



Committed organisations checklist



Is my organisation ready to work with consumers?

Committed organisations

This may be the first time your organisation has actively engaged consumers, or you may have involved them in your work for years.

Committed organisations integrate consumer involvement in all aspects of organisational practice, processes and systems from governance structures through to service delivery, policy development, research and evaluation. The following criteria demonstrate committed organisations, and provide an opportunity to measure your organisation's current situation:

1. Governance:

Every leader knows about the importance of good governance. It involves the following:

- accountability
- transparency/openness
- integrity
- stewardship
- efficiency
- leadership

For the *National Framework*, the key governance aim is that you incorporate the principles, value and elements necessary for effective consumer participation in your governance structures.

Questions	Not yet	Just starting	Established
Is consumer involvement part of your organisation's core values?			
Do you include consumers at all levels of management, including board level?			
Does your board endorse consumer involvement?			
Does consumer involvement form part of the selection criteria for CEO recruitment? Is it a KPI for your CEO?			
Do you have a system for preparing all staff for effective consumer involvement?			



2. Cultural engagement:

Your organisation actively involves consumers from various cultural backgrounds and needs, and there is targeted work with those whose outcomes are poorer.

Questions	Not yet	Just starting	Established
Does your organisation actively engage with Aboriginal and Torres Strait Islander peoples and Culturally and Linguistically Diverse communities?			
Is cultural engagement one of your organisation's core values?			
Have you designed ways of engaging with disadvantaged groups (e.g. rural, regional and the elderly)?			

3. Clear objectives

There are clear objectives for your consumer involvement activities.

Questions	Not yet	Just starting	Established
Do you have a consumer participation policy?			
Have you developed Terms of Reference documents for consumer involvement?			
Does your organisation have multiple strategies to engage consumers?			

4. Resources and support

You provide direct resourcing and support for consumer involvement activities.

Questions	Not yet	Just starting	Established
Do you have an annual budget item for consumer engagement?			
Do you provide sitting fees and reimbursement for out-of-pocket expenses for consumers?			
Do you have a dedicated staff position to drive consumer engagement across the organisation?			

5. Education and training

You offer specific training and development to involved consumers and staff.

Questions	Not yet	Just starting	Established
Have consumers been offered any training or professional development relevant to their consumer participation role?			
Do you have any development opportunities for staff targeted at increasing their understanding of the benefits of consumer involvement?			

6. Facilitation

You have facilitated consumer involvement activities across your organisation.

Questions	Not yet	Just starting	Established
Do you offer opportunities for consumer feedback and participation at every level of your organisation?			
Are consumers involved in strategic planning?			
Are consumers involved in quality and safety?			
Are consumers involved in developing or reviewing consumer information (e.g. service brochures, disease specific information, etc.)?			
Are consumers supported and encouraged to be actively involved in the development of policies and procedures?			
Are consumers supported and encouraged to be involved in the following <ul style="list-style-type: none"> • development and facilitation of staff training programs? • staff and volunteer recruitment processes? • representing your organisation at conferences, sector meetings and community events? • consumer support and self-help groups? 			

7. Research, data and evaluation

You monitor the effectiveness of your consumer involvement activities through the collection of data and evaluate for improvement.

Questions	Not yet	Just starting	Established
Do you have ongoing mechanisms for collecting data about your consumer involvement?			
Have you ever evaluated any of your consumer involvement activities?			

