

Capable consumer checklist



'Capable consumers' have developed knowledge from their experience and are able to represent the views of others. Some of the questions here relate to the capabilities your consumers bring and some relate to your organisation's responsibilities. Invariably your consumers will be at different stages of development and will come to your service with a wide variety of experience and knowledge. It will be useful to try to work through this brief checklist considering them *in general*.

1. Consumer experience

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

Questions	None	Some	The majority
Do your consumers have a personal experience of cancer as a patient, carer, survivor or family member?			
Do your consumers bring a strategic approach to their consumer involvement?			
Do your consumers disseminate information and provide feedback through their consumer organisations and networks?			

2. Consumer motivation

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

Questions	None	Some	The majority
Are your consumers motivated to contribute and improve your organisation?			
Are your consumers selected through a process that matches their capability to the role?			

3. Consumer capability to match the environment

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

Questions	None	Some	The majority
Are your consumers trained in consumer participation?			
Are your consumers motivated to develop their capability?			

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4. Consumer understanding of context

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

Questions	None	Some	The majority
Do your consumers have an understanding of the context of your organisation and the specific area where they are involved?			
Do your consumers understand the different types of consumer involvement?			

5. Learning and development

Consumers undertake learning and development opportunities to build their expertise in consumer participation and contribute to conferences and journals to share their expertise.

Questions	None	Some	The majority
Are your consumers offered regular professional development?			
Have your consumers been invited to participate in conferences or co-author journal articles?			

6. Consumer support and networks

Consumers seek support through connections with consumer organisations, networks and support groups.

Questions	None	Some	The majority
Are your consumers offered assistance with sitting fees, travel and accommodation expenses?			
Are your consumers linked to consumer networks and organisations outside of your service?			

7. Consumer mentoring

Consumers support other consumers to actively participate and develop in the role of consumer representative.

Questions	None	Some	The majority
Do your consumers support other consumers through any kind of formal or informal peer mentoring?			
Do your consumers encourage participation of groups who are not well represented or whose outcomes are poor?			

