

Introduction to Consumer Advocacy Training

Our **Introduction to Consumer Advocacy Training** sessions are interactive and based on adult-learning principles. Participants who attend these sessions receive reference materials and a certificate of attendance.

This 6 hour training course includes:

- an understanding of the role of HCA and how we support consumers
- an understanding of the definitions and principles of consumer centred care
- an understanding of how consumer engagement and advocacy at different levels can add value to the health system
- an understanding of the relationship between safety and quality, consumer centred care and consumer engagement
- an understanding of the roles and challenges of consumer advocacy and representation, and how consumers can drive improvements
- an understanding of the practicalities and responsibilities of being a consumer advocate/ representative
- learning from the consumer experience of others



When and where

The training is run 4-5 times annually and is held at the HCA offices at Level 1/12, Pirie Street, Adelaide. Upcoming training sessions can be found on the HCA's website <http://www.hcasa.asn.au/advocates-and-representatives/training-calendar>

Fees

The **Introduction to Consumer Advocacy Training** is provided at no cost for HCA members and members of the public who are interested in becoming a consumer advocate in SA Health and Local Health Network consumer advisory structures, thanks to the financial support of SA Health.

Representatives from the private and not-for-profit sectors are also encouraged to attend. For private providers the fee is **\$375 per person** and for not-for-profit organisations is **\$230 per person** (who are not members of HCA).

HCA will reimburse consumers for travel costs e.g. fuel, parking, public transport if needed and we have some funding available to support travel costs for country consumers. If you require support to assist you to travel from regional areas please contact HCA prior to the training session.

To register for our next training session please fill out the **registration form** available on our website <http://www.hcasa.asn.au/advocates-and-representatives/training-calendar>

Please email the completed **registration form** to the Health Consumers Alliance of SA (HCA) at **info@hcasa.asn.au** or mail to **PO Box 2248, Adelaide 5000**.
For further information contact HCA on 08 8231 4169.