

Appendix 4

Demonstration Projects: Logframe

PROJECT LOGFRAME - EXAMPLE

PROPOSED ACTIVITIES	PROCESS INDICATORS	OUTPUTS	OUTCOMES	PROJECT TIME FRAME
Engage a client who accesses the pharmacotherapy service, to work with other clients, an external consultant facilitator and key staff of the service to advise the service on ways to improve the pharmacotherapy program.	<p>Development of a plan that will document a 'typical' experience of the service with a view to developing an 'ideal' experience.</p> <p>Feedback gathered from clients before and after the service changes.</p> <p>Involvement of consumer representative/s in the work of the Programs Services and Quality Committee and the Community Liaison and Participation Committee including communications with the board of management.</p> <p>Development of a consumer representative system including a process to support feedback from and consultation with the pharmacotherapy service user population.</p> <p>Development and implementation of training and orientation process and manual for consumer representatives of the service.</p> <p>Re-development of an in-house charter of service user rights and responsibilities.</p> <p>Development of measures of service quality that can be integrated into service evaluation and reporting systems. <i>(Note: This is a longer-term goal and progress towards this will be measured across the timeframe for the TSU Project.)</i></p>	<p>A plan documenting the experience of service users.</p> <p>A report outlining feedback from clients before and after service changes.</p> <p>Documentation from meetings of the PS&Q Committee and CL&P Committee including meeting minutes.</p> <p>A policy outlining the service consumer representative system.</p> <p>A training and orientation manual for consumer representatives.</p> <p>A charter of service user rights and responsibilities.</p> <p>A report on progress made towards the development of quality service measures and program evaluation and reporting systems.</p>	<p>A greater engagement of consumers in relation to policy and service delivery issues which will inform service thinking and will ensure that the service becomes even more responsive to the needs of pharmacotherapy consumers.</p>	6 Months
Provide education/training for consumers and staff undertaking consumer participation activities.	<p>Development of a close working relationship between the peer workers at the local drug user organisation, consumer participants and service staff to ensure that consumer participants receive adequate training and ongoing support and mentoring. <i>(Note: The Manager and Team Leaders of the service would also be directly involved for Support and Supervision.)</i></p>	<p>A report documenting the working relationship between the local drug user organisation, consumer representative and service staff and the systems for providing ongoing support, supervision and mentoring for consumer representatives.</p>	<p>An increased capacity among consumers and staff to support effective consumer participation activities.</p>	
Provide remuneration for consumers participating in the project.	<p>Provision of a "sitting fee" to consumer representatives to cover time spent and any related expenses e.g.: travel. <i>(Note: this includes clients involved in focus groups)</i></p>	<p>A policy and process for payment of sitting fees and other relevant expenses to consumer representatives.</p>	<p>Consumers remunerated for participation and valued for their expertise.</p>	