



Course in Consumer Leadership

Code 10163NAT



Health Issues Centre
Consumer voices for better healthcare

\$1,089.00 (Inc GST)
per participant



Health Issues Centre

On behalf of the Health Issues Centre and The Benchmark Group, we are delighted to introduce to you the Nationally Accredited Course in Consumer Leadership (Course Code 10163NAT).

Developed by Health Issues Centre, the course is delivered by Health Issues Centre in alliance with its RTO partner The Benchmark Group.

Health Issues Centre has more than 30 years of expertise in working towards an equitable health system shaped around the needs and interests of consumers, carers and community members. Its core business is encouraging and facilitating consumer involvement in health; developing the skills of consumers, and health and community services staff, to work collaboratively for improved service delivery.

The Course in Consumer Leadership is aligned with and will facilitate the implementation of the Australian Commission for Safety and Quality in Healthcare Standard 2: Partnering with consumers. Standard 2 aims to create a healthcare system that responds to the needs and input of consumers, carers and the community. It requires organisations to facilitate relevant orientation and training for consumers and carers who partner with the organisation.

By sponsoring and encouraging consumers and carers to take the course, health services and organisations will be responding to Standard 2. Consumers attending the course will acquire the necessary skills and knowledge to be effective consumer representatives and work as effective partners for health service improvement.

Health Issues Centre uses a strength-based approach and adult learning principles in all its training. Our training program is ideal for health and community services staff and consumers and carers.

Although we are based in Melbourne, we are able to offer our courses interstate by arrangement. If you have any further questions about the Course in Consumer Leadership please do not hesitate to contact the Health Issues Centre direct on (03) 8676 9050 or email to info@healthissuescentre.org.au

Tere Dawson

Dr. Maria Teresa Dawson
Manager, Training and Development
Health Issues Centre



w | healthissuescentre.org.au
p | (03) 8676 9050

To register go to:
www.benchmarkgroup.com.au

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Course in Consumer Leadership

What is consumer leadership in health?

Consumer leadership is commonly understood as the capacity to lead or motivate to achieve change. In the health system, consumer leaders can create a bridge between consumers and health services to make effective change that leads to better health outcomes.

Consumer leaders are patients, service users, carers or interested members of the community who work with others at strategic level to influence change in the healthcare system.

Consumer leaders can have a wide range of roles: they can be formal or informal representatives of specific interest groups; peer support facilitators; or be involved as volunteers in health services and community organisations.

Effective consumer leaders are skilled in establishing dialogue, collaboration and partnerships built on trust, credibility and respect.

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The three day Course in Consumer Leadership delivered by Health Issues Centre provides consumer representatives, leaders and staff of health services the foundation skills and knowledge to work collaboratively in a range of settings to facilitate and promote consumer engagement to consumers and health services personnel.

Consumers attending the Course in Consumer Leadership will acquire the skills and knowledge to be effective consumer representatives and partners in the planning, delivery and evaluation of services.

There are no barriers to entry on the grounds of age, gender, political or cultural background.

Participants should have an active interest in consumer participation, preferably in a formal role with responsibility in providing or supporting consumer leadership in a health or community service.

Past course participants have been consumer advocates, consumer representatives, consumer consultants and volunteers engaged with hospitals, primary health services, community services, cancer and mental health services, and members of peer support groups.



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Course Content

The Course in Consumer Leadership consists of three units:

- Unit 1: Engage as a consumer or community member in a health or community service
- Unit 2: Support consumer and community engagement within a health or community service
- Unit 3: Provide consumer and community leadership.

Upon successful completion of the course, participants should be competent to:

- Identify roles and rights as a consumer engaging in a health service
- Utilise health literacy skills in a health care service
- Practice consumer engagement in a health care service within a human rights framework
- Analyse a health care service's capacity to support consumer engagement
- Participate in consumer engagement activities in a health care service
- Provide consumer leadership on a health care service committee or group
- Contribute to the review or development of a consumer engagement plan for the health care service
- Manage personal workload and relationships effectively.

Delivery Mode

The Course in Consumer Leadership is delivered as a 3 day face to face program.

To gain competency, participants are required to undertake up to 18 additional hours of self-directed activity including preparation and assessment.

Facilitation

The Course in Consumer Leadership is facilitated by Health Issues Centre staff who are nationally accredited trainers with many years of experience in the field of consumer participation.

Health professionals, experienced consumers and key note speakers are invited to address some specific issues during the course.

Successful participants obtain a Nationally Recognised Statement of Attainment.



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Course in Consumer Leadership



11, 18 & 25 June 2019
9.30am to 4.30pm
Health Issues Centre
Level 1, 255 Bourke Street
MELBOURNE, VIC 3000

To register: go to
www.benchmarkgroup.com.au

and complete your application

Course Testimonials

Thank you so much for your professionalism in providing such a well-run and informative course. The subjects covered and materials provided were excellent and I learnt a lot hearing the experiences of the other participants. I have gained a much deeper understanding of the breadth of consumer engagement and the role of a consumer representative. My aim in attending was to learn how to be a more effective consumer representative but I learnt so much more, not only from attending the three days but also by completing the assignments. I now feel more empowered and confident to contribute positively in my role.

(Rhonda Richards, Consumer Representative, NEMICS. Participant August 2018, Melbourne)

This kind of course and the way it is run sparks my initiative to stand up and voice how I think and feel about health care. There were many skills I acquired while completing the course which I have since utilised by engaging with my new representative role for people with disabilities.

(Consumer representative. Participant May 2018 Tasmania)

I feel more empowered now in my role. Also, I will talk to my organisation about induction process for new consumers representatives. I also see a need to engage more consumers as representatives and will raise this.

(Consumer representative, Melbourne October 2017)

This training course was one of the best I have encountered in my 77 years of life experience. I came to the course because it was available and because I thought the "certificate" may assist recognition by health organisations in my work as a consumer. By the end of Day 3, all my expectations had been surpassed and I really appreciated that the course placed me clearly in the domain of consumer leadership and caused me to see my future role differently.

(Ray Newland, consumer representative Western Health, Melbourne, October 2017)



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Terms and Conditions of Registration

The Benchmark Group Pty Limited deliver a range of nationally accredited courses and unit of competency programs. These are collectively referred to as our "courses". The following terms and conditions apply to all completed registrations whether undertaken by the student, or third party on behalf of a student, completing a course with The Benchmark Group Pty Limited.

Course Confirmation - Along with your booking confirmation, you will receive a tax invoice for your course. The tax invoice acts as a confirmation of the receipt of your registration. This invoice will indicate the total cost required for participation, full payment of the tax invoice is required to guarantee your participation in the course. Students will be forwarded a confirmation email sent to the email address used at the time of registration. It remains the responsibility of the student to attend the course.

Course Participation - Your commencement in the course you have enrolled in is dependent upon: sufficient enrolments in the course, course pre-requisite/s being met, availability of places in the course, arriving at the venue at least 15 minutes prior to course commencement. Anyone more than 30 minutes late may not be accepted into the course.

Cancellation, Refund and Transfer - If a student cancels their registration; they will need to provide notice in writing prior to the commencement of the course. Should notification be received 14 days or more prior to the course commencing, Health Issues Centre will refund 90% of your course fee. Should notification be received less than 14 days prior to the course commencing, no refund will be provided. If a student is unable to attend a course a substitute student may take their place at no additional cost.

Enrolled students who fail to attend without notification will not be entitled to a refund. Transfers to other course can be organised. Please provide notice in writing at least 14 days prior to the commencement of the course to allow time for transfer. Health Issues Centre will make appropriate financial arrangements to guarantee the refund of course fees when:

- The course is cancelled or discontinued; or
- The student has an acceptable reason for discontinuing the course (e.g. medical).

Alternatively, a substitute course or date may be offered and mutually agreed on.

Unique Student Identifiers - A Unique Student Identifier or USI is a reference number issued by the Australian Government to all students completing nationally accredited training. A USI is made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations will give you access to your training records and transcripts,
- can be accessed online, anytime and anywhere, is free and easy to create and, stays with you for life.
- The Benchmark Group are obligated by law to collect or issue USI's to all students completing accredited training and cannot issue a Certificate or Statement of Attainment until the student has a valid USI.

Record Keeping and Access to Records - The Benchmark Group Pty Limited will keep a record of your completion and result in a secure, confidential manner, including copies of any relevant qualifications, statements of attainment or certificates of attendance you have obtained in line with the storage requirements detailed by the Australian Skills Quality Authority (ASQA). As the student you are able to access this information at any time on request. When you contact The Benchmark Group Pty Limited, you will be required to establish your identity by answering some questions regarding your original registration. Please allow up to five (5) working days for The Benchmark Group Pty Limited to retrieve your documents from our archive system.

Certificates - On the successful completion of your course, The Benchmark Group Pty Limited will issue you with a qualification, statement of attainment, or certificate of attendance depending on the course you have completed. This will include your name, completion date, the name of the qualification, unit of competency/s or course achieved and a unique certificate identification number. The certificates issued by The Benchmark Group Pty Limited contain appropriate levels of security to ensure that they cannot be fraudulently copied. Should you fail to meet the minimum requirements of a course, you will be provided with two (2) additional opportunities to re-submit assessment work, submit additional evidence, or demonstrate competence as part of your course fee. Additional opportunities remain at the discretion of the individual facilitator or program manager. Nationally recognised qualifications are issued when you are assessed as competent in a nationally recognised qualification. Nationally recognised statements of attainment are issued when you are competent in units of competency, but less than the amount for a full qualification. Certificates of attendance are issued for industry training that is useful for your employment, but not part of the nationally recognised training system. Qualifications and statements of attainment issued by The Benchmark Group Pty Limited are recognised throughout Australia by other Registered Training Organisations, so, if you choose to undertake further course, your training with us may provide you with recognised prior learning into other course.

Continuous Professional Development and Industry Endorsement - Courses delivered by The Benchmark Group may be endorsed by professional bodies and industry specific points or recognition may be awarded in some circumstances. In the event that your course is endorsed to achieve points or recognition, you must meet the minimum required activity as determined by the endorsing authority.

Revocation of a Qualification or Statement of Attainment - The Benchmark Group Pty Limited may revoke a qualification or statement of attainment should it be deemed that it was obtained as a result of misleading or deceptive conduct, issued in error by The Benchmark Group Pty Limited, or as directed by ASQA. Qualifications or statements of attainment may also be revoked if the participant is unable to provide full payment for the completed course, on the basis that all reasonable efforts have been made to receipt payment. A final notice of revocation will be issued, providing a period of fourteen (14) days to remit payment for the full amount.

Complaints and Assessment Appeals - All students, prospective students, facilitators, stakeholders who engage with Health Issues Centre and The Benchmark Group retain the right to lodge complaints about the service received. Additionally, all students undertaking courses or training programs offered by Health Issues Centre and The Benchmark Group have the right to lodge appeals against decisions made by Health Issues Centre and The Benchmark Group assessors. A full copy of our Complaints and Assessment Appeals Policy can be found The Benchmark Group website - www.benchmarkgroup.com.au

Access and Equity - The Health Issues Centre will ensure every attempt is made to allow access to our courses for every individual regardless of disability and in accordance with equal opportunity legislation. The Health Issues Centre and The Benchmark Group Pty Limited also ensures that at all times students are treated in an ethical and responsible manner that is consistent with the principles of social justice. If you have any concerns or particular requirements, for example assistance with disability, numeracy, or literacy, please contact Health Issues Centre directly.

Feedback - As part of our continuous improvement program, we are constantly seeking ways to gain feedback about the courses, training and services we provide. Evaluation Forms will be provided for you to complete at the conclusion of your course. In addition, you may be randomly requested to provide feedback at any stage during or after your participation. The aim of these evaluations is to allow you, the student to have an input into the workings of Health Issues Centre and to help us achieve a better and more efficient service.

Acceptance - By submitting this form and/or commencing your study with Health Issues Centre, you are accepting the terms and conditions as detailed above. Should you have any questions or queries related to these terms and conditions, please contact The Benchmark Group on Ph: 1300 855 568 or Health Issues Centre on Ph: (03) 8676 9050.



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Melbourne Victoria 3000

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E info@healthissuescentre.org.au
W www.healthissuescentre.org.au