

# Toolkit for partnering with consumers

## Quick guide

July 2024

### Helpful Links

<a href="#">Consumer Partnerships Framework</a>	Defines the overarching framework for engaging with consumers
<a href="#">All of Us</a>	Ministry of Health guide to working with consumers, carers and communities
<a href="#">Community Partnerships intranet</a>	Community Partnership intranet site (internal)
<a href="#">Community Partnerships internet</a>	Community Partnerships internet site (external)
<a href="#">Community Advisory Committees</a>	Contact details for Community Advisory Committees across SESLHD
<a href="#">Engaging with Aboriginal and Torres Strait Islander people</a>	This summary guide provides information for communicating effectively and positively with Aboriginal and Torres Strait Islander people

The basic process for on-boarding consumers is outlined below. The complete Toolkit is available on the [SESLHD intranet](#).



#### Step 1 Define your requirement

- How many consumers would you ideally like to involve?
- Should the consumer have any particular experience, skills or interests?
- How much time would the consumer need to contribute? And over what duration?



#### Step 2 Obtain approval from your manager

- Confirm approval from your manager to engage with consumers
- Consumer Advisory Committee (CAC/CAG) recruitment would be completed as specified in the Committee Charter or Terms of Reference
- Confirm budget source for remunerating consumers for their participation, based on the District policy, which is available [here](#).
- Validate the approach for whether the consumer(s) will be on-boarded as a contingent worker.



### Step 3

#### Advertise the role

Recruitment of consumer representatives is generally through an 'Expression of Interest' process which can include:

- Emails to existing consumer representatives (if you are contacting members of Consumer Advisory Committees, we recommend you approach the secretariat of the committee – contact details are available [here](#)).
- An application form template is available [here](#) that you may wish to use (can be tailored for your own purposes).



### Step 4

#### Selection and on-boarding

##### Selection

- Select the consumer(s) you would like to engage
- If you have a large number of applicants, you may wish to run a simple selection process
- If you would like to involve a consumer who is under the age of 18, please contact the Planning and Partnerships Team, who will connect you with a representative from the Population and Community Health (PaCH) directorate for further information.

##### On-boarding

- Contingent Workers
- If you have decided to on-board the consumer as a Contingent Worker, you will need to follow the process on the Intranet: [Contingent Workers Portal](#)

##### Code of Conduct

- Depending on the nature of the consumer engagement, you may wish the consumer to complete a Code of Conduct declaration.

##### Orientation and Training

- Appropriate orientation and training of consumer representatives will depend on the nature of the engagement. It is the responsibility of the person / team engaging the consumer to determine a suitable schedule for orientation and training.



### Step 5

#### Remuneration

- Paid participation recognises the valuable specialised and expert contributions made by people who are using our health services, or people living in our community. Many consumers are happy to volunteer their time to participate on a time-limited project. However, it is important that you clarify this with them at the very beginning.
- SESLHD has a Paid Participation Procedure that also allows for consumers to be paid, located [here](#).

For more information about partnering with consumers, contact the SESLHD Planning and Partnerships team  
**[SESLHD-planningandpartnerships@health.nsw.gov.au](mailto:SESLHD-planningandpartnerships@health.nsw.gov.au)**