**TEMPLATE\_Consumer and Community Involvement Agreement**

**This template is a starting point for your research projects. Delete/edit/add as necessary.**

**Background**Consumers and Community Representatives (CONSUMERS) are an integral part of the research process, allowing for greater transparency, openness and accountability, leading to research that is more relevant and impactful to the community.

Consumers are individuals who inform and provide input into a particular research area or project based on their lived experience, area of interest or community group affiliation.

Researchers / Project Leads (RESEARCHERS) are the individuals actively seeking Consumer and Community Involvement within their specific research area and/or project.

**Xxx Project**   
Provide a brief summary of the project including a list of activities/responsibilities you anticipate could be part of the project.

**Code of conduct**

As a CONSUMER, I will:

* Act honestly and respectfully when performing my responsibilities.
* Be open to the ideas and views of others, including feedback.
* Not discriminate in the treatment of individuals.
* Provide accurate and honest information about my lived experience (when applicable)
* Serve in the best interests of the public.
* Provide advice that is free of political influence or favour.
* Refuse gifts that may influence decision making.
* Abide by the requirements of the Reimbursement Policy when submitting reimbursement forms
* Convey the views and decisions of the committees that I represent accurately and clearly.
* If approached by the media, only speak on behalf of the project through permission of the project lead.

As a RESEARCHER, I will:

* Comply with the [Australian Code for the Responsible Conduct of Research 2018](https://www.nhmrc.gov.au/about-us/publications/australian-code-responsible-conduct-research-2018).
* Act honestly and respectfully when performing my responsibilities.
* Be open to the ideas and views of others, including feedback.
* Not discriminate in the treatment of individuals.
* Give fair opportunities to CONSUMERS to engage with the decision-making processes of the project.
* Be transparent and open with CONSUMERS.
* Provide supervision and support to CONSUMERS to fulfil their role.
* Support CONSUMERS with appropriate clerical support and reimbursement in line with SA Health Sitting Fees policy for non-Employees (where relevant).
* Provide a safe workplace for CONSUMERS to be able to fulfil the function of their role. This encompasses physical, emotional and cultural safety.

**Roles & Responsibilities**

It is the responsibility of the CONSUMER to:

* Notify the researcher/s, as soon as practical, if unable to fulfill their involvement opportunities as previously agreed upon.
* Clearly understand your role as a consumer involved within the research project, seeking clarification with the Researcher if needed.
* Ensure your camera is turned on during virtual meetings.
* Actively participate and speak during discussion time.
* Realise goals and limitations within research project.
* Provide your lived experience perspective appropriately and effectively.
* Notify the Project team of an existing conflict of interest, or a conflict of interest that arises during a project.
* Carry out the set pre-reading and other associated preparatory work provided (where relevant).

It is the responsibility of the RESEARCHER to:

* Provide regular updates to the CONSUMERS they have involved in their program/project as agreed upon at the commencement, or review, of their working.
* Provide sufficient notice in advance (when possible) to involved CONSUMERS for requests for document review and/or preparation of involvement opportunities.
* Ensure the CONSUMERS involved within your project have a firm understanding of your research project, including purpose, process and designated roles.
* Pay particular attention to CALD members or those who experience low health literacy to explain content in a simple manner, using pictorials as examples when appropriate.
* Be willing to adapt ways of working and communication style to meet the needs of people from diverse backgrounds and health literacy.
* Acknowledge and respect the expertise of lived and living experience of the CONSUMERS involved within your research project.
* Acknowledge the personal cost that sometimes accompanies contributing to research for CONSUMERS.
* Notify the CONSUMERS as soon as possible of any delays to project timelines or if a project is not progressing further.
* Check in on CONSUMERS and provide mental health helplines if emotional distress has been caused to participants during the research project.

**Confidentiality**

**It is the responsibility of the** **CONSUMERS** to not disclose to any person any confidential information (including confidential commercial information, clinically confidential, information with privacy implications, sharing Intellectual Property), to which they become privy resulting from their involvement with the project. I understand that all intellectual property created or generated in the course of my participation in this research project or related projects vest automatically with the RESEARCHERS.

I understand that any breach of confidentiality may result in termination of my position. I also understand that a breach of confidentiality can occur as a result of an inappropriate discussion, access to, or disclosure of any matters relating to the project. I acknowledge the potential consequences that may result from disclosure of information, and I agree to maintain confidentiality.

**It is the responsibility of the** **RESEARCHERS** to respect the CONSUMERS privacy by taking care not to disclose sensitive information about CONSUMERS and/or details of their lived experience unless the CONSUMERS has provided their permission.

**Declaration**

CONSUMER: I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, declare that I have read and understood the terms of this Agreement, agree to the Code of Conduct and Roles and Responsibilities, and that I have had the opportunity to seek answers to any questions from the RESEARCHERS in relation to my involvement in the proposed research activity.

I acknowledge it is my responsibility to maintain confidentiality of all information that is not public domain. I acknowledge if I breach the Code of Conduct or Roles and Responsibilities I will be stood down from this project. I accept and will adhere to the conditions of this Agreement.

I understand that I can withdraw from this project at any time.

Date: Signed:

RESEARCHER: I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, declare that I have read and understood the terms of this Agreement, agree to the Code of Conduct, and Roles and Responsibilities, and that I have had the opportunity to clearly explain the project and anticipated roles to the CONSUMERS.

I acknowledge it is my responsibility to maintain confidentiality of all information that is not public domain. I accept and will adhere to the conditions of this Agreement.

Date: Signed on behalf of the project team: