

**Self Assessment for Consumer Representatives  
Consumer Representatives Recruitment, Training and Support Project 2006-07**

| <b>Core Skill</b>  | <b>Summarise your performance and comments</b> | <b>CHF has contributed in the following ways</b> |
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| <p><b>1. The consumer representative understands the representative role:</b></p> <ul style="list-style-type: none"> <li>▪ Values the following skills and can identify strengths (underline).and areas for suggestions or ideas (circle). <ul style="list-style-type: none"> <li>▪ consumer focus      ▪ consultation      ▪ analysis</li> <li>▪ communication      ▪ listening      ▪ comprehension</li> <li>▪ forming partnerships      ▪ being well prepared      ▪ diplomacy</li> <li>▪ getting the message across      ▪ showing respect for others</li> </ul> </li> <li>▪ Reports back to CHF routinely</li> <li>▪ Respects committee protocol, process and confidentiality</li> <li>▪ Follows up on committee decisions</li> </ul> |  |  |
| <p><b>2. The consumer representative participates effectively in decision making:</b></p> <ul style="list-style-type: none"> <li>▪ Makes constructive contributions to committees</li> <li>▪ Finds opportunities to reflect, promote and represent consumer interests</li> <li>▪ Uses relevant interests and concerns of consumers to influence the committee</li> <li>▪ Uses CHF positions where appropriate to maintain consumer integrity and credibility</li> <li>▪ Understands committee dynamics</li> </ul>  |  |  |

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| <p><b>3. The consumer representative negotiates outcomes and liaises with key people</b></p> <ul style="list-style-type: none"> <li>▪ Understands the purpose and objectives of the committee</li> <li>▪ Negotiates outcomes and is able to compromise</li> <li>▪ Works in partnership and develops productive relationships</li> <li>▪ Identifies potential areas of conflict and puts strategies in place to address them</li> </ul>   |   |   |
| <p><b>4. The consumer representative makes effective use of relevant networks</b></p> <ul style="list-style-type: none"> <li>▪ Seeks and uses information and support from CHF, nominating organisations and other community networks</li> <li>▪ Maintains involvement in a range of consumer and community groups</li> <li>▪ Respects the confidentiality of consumers who provide information through community networks</li> <li>▪ Forms appropriate alliances with other consumer representatives</li> <li>▪ Participates in relevant email lists and web-based discussion groups</li> </ul> |   |   |
| <p><b>5. Summarise key actions:</b></p> <p><b>For yourself:</b></p> <p><b>For CHF:</b></p>   | <p><b>SEE ATTACHED WORKSHEET</b></p>    |   |

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**Worksheet**

**Options for skill development**

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**Action plan for Skills Development**

| <b>Skills for development</b> | <b>How?</b> | <b>By when?</b> |
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