



# Orientation workshop for consumer group



Normally an orientation workshop will run about two hours. In addition, add an extra 15 minutes prior for tea and coffee on arrival and possibly another 30 minutes for lunch following the workshop.

## Aims:

- Provide consumers an opportunity to meet and talk with others who will be participating in the group or committee
- Inform consumers about their roles, responsibilities and the processes and structures to support their involvement
- Provide consumers an opportunity to hear about the experiences of involvement from experienced consumers and staff members.

## Possible information pack

- Dates and times for meetings
- Contact details for organisation and other group members
- Consumer reimbursement protocol and form
- Your organisation's consumer engagement policy
- All forms which will need to be completed (confidentiality, WWCC, etc.)

## Agenda

Time	Activity	Responsibility	Materials Required
10 minutes Presentation Activity	<b>Welcome and introductions</b> Overview of workshop aims		Agenda
10 minutes Presentation	<b>Overview of consumer participation</b> 'Why [organisation] needs consumer involvement and what it looks like across the organisation.'		Handouts
15 minutes Presentation	<b>Consumer presentation</b> 'Why I am involved as a consumer and a snapshot of that involvement'		
15 minutes Presentation	<b>Health professional presentation</b> 'How involved consumers impact on the work that we're doing'		



Time	Activity	Responsibility	Materials Required
15 minutes Discussion	<b>Questions and discussion</b>		
10 minutes break			
15 minutes Presentation Discussion	<b>What your involvement may look like:</b> <ul style="list-style-type: none"> <li>• explain the Terms of Reference of the group</li> <li>• discuss roles, responsibilities and the processes and structures to support consumer participation</li> </ul>		Relevant materials
20 minutes Discussion Small groups	<b>Preparing for participation:</b> <ul style="list-style-type: none"> <li>• identify expectations of roles</li> <li>• What are people looking forward to?</li> <li>• What are they hoping to achieve?</li> <li>• What will they need in order to participate effectively?</li> </ul>		Relevant materials  Paper and pens
15 minutes Discussion	<b>Policies and forms relevant for participation</b> Support available for consumers		Information Pack
10 minutes Discussion	Sum up and feedback		