

# **SECTION 9**

## **ONE STOP SHOP FOR RESOURCES**

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The following references were included in this Community Consultation and Participation Resource Kit:

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New South Wales Department of Community Services. *Consultation Protocol*. Sydney, 1994.

New South Wales Department of Health. *Protocol for consulting with non-English speaking background communities*. Sydney: Health Services Policy Branch, 1997.

New South Wales Minerals Council. *Guidelines for Best Practice Community Consultation in the New South Wales Mining and Extractive Industries*. Sydney, 1997.

New South Wales Office of Rural Communities. *Principles for effective participation in government decisions by rural and remote communities*. Orange: NSW Agriculture, 1997.

New South Wales Office on Social Policy. *Resourcing Consultation: A manual to assist consultation by government agencies*. Best Practice Paper 2. Sydney: Social Policy Directorate, 1993.

The following resources on community consultation and participation are also recommended reading. NSW Department of Health has copies of these. For further information please contact the Policy Analyst, Community Relations, Health Public Affairs (02 9391 9815).

Alexander K. *People Power and Professional Partners for Health*. Final Report: Volume I. Adelaide: Adelaide Medical Centre for Women and Children, 1992.

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Martin J. *From theory to practice: Community participation in health decision making*. A NHMRC Public Health Travelling Fellowship Report. 1995.

Martin WB. *Quality customer service: A positive guide to superior service*. Third Edition. California: Crisp Publications Inc., 1993.

Martin WB. *Managing quality customer service: A practical guide for establishing a service operation*. California: Crisp Publications Inc., 1989.

McCarthy S. *Central Coast Community Consultation Manual*. Gosford: Central Coast Community Council, 1996.

Morgan RL. *Calming upset customers: Staying effective during unpleasant situations*. California: Crisp Publications Inc., 1989.

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New South Wales Department of Community Services. *Integrated community services planning framework: A new approach to planning (For comment)*. Sydney, 1997.

New South Wales Department of Community Services. *Consultation Feedback Document*. Sydney, 1996.

New South Wales Department of Community Services. *Consultation Information Document*. Sydney, 1996.

New South Wales Department of Community Services. *Discussion Paper for Consultation and Feedback: A proposed reform strategy for the Community Services Grants Program (CSGP)*. Sydney, 1996.

New South Wales Department of Community Services. *How will we consult*. Issues Paper. Sydney, 1993.

New South Wales Department of Community Services. *How will we consult: Report of the Consultation Protocol Working Party*. Executive Summary. Sydney, 1993.

New South Wales Department of Health. *Health Advisory Council Orientation Package*. Grafton: Rural Health Support Unit, 1997.

New South Wales Department of Health. *Report of the Ministerial Community Advisory Group on Rural Health*. Sydney: NSW Health Public Affairs, 1997.

New South Wales Department of Health. *Caring for Health: The NSW Government's Vision for Health*. Sydney, 1995.

New South Wales Department of Health. *Best practice in NSW Health*. Customer Focus Conference, 1994.

New South Wales Department of Health. *Why we need customer focus in health*. Customer Focus Conference, 1993.

New South Wales Government. *Guidelines for assessing social impacts*. Social Policy Development Unit, The Cabinet Office, 1997.

New South Wales Government. *Social justice directions statement, Fair go, Fair share, Fair say*. New South Wales Premier's Department, 1996.

New South Wales Health Consumers Project. *Have your say about health: Report of the NSW Health Consumers Project*. Sydney: Council of Social Service of New South Wales, 1997.

New South Wales Office on Social Policy. *Delivering the message: Best practice in providing government information*. Best Practice Paper 7. Sydney: Social Policy Directorate, 1995.

New South Wales Office on Social Policy. *Better service through consultation: Approaches to consultation for government agencies*. Best Practice Paper 1. Sydney: Social Policy Directorate, 1993.

Northern Sydney Area Health Service. *A commitment to consultation: Staff and customers working together to improve services*. Sydney, 1994.

Scott D. *Customer satisfaction: The other half of your job*. Revised Edition. California: Crisp Publications Inc., 1991.

South Western Sydney Area Health Service. *Community consultation in SWSAHS*. Sydney: Health Services Development Unit, 1993.

Sozomenou A, Mitchell P, Fitzgerald M, Malak A. *Innovative strategies for engaging non-English speaking background mental health consumers, carers and community members in partnership in developing, managing and evaluating mental health services*. Sydney: Transcultural Mental Health Centre, 1997.

VicRoads. *Community participation: Strategies and guidelines*. Victoria, 1997.

**Videos:**

There are a number of videos around about consumer consultation and participation. However, they are of variable quality. Most are just 'talking heads' which can be a bit dry. Videos are worth keeping in mind as possible resources.

Draper M. *Involving consumers in improving hospital care: Lessons from Australian hospitals*. Satellite Broadcast August 20 1998. WA Rural Communities.

Sanderson C. *Best laid plans...* Accompanying video to Baum F, Cooke R, and Brice G. *Planning Healthy Communities: A guide to doing Community Needs Assessment*. Adelaide: Southern Community Health Research Unit, 1990.