

Consulting Consumers

20 July 2009
10:00 am – 1:00 pm

Many organisations and health services consult with consumers regarding quality improvements for their service, programs and policies. When done correctly consumer and community consultation can produce sustainable and positive outcomes for both consumer and services.

At the end of this session participants will be able to:

- ▶ Define consumer and community consultation principles and apply them to their work
- ▶ Identify consumer and community consultation methods
- ▶ Apply consumer and community consultation methods in their work
- ▶ Analyse and implement consultation data into their quality improvement strategies

Human Rights and Health Care

4 August 2009
10:00 am – 1:00 pm

Human rights principles and practices are relevant to people working in the health sector. This workshop will explore the Victorian Charter for Human Rights and Responsibilities and what this legislation means for public and community health services. It will draw on your own experiences and reflections as health workers and as citizens of the Victorian community.

At the end of this workshop participants will be able to:

- ▶ Define human rights, principles and standards, with particular reference to the Victorian Charter of Human Rights and Responsibilities
- ▶ Identify potential human rights issues in healthcare
- ▶ Identify ways to apply human rights approaches to health care delivery

Please send issues and case studies that you would like to be explored to j.mansourian@healthissuescentre.org.au by 17 July.

Involving Consumers on Committees

27 October 2009
10:00 am – 1:00 pm

Most health service committees are dominated by health professionals. Involving consumers on committees in your health service will bring input from critical stakeholders to the table and assist in developing ongoing dialogue between consumers and health professionals.

At the end of this session participants will be able to:

- ▶ Define Consumer Participation strategies
- ▶ Identify strategies to involve consumers in their organisations
- ▶ Apply strategies to recruit and support consumers
- ▶ Develop policies to support consumer participation for their organisation

Venue (for all workshops)	Cost	Enquiries
Victoria University Conference Centre Level 12 300 Flinders Street Melbourne	\$150 (GST inclusive)	Assunta Morrone ☎ 9479 3520 or ☎ 9479 5827

