

# Checklist: recruiting consumer representatives

## STEP ONE: PLAN

- Contact a peak agency, such as the Health Issues Centre, to request a consumer representative
- Complete the Health Issues Centre consumer request form
- Have a follow up conversation with Health Issues Centre staff

## STEP TWO: RECRUIT

- Define activity and scope:
  - o draft terms of reference
  - o description of activity
- Define role:
  - o skills, knowledge and experience required
  - o application details: expressions of interest, key selection criteria, CV etc.
  - o timeline
  - o commencement date
  - o develop evaluation framework for engagement
- Develop candidate evaluation criteria
  - o develop standard interview questions
  - o develop a grading category for candidates responses
- Advertise the position
  - o send position to Health Issues Centre
  - o send position to Consumers as Partners, Safer Care Victoria

## STEP THREE: CONFIRM RECRUITMENT

- Shortlist candidates
- Interview candidates
  - o reiterate timeframes
  - o conduct reference checks
- Notify candidates
  - o offer position to successful candidate over the phone and follow with formal offer in writing
  - o confirm acceptance of role in writing

- Notify unsuccessful candidates

## **STEP FOUR: ORIENTATION**

- Commence HR paperwork:
  - police checks are mandatory
  - provide consumer with guidelines for remuneration and out of pocket expenses
  - if single event participation, through external provider process
  - if ongoing participation, they will need to be added into payroll
- Provide consumer with briefing and introductory materials, including:
  - terms of reference
  - background information to the committee, including the role and activities
  - previous meeting minutes, report and documents
  - governance structure
  - information regarding confidentiality issues
  - information regarding conflict of interests
  - FAQ sheet
  - meeting schedule
  - contact information for other members
  - contact information for organisation
  - location of meeting, including:
    - meeting room
    - security pass
    - appropriate lift-well
    - disability access needs
- Establish communication norms
  - confirm preferred contact method
  - confirm primary contact people within the committee and department/organisation
  - confirm process of communication between meetings

## **STEP FIVE: SUPPORT**

- Facilitate training
  - Health Issues Centre should be contacted to organise commencement and ongoing training for consumer representatives
- Connect consumers
  - provide contact information for other consumers within organisation (with permission)
  - provide information about Consumers Connect at the Health Issues Centre
  - provide contact information for prior consumer representative or current consumer representatives (with permission)

## **STEP SIX: EVALUATION**

- Set up process to gather feedback from consumers after the meeting
- Conduct participation evaluation as outlined earlier in the process