



6 STEPS

TO SUCCESSFULLY ONBOARDING CONSUMER ADVISORS

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Contact

If you would like to be sent an accessible version of this document or are seeking support with your consumer onboarding and orientation processes, contact us at training@hic.org.au or call 8676 9050.

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Acknowledgments

Diversity & Inclusion statement

We all have a responsibility to promote inclusive practice and diverse representation within the health system. This means ensuring that the needs of all people are represented – not just the consumers most able or willing to participate.

Groups most likely to be left out of consultation or decision-making processes are often the most marginalised and seldom heard groups. They include people from culturally diverse backgrounds where language may be a barrier, LGBTQIA+ communities, people with low literacy levels, Aboriginal and Torres Strait Islander people, refugees and asylum seekers, people with a disability or mental health challenges, young people, people experiencing homelessness and other socio-economic challenges, and isolated elderly people.

By partnering and supporting consumers with different backgrounds and experiences, we can influence improvements that reduce health inequities. Health organisations need to prioritise the removal of barriers to participation and create opportunities that support consumers to have a say in a way that is meaningful, inclusive and accessible.

Health Issues Centre would like to thank the following individuals and groups who contributed to the development of this resource.

- Safer Care Victoria for funding us to activate the Consumer Model – Partnering with Healthcare Organisations (Consumer Model) which led to the development of this resource through a co-creation process.
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Health Issues Centre acknowledges the Traditional Custodians of the unceded lands on which this resource was created. We honour and pay our respects to Elders past and present. We are committed to shaping a health system that supports self-determination.

Health Issues Centre also acknowledges lived and living experience of ill health, harm and recovery. We honour the courageous and important contribution of those who draw on their experiences to transform our health system.

Definitions

Health consumers: People with lived and living experience of health conditions, care, harm and recovery including carers, family members and supporters.

Consumer advisor: Someone who is interested in using their knowledge and experience to influence change in the health system can choose to become a consumer advisor. Consumer advisors bring an outsider perspective to health organisations and are the voice for what really matters to health consumers and communities.

Health organisation: Organisations and services that make up our health system including but not limited to public health services, private health services, aged care services, community health services, certain government agencies and research institutions.

Onboarding: Comprehensive processes in which new starters are integrated into an organisation that can last up to 12 months. During this time, new starters are provided with training, knowledge and resources to succeed in their new position.¹

Orientation: One part of onboarding that involves a brief introduction to an organisation for new starters. It is usually a discreet process over a few hours or no more than a few days which includes completing paperwork and covering off other routine tasks like providing someone a name badge.¹

¹ Society for Human Resources Management 2023. [Understanding employee onboarding.](#)

Introduction

Purpose

Six steps to successfully onboarding consumer advisors is designed to support health organisations to create processes that ensure consumer advisors are provided with the support, information and resources they need to be effective in their new role over the first 6-12 months.

Background

Consumers have mixed experiences with joining different health organisations. There is a lack of clarity or consistency amongst health organisations as to how consumers are supported in their early stages of involvement. Whilst some organisations have a carefully planned onboarding process, many consumers are left feeling isolated and wondering whether they are truly valued or just there to tick a box.

Benefits

Human resources thought leadership highlights the critical importance of comprehensive onboarding processes of new employees. For example, it has been shown that 69 per cent of employees are more likely to stay with a company for three years if they experienced great onboarding.² Health organisations that ensure a consumer advisor has a high-quality onboarding experience can expect to see a range of positive impacts.

For consumer advisors, the benefits include:

- Increased confidence, skills, autonomy and self-efficacy.
- Increased sense of belonging being a valued member of the extended team.
- Increased effectiveness during engagement opportunities, right from the beginning.
- Improved relationships and sense of cohesion between the consumer engagement leaders, other staff involved in engagements and consumer advisors.³

For health organisations, the benefits include:

- Increased return on investment on time and resource-intensive consumer advisor recruitment processes.
- Higher response rates to expressions of interest and levels of engagement.
- Increased commitment of consumer advisors to supporting the organisation over longer periods of time.
- Improved perceptions of the broader staff team about the value of consumer engagement.
- Improved trust in and reputation of the health organisation.³

² O.C.Tanner 2023. [6 engagement strategies for the first year](#).

³ N, Purcell 2022. [Understanding the importance of a positive onboarding experience](#). Unboxed Training & Technology.

Implementation guide

Audience

This resource is for people who are responsible for managing or coordinating consumer engagement at a health organisation.

How to use this resource

The steps outlined in this resource can be tailored to suit your organisational policies and procedures and the resources you have available. It is recommended that you update your consumer onboarding processes to reflect what

The steps should also complement other processes within your own organisation. For example, your people and culture area will have developed recruitment strategies to reach diverse individuals and communities, this can be used by you to engage consumer advisors.

This resource should be used in conjunction with:

- [Six steps to becoming a consumer advisor](#) which is designed to give consumers a snapshot into what to expect when joining your register (Appendix 1).
- [Consumer Advisor Skills Checklist](#) which is a tool to better understand the broad spectrum of skills that a consumer brings, beyond their experience as a service user (Appendix 2).



Keep an eye out for extra **tips and hints** throughout the resource that can take your individual and organisational consumer engagement practices to the next level.

Additional resources

This resource is part of a suite of resources developed by Health Issues Centre with funding from Safer Care Victoria to support consumers and health organisations to work more meaningfully together in partnership. These have been developed in collaboration with consumers and staff whose insights and experiences have significantly shaped the final products.

The resource pack includes:

- Consumer Model – Partnering with health organisations
- Self-assessment tool for consumers partnering with health organisations

Access all resources at [Health Issues Centre website](#).



Step 1 – Create pathways for a consumer to join your register



1.1 Define pathways in

There are two main pathways that a consumer will take to become involved with your organisation:

- Self-initiated: A person hears or sees and responds to promotional material, such as a call out in a newsletter, a poster in a waiting room, or a link on your website.
- By invitation: Someone from the health organisation, including an existing consumer advisor, suggests someone they are familiar with may be a good fit for the organisation as a consumer advisor.

They will then fill out a form to let you know they are interested in joining your register.

1.2 Keep communications simple and accessible

The promotional material and registration form should:

- Use [plain language principles](#).
- Be available electronically and in hard copy for those with low digital literacy or access.
- Include a contact name, email and phone number that consumers can reach out to for help.



Include a QR code that links to the registration form when advertising via posters or other hard-copy formats.

1.3 Collect important information

Information to collect on the registration form:

- Name
- Address
- Contact details
- Gender and preferred pronouns
- Languages spoken
- Preferred communication methods e.g. text, emails, phone call
- Demographic information that captures a broad range of identity characteristics and lived/living experiences
- How you heard about the opportunity
- Reasons for wanting to be a consumer advisor at your organisation
- Accessibility needs for taking part in an interview



Be responsive to consumers who have completed the registration form. Let them know you have received it and when they should expect to hear from you again.

Step 2 – Interview prospective consumer advisor



2.1 Develop the process

When developing your interview processes consider:

- If a formal process is necessary or an informal approach such as a chat over coffee is more appropriate.
- Who from the organisation needs to be involved.
- Where the conversation or interview should take place e.g., at the organisation/service, via phone or online.



Where possible, design the process to be flexible to different communication preferences and accessibility needs. For example, give the potential consumer advisor options about location (in person/online) and time. Or you might refer to the interview as a 'conversation' to make it less intimidating.

2.2 Set up interview

Invite the prospective consumer advisor to the interview and include:

- Some background information about the person/people conducting the interview.
- An outline of what to expect during the interview.
- Encouragement to bring a support person if they wish to.
- Directions if meeting in person.
- Any additional information like an [access key](#). This includes information about how to access the venue and any accessibility information such as lifts and ramps etc.
- A contact number, preferably a mobile, in case there are any issues on the day.
- An indication of how long the interview will last.



Sending questions you plan to ask during the interview ahead of time can help alleviate stress and give people the opportunity to think through what they would like to share.

2.3 Conduct interview

The interview should include:

- Understanding the consumer's health experiences.
- Unpacking motivation for wanting to join your organisation.
- Identifying preferred ways of communicating, level of digital literacy and access to technology.
- Describing the breadth of consumer engagement activities and the impact these have on the organisation and health consumers.
- Sharing what support is available to consumer advisors.
- Explaining that not everyone will be put on the register and reasons why that may be.
- A sense of timelines and next steps.

A consumer also needs to be invited to ask questions throughout the discussion.

You may also give them more information to read over or watch in their own time following the interview such as [Six steps to becoming a Consumer Advisor \(Appendix 1\)](#) resource or a video of consumer engagement at your organisation.

Easily shareable and printable versions of **Six steps to becoming a Consumer Advisor** can be found at HIC's [website](#).



When someone has had a negative or traumatic health experience it can fuel them to be part of ensuring the same thing doesn't happen to others. These insights and motivations can be very powerful motivators for change. However, if someone's experience has been very recent or is unresolved, or they express hostility or threaten reprisal, caution should be used.

Conversations around healing, readiness and the responsibilities of a consumer advisor should be facilitated. Give people safe environments for reflection and avoid removing someone's agency by making a choice around their readiness for them – make a plan together.

2.4 Follow up

Follow up with the consumer in a timely manner. You will need to:

- Consider how the consumer could best fit the consumer engagement opportunities within your organisation.
- Go back to them and share your thoughts, offer them choices of how they might be engaged.
- Give them the opportunity to decline to join the consumer register now they have more information.
- Ask for feedback about the interview process.



If the consumer is not deemed to be a good fit as a consumer advisor, be clear and honest - it's your job to tell them if they aren't suitable. Offer them feedback as to why and suggest other organisations they could connect with if appropriate.

Step 3 – Ensure the consumer feels part of the organisation



3.1 Develop an orientation and induction program

Develop an appropriate orientation and induction program and communicate the plan with the consumer advisor so they know what to expect. The plan should include:

- Key personnel introductions and meeting other consumers e.g., morning teas, group or 1-to-1 meetings.
- Completion of any additional documentation requirements needed by your organisation e.g., police checks, non-disclosure agreements, emergency contact details.
- Training the consumer advisor on key systems and platforms e.g., Microsoft Teams, access to consumer opportunities portal or intranet chat spaces.
- An overview of the organisation e.g., site visits, organisational charts, strategic plan.
- Relevant standards and legislative frameworks e.g., NSQHS standards; Duty of Candour
- Providing a name tag.
- Supporting the consumer to complete mandatory training like orientation, Work, health and safety, or hand hygiene.
- Instructions on who to go to with any questions or issues.



Depending on the size of your organisation or your recruitment strategy, it may be possible to schedule orientation and induction programs for groups of consumers at set points in the year. This is helpful for efficiency and for building relationships between newly recruited consumer advisors.

3.2 Deepen your understanding of the consumer's skills and interest

Deepen your understanding of the breadth of skills the consumer advisor is bringing and their interest areas to better tailor future opportunities and possible training or development needs.



The [Consumer Advisor Skills Checklist \(Appendix 2\)](#) is a tool designed for you to use at this stage. Guidance on how to use the Skills Checklist is available in the Appendix. Email training@hic.org.au for an editable word version of the Skills Checklist.

3.3 Check in with the consumer

By the end of this process, the consumer should:

- Feel welcomed to the organisation.
- Have confidence in navigating organisational systems and processes.
- Know who to turn to for help.

Ask for feedback about the onboarding process, then consider making any changes to your processes based on their feedback.

Step 4 – Promote consumer opportunities



4.1 Identify new opportunities for consumers

Identify new opportunities (e.g., projects, committees, evaluations, research) for consumer advisors across the organisation. Before sharing the opportunity make sure there is a clear outline of:

- The aim of the engagement
- Responsibilities and requirements of the role
- Skills or experience required or desired
- Time commitment
- Remuneration or reimbursements (if offered).

HIC's [Guide to engaging diverse consumers in organisational and governance structures](#) includes templates for consumer position descriptions, an interview guide for consumer positions and a sample induction kit for health service committees.



Remunerating and reimbursing people recognises the time and expertise they contribute, and also enables people to participate that aren't in a financial position to volunteer for free. However, policies and practices are not consistent (or clear) across health organisations. Ensure your organisation has a paid participation policy and is transparent with consumer advisors about it. Safer Care Victoria and other government agencies have [guidelines](#) in place that encourage public organisations to pay Consumer Advisors for their time

4.2 Promote consumer opportunities

Steps to promoting the opportunity include:

- Advertise opportunities broadly to consumers on the register.
- Follow up with newly joined consumer advisors to ensure they feel confident and able to respond, especially when they would be a good fit for the role based on their completed skills checklist.
- Follow your organisation's recruitment / EOI processes e.g., interviews or reviews of written applications.
- Notify successful and unsuccessful applicants of the outcomes. For unsuccessful applicants, where possible, follow up to explain why they missed out and what they may need to consider for future applications.



Periodically review consumer advisors 'sitting on your books' especially those who have joined in the last six months, who have not participated in any projects to understand why. These consumers may need a tap on the shoulder or more support to complete an EOI or their circumstances may have changed and may no longer want to remain on the register.

Step 5 – Support the consumer’s participation



5.1 Ensure selected consumer is ready to take part

Once the consumer has been invited to join the project/committee, provide relevant background information about the consumer (with their consent) to the project coordinator/convenor. Provide any coaching the project coordinator/convenor needs to be able to support the consumer advisor. Ensure to:

- Arm the consumer advisor with all the information and resources they need to participate e.g., Terms of Reference, information on others involved.
- Identify what training the consumer advisor may need that is specific to this role.
- Explore opportunities to connect the consumer with a mentor and/or a buddy. They can help them to find their voice and work through challenges.
- Address any technology or other access needs.
- Consider what supports need to be wrapped around the consumer advisor so they can effectively participate.



It is strongly recommended that there is never just one consumer advisor on a committee. Ensure there is enough time and resourcing allocated to take more than one consumer advisor through process.



You could share this short video developed by Western Sydney Local Health District with project coordinators/convenors as a way to educate them on their responsibilities to the consumer.

Link: [Habit 2: Committee Orientation](#)

The video outlines an approach to make sure consumer advisors have the best chance of being able to make a good contribution to a committee as soon as possible.

5.2 Provide conditions for meaningful engagement

Consumers should never be put in a position where their contribution feels tokenistic or like they aren’t able to make a meaningful contribution. Consumers should feel able to challenge the status quo and raise issues as this is central to their role.

Establishing a safe and supported environment for participation includes:

- Providing opportunities for briefing and debriefing pre and post meetings.
- Ensuring there is more than one consumer on any given project/committee.
- Checking in and gathering feedback over the course of the engagement.
- Providing training to staff and other people holding power who are involved in the engagement about psychological safety and trauma-informed spaces.



Read this short article on HIC’s website: [‘Creating psychologically safe environments for consumer engagement’](#). If you think people in your organisation would benefit from further training in this area, HIC can provide this.

Step 6 – Review the engagement

6.1 Reflection and feedback

Self-reflection is a critical part of being a consumer advisor and feedback is an important tool in helping people to develop their skills and build their confidence.

- Invite the consumer to reflect on how they felt the engagement went – what they did well, what they learnt, and what they would do differently next time.
- Gather feedback from people in the project or committee about the process and outcome.
- Make sure to give positive reinforcement alongside thoughtfully worded constructive feedback.

Then consider making changes to your onboarding processes based on any of the feedback received.



We encourage consumers to review HIC's [Guide for consumers to self-assess the quality of their engagement in healthcare organisations](#) every 12-18 months. That way they can maintain an ongoing dialogue about any goals or opportunities to gain new experiences.

6.2 Think about next steps

Have a conversation about whether the consumer advisor would be interested in additional projects or opportunities.



If someone first joins the organisation by applying directly to a specific consumer role that they have seen advertised, it is important to take them through an adapted version of Steps 2 and 3. This is particularly important if they decide they want to join the consumer register.



Congratulations! By following these steps, you have activated the potential of the consumer advisor. You have laid the foundation to work together in true partnership to improve health outcomes for all.



SIX STEPS TO BECOMING A CONSUMER ADVISOR



Health Issues Centre
Consumer voices for better healthcare

It can be hard to know what to expect when starting out as a consumer advisor. This resource helps guide you through the process in the beginning.




STEP 1: Get in touch

There are two main ways you will connect with a health organisation to become a consumer advisor:

1. You come across a call out for consumer advisors on a poster, in a newsletter or on a website.
2. Someone at the organisation encourages you to become a consumer advisor.

What to expect

- You may be asked to fill out a registration form or answer some questions about yourself.

 If you want help or have any questions, ask or tell them how to make the process easier for you.



STEP 2: Have a chat

An interview or chat will be arranged and will be a time for you to learn more about being a consumer advisor and what the organisation is looking for. It will also be a chance for the organisation to better understand you and your experiences.

The chat may be in person, over the phone or in an online meeting. Your contact person's title might be Consumer Engagement Officer or Consumer & Community Engagement Manager. Their role will be to help you through this process.

What to expect

- You will hear about types of engagement opportunities at the organisation.
- You might be given some things to read or watch at home that give you more information.
- The next steps will be explained.



You are welcome to ask questions or for help through this process like bringing a friend to the interview or having an interpreter present.



STEP 3: Join the organisation

You will be welcomed to the organisation and get to know how things work in more detail. This process can be called induction and orientation.

What to expect

- You may be...
 - given a welcome pack
 - introduced to key people at the organisation
 - invited to morning teas to meet other consumer advisors
 - given a tour of the site
 - asked more about your skills and interests
 - asked to complete basic training
 - allocated a mentor



At any time you can ask questions or seek help.

STEP 4:

Respond to opportunities*

Current engagement opportunities will be made available to you. At times you may be approached about a particular project based on your skills and experience. You will often need to complete an Expression of Interest (EOI) for any project that interests you.

What to expect

- You will be given a description of the role, the skills or experiences it requires, the time commitment and any payment or reimbursement offered.
- You will be notified of the outcome of your EOI.
- Keep in mind there may be more interest than places available in any one project.



Ask for help or clarification at any time.

** Your journey might start here because you have seen a project or committee opportunity advertised and become actively involved in it straight away. If this happens, you still need to be taken through an adapted version of steps 2 and 3. This is particularly important if you decide to take on other roles as a consumer advisor in the organisation.*

STEP 5:

Get to work

You will join the project or committee. You will be introduced to other consumers and/or staff who are involved and get to know the different roles people play.

You will receive more detailed information about the project or committee such as the Terms of Reference. A key contact person or buddy will be assigned to you, so you know who to turn to for questions or help.

What to expect

- Meetings may be in person at the health organisation, in the community or online.
- It might feel daunting to speak up at first but over time your confidence will grow.
- Often you will be sent things to read before meetings to help you prepare.



If you are affected by any discussions, or have any difficulties reach out to a trusted person at the organisation. This might be your mentor or the person who guided you through Step 2.

STEP 6:

How did it go?

Feedback is an important part of every engagement opportunity. This includes getting feedback from the organisation but also giving them feedback.

What to expect

This will be a chance for you to consider:

- How did you find the process? What did you like or not like?
- Were you given enough support?
- Did you feel like you were able to meaningfully contribute?
- Do you feel like you made an impact?
- Would more training be beneficial?
- Would you like to participate in more engagements?



If the process goes well and you feel like you would like to do more, keep an eye out for future opportunities!

Guidance for supporting use of the Consumer Advisor Skills Checklist

Background

Consumer advisors can take on many different roles within the health system depending on their interests, skills, and level of experience. They may draw on their lived and living experience of being a health consumer. They may also contribute other relevant personal and professional experience that helps them to effect change.

However, consumers often feel that many of their skills are underutilised by health organisations. Consumers identified that they would like support to identify and/or communicate the skills or expertise they have gained through previous professional or life experiences which may be transferrable into consumer roles.

Purpose

The Consumer Advisor Skills Checklist (Skills Checklist) is a tool to help consumer engagement staff understand the broad spectrum of skills that a consumer brings to the health organisation, beyond their experience as a service user.

By understanding a consumer's holistic skills and experiences, it will help to inform the type of consumer roles they are best suited to and active their full potential.

How to use the Skills Checklist

The Skills Checklist is intended to be a tool used when onboarding new consumer advisors to your organisation's register. We suggest this tool be provided to the consumer once they have been accepted to the register and are moving through their induction process.

Email training@hic.org.au for an editable version of the Skills Checklist. We suggest you include:

- Your organisation's logo
- The name and contact details of the person the consumer can reach out to for help to complete the Skills Checklist

The Skills Checklist can then be printed and given to the consumer advisor in hard copy or you can email them an electronic version. Alternatively, you can go through the Skills Checklist with the consumer and complete it together.

The information provided in the Skills Checklist should be combined with additional information gathered during the registration, onboarding and interview processes to avoid administrative burden on the consumer.

Once the Skills Checklist has been completed, you can refer to the [Consumer Model](#) to explain the breadth of activities consumer advisors could take on across four activity areas.

| | |
|------|--|
| NAME | |
| DATE | |

Consumer Advisor Skills Checklist

Reflecting on your skills

Everyone has different skills and knowledge that are useful to different types of consumer advisor roles. Many of these will come from your life experiences, your unique personal qualities, and the things you do day to day. Other skills and knowledge are acquired through work or volunteer experience, training or education.

This skills checklist is a way for you to reflect on what skills you have developed over time. It will also help us capture information about you so that we can give you the right advice about what type of roles we have available that are best suited to you. It will also help us identify any areas where you may need some extra support to build up confidence.

How to complete this form

The table below describes a range of skills which are useful for consumers advisors. Please self-assess your skills in each area using the 1-3 rating system.

In section one, **SOFT SKILLS**, you will rate your level of **confidence**:

- 1 = I am not very confident
- 2 = I am somewhat confident
- 3 = I am very confident

In section two, **TECHNICAL SKILLS**, you will rate your level of **experience or knowledge**:

- 1 = I have no/ limited experience or knowledge
- 2 = I have some experience or knowledge
- 3 = I have significant experience or knowledge

It's important to note that you are not expected to know or do everything. Having people with a mix of knowledge and experience is really important. The skills checklist helps you and us to get to know what you have to offer right now. Becoming a consumer advisor allows you to learn and develop new skills over time, if you wish to.

You can choose to complete this skills checklist in one go, or you can fill it out bit by bit. Each section should take you about 5-10 minutes to fill out. Ask for help to complete the form if needed.

Section 1: SOFT SKILLS

| Skill area | Description | 1 = I am not very confident | 2 = I am somewhat confident | 3 = I am very confident |
|---|---|-----------------------------|-----------------------------|-------------------------|
| Engaging with others: Being able to interact with a wide range of people | | | | |
| Communication | Listening attentively, understanding and reflecting on what others have said. | | | |
| | Speaking to others and discussing different ideas or topics. | | | |
| | Adapting how I communicate to suit different groups or situations e.g., professionally, socially, in languages other than English (including AUSLAN). | | | |
| | Writing information or ideas in ways that make it easy for others to understand e.g., emails, reports or survey responses. | | | |
| | Conveying information visually e.g., in drawings, graphic design, graphs. | | | |
| Relating to others | Treating others with respect. | | | |
| | Being aware of how my actions and words can impact others. | | | |
| | Working alongside people with different backgrounds or views to me (e.g., religion, sexuality). | | | |
| Networks and connections | Regularly engaging in activities which help me stay connected with others (volunteering, music, sport, art, gardening etc.). | | | |
| | Representing the thoughts and opinions of others in my community. | | | |
| | Developing relationships with people that are in positions of power and can influence changes I want to see. | | | |
| Leadership | Inspiring and influencing others. | | | |
| | Looking for common ground amongst people with different ideas and opinions. | | | |
| | Finding opportunities to support others' goals or ambitions. | | | |

Is there anything else that you would like to share about your skills or experiences in engaging with others? This might include communities that you're connected to.

| Skill area | Description | 1 - I am not very confident | 2 - I am somewhat confident | 3 - I am very confident |
|---|---|-----------------------------|-----------------------------|-------------------------|
| Personal qualities: Preferences, abilities and behaviours that impact how you think and work | | | | |
| Working style | Working with others. | | | |
| | Working independently. | | | |
| | Participating in formal group settings like committees, advisory groups or working parties. | | | |
| | Regularly committing to the same group or project over a long period of time. | | | |
| | Ability to move between different roles and activities with flexibility. | | | |
| Ethical behaviour | Conducting myself in a fair and honest way. | | | |
| | Keeping information that may be private or confidential to myself. | | | |
| | Understanding what to declare as conflicts of interest and being able to do so. | | | |
| | Naming and addressing power differentials or imbalances. | | | |
| Learning and problem solving | Unpacking or seeing different sides of complex problems. | | | |
| | Using creative thinking to come up with new solutions. | | | |

| | | | | |
|------------------|--|--|--|--|
| | Having good attention to detail. | | | |
| | Asking questions and demonstrating curiosity. | | | |
| | Reading in-depth information, including long documents. | | | |
| | Willing and able to learn more about issues or topics I am unfamiliar with. | | | |
| Digital literacy | Having access to the internet and using digital devices like computers and smart phones. | | | |
| | Using online platforms such as Teams or Zoom and email. | | | |
| | Learning to use online platforms or programs that are unfamiliar to me. | | | |

Is there anything else you would like to share about your personal qualities that impact how you think and work? This might include any support you need to participate.

Section 2: TECHNICAL SKILLS

| Skill area | Description | 1 = I have no/limited experience or knowledge | 2 = I have some experience or knowledge | 3 = I have significant experience or knowledge |
|--|--|---|---|--|
| Transferable skills: Experiences or knowledge which you can apply to different activities that consumers are commonly involved in | | | | |
| Communication and events | Helping to plan and/or run events. | | | |
| | Raising community awareness about a campaign, cause or issue. | | | |
| | Using social media as a tool to promote events or raise awareness. | | | |
| Learning and development | Sharing my experiences with others as a way of informing and/or supporting others. | | | |
| | Facilitating group discussions or workshops. | | | |
| | Reviewing or developing learning materials. | | | |
| Research | Helping to prepare or review funding grants, particularly for research projects. | | | |
| | Working with researchers or research organisations. | | | |
| | Analysing and interpreting information and data. | | | |
| Governance | Working with numbers, excel spreadsheets and understanding budgets. | | | |
| | Participating in projects, making decisions or providing advice. | | | |
| | Participating in recruitment processes. | | | |
| | Considering objectives and strategic approaches to achieving outcomes. | | | |
| | Reviewing policies and procedures. | | | |
| | Understanding compliance and helping organisations to meet quality standards or regulatory requirements. | | | |
| Public policy | Contributing to a written submission to government. | | | |

| | Working with different levels of government (Local, State or Federal government). | | | |
|--|--|---|---|--|
| | Sitting on government decision making groups that impact policy, funding and legislation. | | | |
| <p><i>Is there anything else you would like to share about your transferable skills? This might include previous work or volunteer experience.</i></p> | | | | |
| Skill area | Description | 1 = I have no/limited experience or knowledge | 2 = I have some experience or knowledge | 3 = I have significant experience or knowledge |
| Health sector skills: Experience and knowledge that are specifically related to the health sector | | | | |
| Health sector | Living with health condition(s) or caring for someone with health-related needs. | | | |
| | Taking on health consumer advisor roles. | | | |
| | Working with the health sector on how some groups and communities experience health. | | | |
| | Engaging with a range of healthcare professionals. | | | |
| | Navigating different parts of the health system to get the support you or someone you care for needs e.g., GP, podiatrist, hospital in the home, emergency department, surgeons. | | | |
| Healthcare knowledge | Understanding important elements of patient-centred care. | | | |
| | Familiarity with the Australian Charter of Healthcare rights. | | | |

| | | | | |
|--|---|--|--|--|
| | Giving advice on making health information easy to understand to improve patient and carer health literacy. | | | |
| | Familiarity with the National Safety and Quality Health Service (NSQHS) Standards, Standard 2 Partnering with Consumers | | | |

Is there anything else you would like to share about your experience or knowledge that is related to the health sector? This might include previous consumer roles and any areas of interest.