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| DATE | |

Consumer Advisor Skills Checklist

Reflecting on your skills

Everyone has different skills and knowledge that are useful to different types of consumer advisor roles. Many of these will come from your life experiences, your unique personal qualities, and the things you do day to day. Other skills and knowledge are acquired through work or volunteer experience, training or education.

This skills checklist is a way for you to reflect on what skills you have developed over time. It will also help us capture information about you so that we can give you the right advice about what type of roles we have available that are best suited to you. It will also help us identify any areas where you may need some extra support to build up confidence.

How to complete this form

The table below describes a range of skills which are useful for consumers advisors. Please self-assess your skills in each area using the 1-3 rating system.

In section one, **SOFT SKILLS**, you will rate your level of **confidence**:

- 1 = I am not very confident
- 2 = I am somewhat confident
- 3 = I am very confident

In section two, **TECHNICAL SKILLS**, you will rate your level of **experience or knowledge**:

- 1 = I have no/ limited experience or knowledge
- 2 = I have some experience or knowledge
- 3 = I have significant experience or knowledge

It's important to note that you are not expected to know or do everything. Having people with a mix of knowledge and experience is really important. The skills checklist helps you and us to get to know what you have to offer right now. Becoming a consumer advisor allows you to learn and develop new skills over time, if you wish to.

You can choose to complete this skills checklist in one go, or you can fill it out bit by bit. Each section should take you about 5-10 minutes to fill out. Ask for help to complete the form if needed.

Section 1: SOFT SKILLS

| Skill area | Description | 1 = I am not very confident | 2 = I am somewhat confident | 3 = I am very confident |
|---|---|-----------------------------|-----------------------------|-------------------------|
| Engaging with others: Being able to interact with a wide range of people | | | | |
| Communication | Listening attentively, understanding and reflecting on what others have said. | | | |
| | Speaking to others and discussing different ideas or topics. | | | |
| | Adapting how I communicate to suit different groups or situations e.g., professionally, socially, in languages other than English (including AUSLAN). | | | |
| | Writing information or ideas in ways that make it easy for others to understand e.g., emails, reports or survey responses. | | | |
| | Conveying information visually e.g., in drawings, graphic design, graphs. | | | |
| Relating to others | Treating others with respect. | | | |
| | Being aware of how my actions and words can impact others. | | | |
| | Working alongside people with different backgrounds or views to me (e.g., religion, sexuality). | | | |
| Networks and connections | Regularly engaging in activities which help me stay connected with others (volunteering, music, sport, art, gardening etc.). | | | |
| | Representing the thoughts and opinions of others in my community. | | | |
| | Developing relationships with people that are in positions of power and can influence changes I want to see. | | | |
| Leadership | Inspiring and influencing others. | | | |
| | Looking for common ground amongst people with different ideas and opinions. | | | |
| | Finding opportunities to support others' goals or ambitions. | | | |

Is there anything else that you would like to share about your skills or experiences in engaging with others? This might include communities that you're connected to.

| Skill area | Description | 1 - I am not very confident | 2 - I am somewhat confident | 3 - I am very confident |
|---|---|-----------------------------|-----------------------------|-------------------------|
| Personal qualities: Preferences, abilities and behaviours that impact how you think and work | | | | |
| Working style | Working with others. | | | |
| | Working independently. | | | |
| | Participating in formal group settings like committees, advisory groups or working parties. | | | |
| | Regularly committing to the same group or project over a long period of time. | | | |
| | Ability to move between different roles and activities with flexibility. | | | |
| Ethical behaviour | Conducting myself in a fair and honest way. | | | |
| | Keeping information that may be private or confidential to myself. | | | |
| | Understanding what to declare as conflicts of interest and being able to do so. | | | |
| | Naming and addressing power differentials or imbalances. | | | |
| Learning and problem solving | Unpacking or seeing different sides of complex problems. | | | |
| | Using creative thinking to come up with new solutions. | | | |

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| | Having good attention to detail. | | | |
| | Asking questions and demonstrating curiosity. | | | |
| | Reading in-depth information, including long documents. | | | |
| | Willing and able to learn more about issues or topics I am unfamiliar with. | | | |
| Digital literacy | Having access to the internet and using digital devices like computers and smart phones. | | | |
| | Using online platforms such as Teams or Zoom and email. | | | |
| | Learning to use online platforms or programs that are unfamiliar to me. | | | |

Is there anything else you would like to share about your personal qualities that impact how you think and work? This might include any support you need to participate.

Section 2: TECHNICAL SKILLS

| Skill area | Description | 1 = I have no/limited experience or knowledge | 2 = I have some experience or knowledge | 3 = I have significant experience or knowledge |
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| Transferable skills: Experiences or knowledge which you can apply to different activities that consumers are commonly involved in | | | | |
| Communication and events | Helping to plan and/or run events. | | | |
| | Raising community awareness about a campaign, cause or issue. | | | |
| | Using social media as a tool to promote events or raise awareness. | | | |
| Learning and development | Sharing my experiences with others as a way of informing and/or supporting others. | | | |
| | Facilitating group discussions or workshops. | | | |
| | Reviewing or developing learning materials. | | | |
| Research | Helping to prepare or review funding grants, particularly for research projects. | | | |
| | Working with researchers or research organisations. | | | |
| | Analysing and interpreting information and data. | | | |
| Governance | Working with numbers, excel spreadsheets and understanding budgets. | | | |
| | Participating in projects, making decisions or providing advice. | | | |
| | Participating in recruitment processes. | | | |
| | Considering objectives and strategic approaches to achieving outcomes. | | | |
| | Reviewing policies and procedures. | | | |
| | Understanding compliance and helping organisations to meet quality standards or regulatory requirements. | | | |
| Public policy | Contributing to a written submission to government. | | | |

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| | Working with different levels of government (Local, State or Federal government). | | | |
| | Sitting on government decision making groups that impact policy, funding and legislation. | | | |
| <i>Is there anything else you would like to share about your transferable skills? This might include previous work or volunteer experience.</i> | | | | |
| Skill area | Description | 1 = I have no/limited experience or knowledge | 2 = I have some experience or knowledge | 3 = I have significant experience or knowledge |
| Health sector skills: Experience and knowledge that are specifically related to the health sector | | | | |
| Health sector | Living with health condition(s) or caring for someone with health-related needs. | | | |
| | Taking on health consumer advisor roles. | | | |
| | Working with the health sector on how some groups and communities experience health. | | | |
| | Engaging with a range of healthcare professionals. | | | |
| | Navigating different parts of the health system to get the support you or someone you care for needs e.g., GP, podiatrist, hospital in the home, emergency department, surgeons. | | | |
| Healthcare knowledge | Understanding important elements of patient-centred care. | | | |
| | Familiarity with the Australian Charter of Healthcare rights. | | | |

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| | Giving advice on making health information easy to understand to improve patient and carer health literacy. | | | |
| | Familiarity with the National Safety and Quality Health Service (NSQHS) Standards, Standard 2 Partnering with Consumers | | | |

Is there anything else you would like to share about your experience or knowledge that is related to the health sector? This might include previous consumer roles and any areas of interest.