

## Community, Consumers and Carers Representatives Training Sessions

Health Issues Centre offers training that can be delivered as half or full day sessions. All sessions are interactive and based on adult learning principles. Participants are provided with a range of materials during the sessions including handouts, presentations and videos.

We are happy to discuss your specific training needs and preferences to design a course relevant to your organisation, and can also undertake self-assessment training needs.

What are some topics that are usually covered?

- ✓ Consumers' own expectations about their role as consumer and carer representatives
- ✓ Definitions, terminology, policy context, history of consumer participation
- ✓ The evidence and rationale for consumer participation
- ✓ Terminology: 'consumer nominee', 'consumer representation', and 'consumer perspective'
- ✓ How to be an effective consumer or community representative
- ✓ Consumer or community representatives on committees
- ✓ Consumer engagement in the implementation of national quality and safety standards
- ✓ Peer support
- ✓ How to establish and manage a peer support group
- ✓ Consumer leadership
- ✓ Presentation skills
- ✓ Effective storytelling
- ✓ Storytelling for quality improvement
- ✓ Advocacy and types of advocacy
- ✓ How the health system works
- ✓ Health information and health literacy
- ✓ Assessing written and online health information
- ✓ Human rights-based approaches to health care
- ✓ Co-production
- ✓ Clinical governance
- ✓ Patient-centred care
- ✓ Consumer engagement in research

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