



Practical expectations for consumer involvement



Although each organisation will have slightly different policies and practices on consumer involvement, there are some basic practical provisions that consumers can expect when they choose to become involved. They include:

- reimbursement for all out-of-pocket expenses
- sitting fees (where applicable)
- travel and accommodation costs (where applicable)
- the offer of hard copies of long documents posted to you, to avoid printing costs at home
- orientation and information about the health service or organisation
- information (including member list) about group or committee you will be attending
- preparation and any background information you may need to understand the context of issues to be discussed
- introduction to all members at first meeting
- clear support from the group Chair for the presence of one or preferably two consumer members
- explanation of unclear terms and health-related jargon
- advance arrival of pre-meeting reading and agenda and sufficient notification of any changes
- preparation or debriefing before and after meetings, if necessary