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