

You are invited to attend

Introduction to Consumer Advocacy Training

Are you an Advisory Council member, consumer or community advocate or want to know more about the role? The Health Consumers Alliance SA's *Introduction to Consumer Advocacy* training session will give you information on the role, challenges and benefits of being a health consumer advocate and we have an upcoming training in your area.

- > The training session is free, but numbers are limited. Bookings are essential.
- > The sessions are interactive and based on adult-learning principles.
- > Participants receive reference materials and a certificate of attendance.
- > The course includes:
 - o an understanding of the role of the Health Consumers Alliance and how they support consumers
 - o an understanding of the definitions and principles of consumer centred care
 - o an understanding of how consumer engagement and advocacy can add value to the health system
 - o an understanding of the relationship between safety and quality, consumer centred care and consumer engagement
 - o an understanding of how consumers can drive improvements to health care
 - o an understanding of the practicalities and responsibilities of being a consumer advocate/ representative
 - o learning from the consumer experience of others.

Date: Tuesday 4th April 2017

Time: 9:30am - 3:30pm (A light lunch and morning tea will be provided)

Venue: Meeting Room, Country SA PHN, Beckwith Park
30 Tanunda Road NURIOOTPA

RSVP: by Monday 3rd April to Bronwyn Venning (*contact details below*)



Country Health SA Local Health Network is grateful to Health Consumers Alliance of SA Inc. - our partners in providing this training.

For more information

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