



# Consumers as team members



*'I think the really big thing that I try to impart onto new consumers coming along is that it is very much about being part of a team. It's not about trying to right past wrongs and having that little soapbox to stand up on. Sometimes when we feel strongly about those things we have to just keep our mouth closed because it's not the right moment, and it's not the context of what we're talking about.*

*So I think it's about being a mature professional in what we do, and about being mindful of what hat I am wearing today, who I am representing, and what I am here for.'*

*—Leonie Young, Consumer, Chair CanSpeak Queensland*

