



# Are you a capable consumer?



Capable consumers have developed knowledge from their experience and are able to represent the views of others.

Some of the questions here relate to your capabilities and some relate to the responsibilities of the organisation you're working with. You may find it useful to try to work through this brief checklist.

## 1. Consumer Experience

Capable consumers have an experience of cancer either as a patient, carer, family member or survivor.

Questions	Yes	No	Unsure
Do you have personal experience with cancer? (e.g. as a patient, carer etc.)			
Do you have a strong sense of what has worked well in your health care experience and what hasn't?			
Have you had any previous experience with consumer participation?			

## 2. Consumer Motivation

Consumers are motivated to participate in a largely voluntary role to improve outcomes for others.

Questions	Yes	No	Unsure
Are you motivated to provide feedback?			
Do you feel that your experience and knowledge is appropriate for the role you're taking as a consumer?			
Do you know what kind of skills you might need for your participation?			

## 3. Consumer capability to meet the environment

Consumers develop their skills and capabilities to meet the requirements of the role.

Questions	Yes	No	Unsure
Do you feel that you have an understanding of the important issues that are relevant for this role?			
Do you think more training would be useful for improving your understanding?			
Do you have the time and willingness to pursue further training to meet the needs of this role?			



## 4. Consumer understanding of context

Consumers develop an understanding of the health context where they are involved and the types of consumer engagement.

Questions	Yes	No	Unsure
Do you have an understanding of the way the organisation you are working with fits in the broader health context?			
Have you been provided with information about the different types of consumer roles and levels of participation?			

## 5. Learning & Development

Consumers undertake learning and development opportunities to build their expertise in consumer participation.

Questions	Yes	No	Unsure
Have you been provided with professional development opportunities by your organisation?			
Are there specific knowledge areas where you need to improve in order to participate more fully in your organisation?			
Have you been offered opportunities to write or speak about consumer involvement or participate in conferences?			

## 6. Consumer Support Networks

Consumers are given practical support to facilitate their own involvement. Consumers seek support through connections with consumer organisations, networks and support groups.

Questions	Yes	No	Unsure
Have you been offered assistance/reimbursement for sitting fees, travel and any related accommodation expenses?			
Are you in contact with consumer networks and organisations outside the organisation you're working with?			
Do you have a clear sense of the ongoing needs and concerns of the consumers within your network or consumer organisation?			

## 7. Consumer Mentoring

Consumers support other consumers to develop in the role of consumer representative. Consumers encourage participation of Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities and consumers from communities with poorer outcomes.

Questions	Yes	No	Unsure
Have you been offered the chance to receive mentoring or ongoing support from peers?			
Have you been offered the chance to give mentoring or support to peers?			
Do you understand the important issues for consumers from Aboriginal and Torres Strait Islander groups or of those from culturally and linguistically diverse communities?			
Do you have any links to consumers from rural and regional communities or to people affected by cancers with particularly poor outcomes?			

