

# Getting started: an orientation checklist for consumer committee members

## Location of meeting

- Does the consumer know how to find the meeting room?
- Does the consumer know how to collect their security pass?
- Does the consumer know which group of lifts to use to get to the meeting room level?
- If using a guide dog, does the consumer know that you will meet them?

## Briefing and introductory materials

- Has the consumer been briefed about the role and activities of the committee?
- Have you provided the committee's terms of reference?
- If the committee is pre-existing, has the consumer been provided with hard copies of previous minutes, reports, etc.?

## Consumer information pack

- Committee's terms of reference
- A position description
- Meeting schedule
- Reimbursement forms for out-of-pocket expenses
- Paperwork for payment of sitting fees
- Conflict of interest information
- Grievance procedure
- List of other committee members names and roles
- Contact details for the committee's secretary or coordinator
- Information about distribution of minutes, reports, etc

## Communication between meetings

- What is the consumer's preferred method of contact?
- Establish a process for regular communication between meetings

## Feedback and evaluation

- Is there a process to gather feedback from the consumer after meetings?
- How will you evaluate the outcomes of having a consumer representative on your committee?