

ONE DAY FORUM: WORKSHOP CHOICES

10:00AM TO 12:30PM

OPTION 1 - I AM A CONSUMER: WHAT AM I DOING HERE?

Access to the right information at the right time is important in health. In your role as a health consumer, you have an important opportunity to shape and influence decisions that improve the health care system by knowing what matters to patients. This interactive workshop will equip you with the skills and confidence to make an impact on the target audience and ensure you get your message across.

OPTION 2 - PARTNERS IN CHANGE: WORKING WITH CONSUMERS

A workshop exploring the good, the tricky and the really challenging aspects of establishing strong partnerships with consumers. Explore new ideas about community engagement and consumer participation. Learn how to apply some of these ideas to your health service. This session is ideal for health service staff working with consumer representatives, community groups and volunteers.

12:30 TO 1:30PM LUNCH AND NETWORKING ACTIVITIES

1:30PM TO 4:00PM

OPTION 1 - CONSUMER REPRESENTATIVES IN ACTION

A practical workshop exploring the role of a consumer representative within a health service.

Learn about current activities being undertaken by health consumers and explore ways to maximise your effectiveness in your role.

This session is ideal for members of Community Advisory Committees and similar groups.

OPTION 2 - THROUGH DIFFERENT EYES: PERSON CENTRED CARE

We hear the term 'patient centred care' banded about in health services these days, but what does it really mean? What matters most to patients and families? This lively session will unpack what patient centred care means to patients and families. You can expect to learn the principles, hear the evidence, reflect on the importance of staff culture and see examples of best practice to inspire you.

HEALTH ISSUES CENTRE
PRESENTS

THE SURVEY SAYS... KEEP ASKING

FORUMS FOR CONSUMERS (\$15) AND
HEALTH AND COMMUNITY SERVICE
STAFF (\$99)

TUESDAY, 30 MAY 2017

10AM - 4PM

(REGISTRATION FROM 9:30AM)

ALL SEASONS BENDIGO
171-183 MCIVOR ROAD, BENDIGO

[REGISTER HERE](#)



Health Issues Centre
Consumer voices for better healthcare