



Consumer engagement training needs analysis



As an involved consumer, completing this form will help us to organise the most appropriate training for you. We thank you for your collaboration on this important matter and look forward to working with you in the future.

Please ✓ training topics you would find most useful to support you in your involvement with us.

✓	Topics
	<p>Getting involved with us</p> <p>This workshop will focus on the reasons people get involved with health organisations or services and some basic ways consumers can contribute to improving the health of the community.</p>
	<p>A basic introduction to the Australian health care system</p> <p>This workshop will include an overview of the structure and function of the Australian health care system and will include specific information on Medicare, health care funding and service delivery, as well as the roles of governments and public and private sector providers.</p>
	<p>Committee work: How to be effective</p> <p>This workshop will provide advice and strategies to maximise your involvement on health committees. It will include steps for chairing committees, communicating, problem solving, understanding group dynamics and strategies to influence change.</p>
	<p>Support for consumers on committees – looking after yourself as a volunteer</p> <p>The workshop will include information on planning for your voluntary role, steps for managing time and commitments, advice on setting boundaries, gaining support for an issue and looking after yourself in your consumer participation role.</p>
	<p>Raising awareness and advocacy</p> <p>This workshop will include:</p> <ul style="list-style-type: none"> • an outline of policy decision-making in health organisations • strategies for advocating to decision-makers • steps for designing campaigns and creating support for an issue • different approaches to advocacy • ideas for mobilizing communities.
	<p>Improving the quality and safety of your health service</p> <p>This workshop will present information on areas of quality and safety in health organisations and services and avenues for consumers, carers and community members to become involved. Strategies for utilising feedback from consumers, learning how to consult with the community on service delivery and issues of access will be discussed with practical examples from current health services.</p>
	<p>Helping your health service or organisation get to know and form partnerships with its community</p> <p>The workshop will include advice on conducting community research, undertaking a community needs analysis, group facilitation and steps in developing local action plans. Recent examples will be discussed and participants will have the opportunity to share their ideas and seek advice from presenters.</p>

