumer Reps are a direct link between consumers of ATOD services and the people who provide or have a stake those services. A Consumer Rep can use their lived experience and the experience of other consumers to give providers feedback and advice on the full range of ATOD services.

It's a bit like an airline passenger being invited to talk about their flight. That passenger is the best person to describe their experience from check-in to arrival. This might include how comfortable the seat was, how safe they felt, what they thought of the meal and—perhaps most importantly—how the staff treated them during the journey. In the same way, people with lived experience can describe how they felt, or are feeling, about their journey with ATOD services. This might include things like how they feel about walking into their local chemist for their pharmacotherapy program; how their best friend with a



dependence on alcohol has struggled to find the right rehab program; what it's like caring for a child with a dependence; or even what drug trends they're seeing on the streets.

A Consumer Rep has the chance to make a real difference to ATOD services and the way they are delivered. Consumer Reps are invited to work with ATOD services and committees, talk about their personal experiences and represent the wider community of consumers. Being a Consumer Rep doesn't just mean being a focus for people's complaints—the ATDC already has a process for that. However, a Consumer Rep plays an important part in talking about how consumers feel about their services.

## **How are Consumer Representatives supported?**

Consumer Reps are paid an hourly rate for their time and experience. They also get introductory training and ongoing support from the ATDC's Consumer Representative Service (CRS) Coordinator.

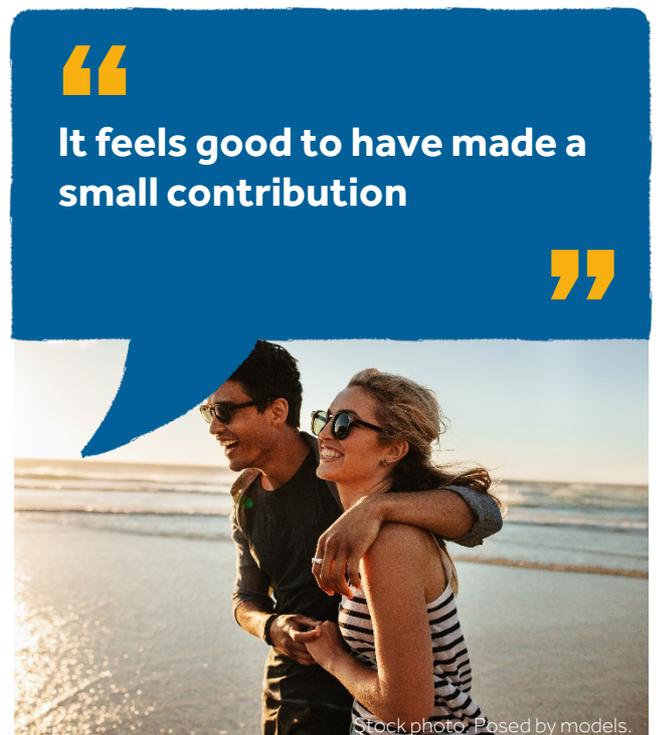


# How do I become a Consumer Representative?

## Step One: Consider the Selection Criteria

First, consider if you meet the following selection criteria:

- lived in Tasmania for at least six months
- 18+
- have personal lived experience with alcohol and other drug dependence, which can include being significantly impacted as a family member or friend of someone with alcohol and other drug dependence
- capacity to work well in a team, using judgment and self-awareness, or be able to acquire it
- adequate communication skills. You don't need to be an amazing communicator, we welcome all levels, but you do need to be able to:
  - o communicate your thoughts and feelings in a constructive manner, according to the context
  - o reflect on issues that impact the people you know, keeping in mind perspective of the wider community and not only own personal experience
  - o provide advice and direction from the perspective of a service user



## Step Two: Submit an Expression of Interest

If you're confident you can satisfy this selection criteria, next submit an Expression of Interest. This can be completed on the Consumer Representative Service website. There are five questions to answer:

1. Please describe in detail the story of your lived experience, which you are willing and able to share on
2. Why do you want to use your involvement to influence the Alcohol and Other Drugs sector?
3. Please detail your understanding of the consumer representative role
4. Why would you make a good consumer rep?
5. How did you find out about this role?

Your EOI will be reviewed by the ATDC, and compared against the selection criteria, as well as capacity and need. We're looking for a diverse range of representatives from all across the state.



### **Step Three: Formal Application**

Upon successful review of your EOI, the ATDC invite you to submit your formal application. It will also offer you the chance to indicate more details, such as your specific interests, access issues, and availabilities

### **Step Four: Induction!**

Following successful review of your formal application, you will be invited to an induction meeting with the Consumer Representative Coordinator, as applicable. This will occur via face to face or over the phone if needed. You will be reimbursed for your time.

This is where you will be able to ask questions, gain further insights, complete paperwork to finalise the agreement between yourself and the ATDC, and provide further detail about your lived experience and relevant skills.

The Consumer Representative Coordinator is highly skilled to support you to share your story, and upholds strict confidentiality and privacy standards.

Following the induction, both you and the Coordinator will have a greater understanding of which roles may best suit you, and you will be ready to start being assigned to Consumer Rep roles.



# Opportunities for ATDC Consumer Reps

The ATDC have four opportunities for Consumer Reps to engage with their services and share their lived experience.



**Having people in a committee actually listen to my ideas like they mattered was an experience I'd never had**



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## 1. Joining a Board, Committee or Working Group

This involves being a member of a group that discusses and gives advice on alcohol, tobacco and other drug (ATOD) issues. These groups usually send out some reading material before each meeting that sets out what they will be discussing. A Consumer Rep reads the material, attends the meeting and talks about their experience of the issue being discussed. The ATDC have four opportunities for Consumer Reps to engage with their services and share their lived experience.

The following groups are currently looking for Consumer Reps:

- ATDC Consumer Projects Advisory Group
- ATDC Communications Charter Advisory Group
- Alcohol and other Drug Expert Advisory Group
- Reform Agenda Implementation Group

## 2. Supporting service organisations

Sometimes, organisations that provide services in the ATOD sector need a consumer to provide feedback or advice about their services. This can include:

- helping to choose staff (e.g. by being part of an interview panel)
- giving feedback about a change in services (e.g. changing opening hours, or what services are needed and how they are provided)
- reading and commenting on documents or policies dealing with ATOD services



### **3. Talking about your experience**

Stories about your lived experience dealing with ATOD services are a very powerful way to help people understand the issues faced by consumers. The wider community is very interested in these stories. The media often asks the ATDC to comment on ATOD issues and they are usually most interested in talking to someone who has personal experience. If you are prepared to share your story, but you're not comfortable being identified, your name and/or image can be kept private.

Additionally, every two months the ATDC puts out a call out to see what's been happening on the ground. We use this information to make a list of the issues currently facing people who use ATOD services. The list helps us when we work with the government to develop ATOD policies and in deciding where to focus our own activities.

### **4. Professional Development**

We value your time and your expertise and want to help you become a skilled Consumer Rep. It takes a special person to reflect on your own issues, the issues that impact the people you know, and to keep in mind the perspective of the wider community and not only own personal experience. Especially about issues that are personal and can be controversial. We will help you on your journey by providing professional training and ongoing support, including informal training, including feedback discussions and debriefs with the Consumer Rep. Coordinator.



# What is the ATDC?

## Why we exist

Problematic use of alcohol, tobacco and other drugs (ATOD) continues to be a major cause of harm in Tasmania. It plays a big part in preventable death, disease and illness, mental distress, unemployment, homelessness, police arrests and prison sentences.

The ATDC is an independent not-for-profit organisation that represents a wide range of alcohol, tobacco and other drug organisations. These organisations provide services such as information and education, prevention and early intervention, harm-reduction, and treatment and recovery programs.

## What we do

The ATDC works with all levels of government and the community to develop services aimed at reducing harmful substance use across Tasmania. The ATDC also plays an important role in lobbying governments to put more resources into ATOD education and services.

The ATDC provides training, networking and information sharing opportunities, as well as developing policies and carrying out projects with, and for, ATOD services groups. We are focused on reducing harm to ATOD consumers. We base our programs and policies on practices that are known to work, on feedback from consumers, and on cooperation with all groups involved in delivering ATOD services.



**My name is Ali, I am the CEO of the ATDC, we value your expertise as someone with lived experience.**





# How does an ATDC Consumer Rep benefit my service?

Professionals who work in the ATOD sector, such as counsellors or case managers, are experts in their field, and consumers are experts in their experience. If the two groups work together, there are more opportunities for growth and change.

## What are the benefits of having a Consumer Rep?

A Consumer Rep can benefit your service by:

- giving advice based on lived experience that will improve overall service quality
- increasing service users' satisfaction, resulting in better service outcomes
- meaningfully including people who might not feel fully connected to their treatment or support experience
- helping to develop tailored consumer information
- helping to choose good staff who will work well with service consumers
- helping plan specific improvements to service delivery with the consumer in mind
- taking part in discussions between service organisations and consumers to find a common voice
- building trust between consumers and staff
- reducing some pressures faced by the service
- reducing the number of consumer complaints
- helping the service meet accreditation and legal requirements, including the National Safety and Quality in Health Service Standards, Standard 2: partnering with Consumers



**My service feels safer for clients now that we acknowledge the voice of lived experience**



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## How does my service work with a Consumer Rep?

The ATDC expects service providers to provide real and meaningful opportunities for Consumer Reps and to listen to what they have to say.

A Consumer Rep should be treated like any other community expert. This includes providing the Consumer Rep with proper workplace induction, listening to what they have to say and answering any questions they may have.

If your service decides to take on a Consumer Rep, the ATDC's Consumer Representative Coordinator will be on hand to provide support to both parties and make sure that everything is working out.



# What support will I get as a Consumer Rep?

As a Consumer Rep, you will be treated with courtesy, dignity and respect.

## What happens first?

Before you join our team of Consumer Reps, the CRC will spend some time getting to know you and your story, to whatever extent you are comfortable sharing. This will help the CRC understand what type of role will suit you best. It will also give you the chance to talk about your experiences, the things that are important to you, and what you hope to achieve as a Consumer Rep—and to ask any questions you have about possible roles.

## Who is the Consumer Rep Coordinator?

The ATDC's Consumer Rep Coordinator (CRC) will help you find a role with a service organisation that has asked for a Consumer Rep ('requesting service'). The CRC will also give you the support you need to make that role a success. Before you are placed with a requesting service, the CRS will talk to you about what the role involves, what to expect, and how you might prepare for it.

While you are a Consumer Rep, you can contact the CRC for help with your role.

## What happens when I get a role?

Once you have officially been placed, the CRC will meet with you to discuss anything else you feel you might need to help you do your best. You can contact the CRC at any time during your role if you have questions or need advice,

Once you have a role, the CRC will also keep in touch with the service you are working with. If you have any concerns about the role, the CRC can help you raise those with the requesting service or talk to the requesting service on your behalf.

Following your role, you will have the chance to talk about it (debrief) with the CRC. This will include talking about the role itself, how you felt about it, any other feedback, and the types of roles you are interested in for the future.

## What if I need treatment?

Regarding drug treatment, the ATDC and CRC cannot provide case management or counselling services, or any other clinical or treatment services. If you need treatment, we will talk to you about how to get the support you need and still be a part of the Consumer Rep program. If you're looking for a treatment service, we can tell you where to find the right information.



**More than just feeling safe, I felt empowered in my position as a Consumer Rep. This is the best role I've ever had!**



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# ATDC Privacy Policy **FAQ**

## General

This policy sets out how we collect, use, disclose and otherwise manage personal information about you.

Your privacy is very important and we will protect the personal information we collect from you. In Australia, there are laws that set out how organisations must manage people's personal information: the *Privacy Act 1988* and the *Personal Information Protection Act 2004*.

Check our website regularly for any updates to our privacy policy - <https://www.atdc.org.au/privacy-policy>

## What information will be collected?

We may collect and hold personal information about you in the course of providing you, or someone else you know, with services. This includes information that can identify you, such as your name, address, other contact details and other information related to our services. For the Consumer Rep role, we will also collect the details that you share with us about your lived experience, in order to build an accurate profile and keep professional records. If at any time you tell us something that you don't want recorded, let us know and we will not keep a record of that information. Any information that is recorded will only be accessible to the Consumer Rep Coordinator (CRC) and their supervisor.

## How will my information be kept safe?

We store your personal information in different ways, including in paper and electronic form. We take all reasonable measures—including electronic and physical security measures—to ensure that your personal information is protected from misuse, loss, unauthorised access, modification or disclosure. If you wish for all your information to be deleted, please submit that request in writing.

## Why is my information being collected?

The personal information that we collect and hold about you depends on your interaction with us. Generally, for the Consumer Rep role, we will collect and hold your personal information so that we can support you in your role, such as finding roles that will suit you, and keeping records of your experiences and feedback. We might also use your information:

- to provide services to you



**We are committed to protecting the personal information that we collect from you.**





- to answer queries made by you
- to send you information about a conference or event you have expressed an interest in, or are attending
- to let you know about other services that might be of interest to you
- to send you promotional information about us and other organisations that we have links with
- as part of day-to-day business operations, such as meeting legal requirements for record-keeping
- when we need feedback on our services and customer needs so that we can set up new or better services
- to monitor our website performance
- to let you know about our achievements, new appointments, future conferences and events.



# Consumer Rep Reimbursement

Consumers play an important part in all areas of ATOD policy development, planning, service delivery and community engagement. The ATDC wants to be sure that the work of Consumer Reps is valued, respected and meaningful. This includes awarding an honorarium for their time, expertise and advice. Please note that this is not a fulltime position, with roles being assigned based on diversity, availability and best-fit, and you should not rely on this as a sustainable income.

## Honorarium rate

Consumer Reps will be awarded an honorarium for their time at an hourly rate of \$30, and a minimum of two hours for any role or reading time.

## Reimbursement for volunteer work-related expenses

Sometimes there may be expenses related to your role as a Consumer Rep. These 'reasonable expenses' may include taxi or public transport fares, petrol and parking costs, and meals. If you are taking part in an activity as a Consumer Rep and you think that activity will involve any of these expenses, you need to tell the CRC beforehand. Make sure you get receipts for any out-of-pocket expenses and take these back to the ATDC so they can reimburse you for what you've spent.

It is important to talk to the CRC before you make any out-of-pocket payments, because repayments are not usually made after the fact. However, if you have to make an unexpected out-of-pocket payment (e.g. if you attend a meeting where you thought lunch would be provided, but you had to buy your own lunch instead), you should tell the CRC about it as soon as possible.

The full policy on payments is available from the Consumer Representative Coordinator on request.



**Consumer reps are awarded an honorarium of \$30 per hour for their time.**





# Consumer Rep Role Description & Agreement

## General

The ATDC is committed to providing its Consumer Reps with a worthwhile and rewarding experience. This document outlines the support you will receive from us as a Consumer Rep and what we expect you to do.

As an ATDC Consumer Rep you agree to take part in a range of forums, events and discussions about alcohol and other drug issues.

Consumer Rep participation can help organisations and governments make better decisions about alcohol and other drug issues. It helps us to better understand the lived experience of alcohol and other drug use.

By agreeing to be an ATDC Consumer Rep you will get the chance to have your views and expertise heard by organisations that make decisions about ATOD policies, plans and services for Tasmania.

## What the ATDC will do for its Consumer Reps

As an ATDC Consumer Rep, you can expect the ATDC to:

- reimburse you for your time and expertise
- provide a non-judgmental environment where you will be treated with respect and dignity and your views will be valued
- welcome you into a safe environment, where bullying, violence, harassment, discrimination or any other unfair behaviour will not be tolerated
- clearly explain what is expected of you when you take part in Consumer Rep activities
- protect your privacy and not share your personal information with others, or publicise your involvement as a Consumer Rep without your written permission
- provide an environment that meets workplace health and safety regulations, and is free of unsafe practices, including the consumption of alcohol and other drugs
- consider your personal needs regarding drug treatment and work with you to make sure that these needs are met, but don't affect your ability to take part in the Consumer Reps program, or have any impact on others
- deal with any concerns you have about your role as quickly and effectively as possible, and give you access to a complaints and dispute process



**Tasmanians with lived experience have a unique perspective through being directly affected by the issue**



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# Strategic Plan 2019–2022

## Our Vision

A Tasmania without alcohol, tobacco or other drug related harm or discrimination.

## Our Purpose

We are the peak body representing and supporting community organisations, and the people they assist, to reduce alcohol, tobacco and other drug related harm for all Tasmanians.



### Strategic Challenge 1

**Being the ATOD sector experts**

- 1.1 Maintaining a broad and engaged membership base
- 1.2 Developing policy and contributing to research on issues affecting the Tasmanian ATOD sector
- 1.3 Undertaking Tasmanian ATOD workforce research and analysis
- 1.4 Monitoring Tasmanian ATOD sector services supply and demand



### Strategic Challenge 2

**Supporting the ATOD sector to be collaborative, inclusive and effective**

- 2.1 Prioritising the consumer voice into ATOD service planning and delivery
- 2.2 Supporting sector reform planning and implementation across the ATOD sector
- 2.3 Facilitating improved data-systems to strengthen data sharing and decision making
- 2.4 Coordinating access to a range of ATOD workforce professional development opportunities



### Strategic Challenge 3

**Facilitating positive change in community attitudes and policy settings**

- 3.1 Representing the ATOD sector in a range of forums and across a range of stakeholders including all levels of government
- 3.2 Tackling stigma and discrimination across the broader community and within the health and human services sector
- 3.3 Advocating for effective resource allocation and investment to strengthen the Tasmanian ATOD sector
- 3.4 Identifying and acting on key issues that drive alcohol, tobacco and other drug related harm in Tasmania, including promotion, prevention and early intervention, and health responses to problematic drug use



### Strategic Challenge 4

**Setting the standards as a high performing ATOD organisation**

- 4.1 Ensuring the ATDC is a well-governed organisation
- 4.2 Providing access to professional development opportunities for ATDC staff
- 4.3 Increasing brand awareness and enhancing the reputation of the ATDC
- 4.4 Ensuring the ATDC is a financially sustainable organisation
- 4.5 Developing and sustaining a positive team culture across the organisation

*No Harm, No Discrimination*

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