



Template for consumer selection interview



When [your organisation] receives a completed application form, an interview with the consumer should be arranged. Consumers should be informed when they register that there will be a selection process.

This interview should happen at an agreed time and be undertaken by a staff member either over the telephone or in person. Ideally, an experienced consumer (possibly the committee or group Chair or leader) should also be in attendance to both answer any of the candidate's questions as well as providing input into the selection decision.

Guidelines for conducting a telephone or in person discussion with a consumer are provided below.

Personal Details:

Name			
Address			Postcode:
Phone			
Email			

Interview Details:

Staff member undertaking interview	
Experienced consumer attending	

Explain the rationale for the interview

- thank them for expressing interest in contributing to [organisation]
- clarify whether they meet the criteria for participation
- clarify their expectations of participating in [insert relevant name of group]
- explain the support available to them in their role
- outline the next steps in the application process
- answer any questions they may have regarding their role and contribution.



Interview Questions	Prompts	Response
Clarify expectations of participating in [group or committee]	What are you hoping to achieve through participating in [group or committee]?	
Clarify applicant's areas of interest	What are your particular areas of interest?	
Clarify applicant's skills, knowledge and experience	What are the main skills, knowledge and experience you may be able to contribute?	
Clarify previous consumer engagement	Have you been/ are you involved in other organisations as a consumer representative? If yes, with which organisation and for how long?	
Allow for general questions and discussion	Do you have other questions relating to your engagement in [groups or committee]?	

Outline support available to a consumer

- A Consumer Engagement Policy exists and all consumers are supported by [organisation] staff.
- Participating consumers are reimbursed for their out-of-pocket expenses and can access information and training to support their roles on a committee.
- All [group or committee] meetings are held at [XXXX]

Explain the next steps

- Consumer applications will be assessed by those attending the interview.
- You will receive a letter in the post stating whether you have been successful or not in your application to participate.
- If successful, the letter will include details of the first meeting including venue, date, and time.
- If you are unsuccessful the letter will indicate how you can continue to receive information about [organisation] and how can you be involved in other ways.

Interviewer comments

Suitable for a [group or committee]? Yes No