Checklist: recruiting consumer representatives

## STEP ONE: PLAN

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

## STEPthree: confirm recruitment

* Shortlist candidates
* Interview candidates
	+ reiterate timeframes
	+ conduct reference checks
* Notify candidates
	+ offer position to successful candidate over the phone and follow with formal offer in writing
	+ 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