



Checklist for policy makers

Working through this quick checklist might be a helpful way of checking your readiness for or progress with involving consumers in policy.

1. Is your organisation committed to involving consumers?

It is useful for you to have a sense of where consumer involvement fits in your organisation's overall priorities.

Questions	Not yet	Just starting	Established
Is consumer involvement part of your organisation's core values?			
Are consumers included at all levels of management, including board level, in your organisation?			

2. Have you taken the first steps to involving consumers in policy?

Effective planning on your part is crucial to the success of all consumer engagement activities.

Questions	Not yet	Just starting	Established
Have you identified why you want to work with consumers and what are the key issues you would like them to address?			
Have you heard from consumers (via written or oral feedback) about what the issues are they would like addressed?			

3. What ways are you considering involving consumers?

Given the issues you hope to change, which of the following approaches have you considered?

Remember the timing of consumer engagement in policy can greatly influence both its outcomes and its potential to impact on policy development. Engagement conducted in the early stages is more likely to influence policy development than engagement conducted when the available options have already been determined.

Potential ways of involvement	Not quite right	Possible	Just right
Provide consumers with information and education about a new policy			
Consult with consumers about a new policy			
Partner with consumers in the development of new policies			
Other:			
Other:			

4. What about the practical issues of involving consumers?

Questions	Not yet	Possible	Definitely
Do I have the resources available (funding, training, support, infrastructure, and time) to involve consumers?			
Can I get consumers the information they need in a reasonable timeframe for them to contribute effectively?			

5. What about your consumers?

You can't do it without them! Think carefully about how to find them—the most effective consumers will be those who have experience as health service consumers and understand some aspects of policy.

Questions	Not yet	Just starting	Completed
Have you decided how you will recruit your consumers?			
Do you know what kind of knowledge, skills and experience your consumers will need?			
Have you considered how you will differentiate between consumers representing individual views and those representing broader consumer views or the views of consumers with specific interests?			

6. Developing a team or group

You can't do it alone! Find some support within your organisation before you get started.

Questions	Not yet	Just starting	Completed
Have you identified staff within your organisation who can help you with the administration side (recruitment, selection, training and ongoing communication with consumers)?			
Have you looked for or found any 'consumer champions' within your organisation (either in policy or in the health service more broadly) who can help and support you in this process?			

7. Finding your focus and evaluation

Double-check that you know what you're trying to do before you start. And make sure to build in ways of checking how it's going.

Questions	Not yet	Just starting	Completed
Are you absolutely clear what you are trying to achieve by working with consumers?			
Have you considered how you will evaluate your consumer involvement in policy?			

