

## Appendix 5

### Interview Guide

While the interviews were conducted in a conversational style, they included a number of central thematic questions relating to consumer participation and the demonstration projects:

#### Round One:

- knowledge and understanding of consumer participation (consumers and providers)
- extent of current consumer participation activities (consumers and providers)
- level of awareness of the demonstration project
- involvement in the development of the demonstration project
- level of interest in consumer participation
- perceived barriers to consumer participation
- ways in which consumers would like to be involved in the service (consumers)
- ways in which service providers would like consumer to be involved (providers)
- perceptions of what is needed in terms of funding, skills building to achieve increased consumer participation (consumers and providers)
- level of personal interest in consumer participation (consumers and providers)

#### Round Two:

- The extent of changes in consumer satisfaction with service quality and delivery (consumers)
- changes in attitudes of consumers towards providers and vice versa (consumers and providers)
- changes in communication between consumers and providers (consumers and providers)
- changes in communication among consumers (consumers)
- the extent of capacity building in relation to the consumer participation model for consumers and providers (knowledge, skills, confidence) (consumers and providers)
- direct and indirect outcomes of the project as perceived by consumers and providers (consumers and providers)
- estimating monetary and time costs of implementing the model (consumers and providers).
- strengths and weaknesses of model (consumers and providers)
- attitudes (consumer and providers)
- ongoing barriers (consumers and providers)