



# What knowledge, skills and experience do consumers need to be capable

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

The key characteristics of a capable consumer are:

## **Consumer experience:**

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

## **Consumer motivation:**

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

## **Consumer capability to meet the environment:**

consumers develop their skills and capabilities to meet the requirements of the role

## **Consumer understanding of context:**

consumers develop an understanding of the health context where they are involved, and the types of consumer involvement

## **Learning and development:**

consumers undertake learning and development opportunities, including conference and forum attendance and [co]authoring journal articles, to build their expertise in consumer participation

## **Consumer support and networks:**

consumers seek support through connections with consumer organisations, networks and support groups

## **Consumer mentoring:**

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

[Consumer knowledge, skills and experience](#) (for [consumers](#) and for [organisations](#))