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The role of consumers

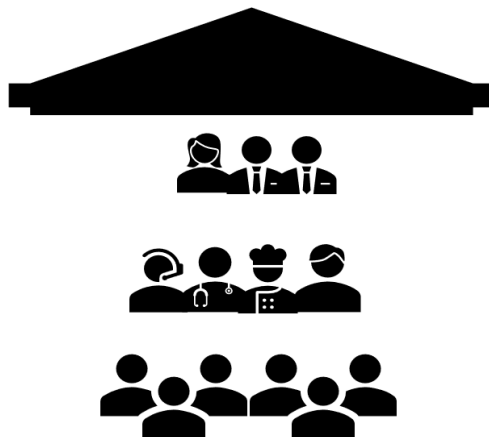
It is important to look at the relationships between consumers, staff, and the organisation in order to better understand why engagement happens the way it does, and what might need to change.

What role do consumers play in our service right now?

The purpose of this activity is to help you visualize the relationship consumers have with your organisation.

You can do this activity on your own or run it with a group of other staff.

1. Draw a picture to depict how you think the roles of consumers, staff, managers, and the organisation relate to each other at the moment. For example, a traditional set of roles would have a hierarchy with consumers at the bottom, with staff above them, managers above staff, and the organisation (Board and Executive, and the organisation's rules and processes) governing everyone.



1. Below this, draw another picture showing how you would like it to be.

HINT: Do you know what role consumers themselves would like to have in your organisation?

2. Write down or draw what you think is stopping you from getting from your first picture to your second – or, if your pictures are the same, why you think things don't need to change.

Facilitator tip: If you are running this exercise in a group, ask the group to discuss what they have drawn and written.

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How things are now

How I would like things to be

What is stopping us from changing (or why we don't need to change)
