Task 1 & 2

Handout 14: The Advantages of Consultations within the Community Services & Health Industry

A consultation should achieve a range of objectives that will assist in empowering the service you are working with or the network you belong to. These include:

- Informing community service professionals and interagency groups about current service needs, problems, expectations, and hopes
- Providing feedback on existing programs and services
- Developing a positive relationship within which creative and positive solutions to community and service delivery problems between services can be found
- Identifying community concerns and priorities for new services, programs, policies and political activities
- To assist in future service planning

Consultations can be seen as a cumbersome and difficult process, but increasingly government-funding providers are insisting upon the active participation of client and community groups in the planning of programs and services.

The Focus of a Consultation

An effective consultation should focus upon:

- The needs of the services being consulted
- Evaluating policies and programs which affect the services
- Planning for new services
- Ensuring that the consultation is accessible for services
- Ensuring the consultation is culturally appropriate
- Ensuring the consultation is respectful of different value systems within the community