

Tips for new consumer representatives



- Take time to prepare for meetings by reading the agenda and any related materials.
- Familiarise yourself with the terms of reference for the group, a glossary of any technical or medical terms the group commonly uses and the organisation's structure – ask for copies if you haven't received these.
- Listen, and ask questions, especially if you don't understand some technical or medical language – there is no such thing as a stupid question.
- Be yourself – your experience will be valued.
- Learn to trust and support other members of the group.
- The Chair will be looking out for you and help to create opportunities for you to talk.
- If you have any questions, talk to the Chair or the member of the group appointed as your main contact.
- Before and after meetings is a great networking time, including travelling to and from or being at the airport.
- Use emails to network.
- Ask the outgoing consumer representative (if there is one) for advice.
- Get feedback from your own consumer networks.

Five consumer perspectives:

There are five videos here (www.hqsc.govt.nz/our-programmes/consumer-engagement/video-library) in which consumers involved in Health Quality & Safety Commission work programmes share their experiences of providing a consumer voice at meetings.

My notes:

My point of contact is:	Meeting places/times:	Things to read:
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