

Customised Learning and Development

Participation occurs when consumers, carers and community members are meaningfully involved in decision making about health policy and planning, care and treatment, and the wellbeing of themselves and the community. (Doing It With Us, Not For Us, Department of Human Services, 2005)

With more than 22 years of experience promoting consumer participation in health care, Health Issues Centre is well placed to offer the best and most relevant learning and development activities available to your service. Our highly qualified presenters are not just experts in the issues they deliver; they are also practitioners with many years experience behind them. Put simply, they have the most up to date knowledge of what works.

Benefits of Customised Learning and Development

By tailoring activities to your organisation's needs, your service will benefit in a number of different ways:

- Each session is preceded by a discussion about your specific request so the end product is exactly what you want
- Every activity is designed to build on existing strengths, knowledge and skills. We don't believe in re-inventing the wheel.
- The information we present will be based on the latest information, current best practice and can be implemented immediately
- The presenters will engage the participants through interactive processes based on sound adult learning principles

Cost Savings

Customised learning and development is cost effective. Because we come to you and use your facilities, you save time as well as travel and accommodation costs for participants and relief staff costs. We deliver sessions at a time and in a place that is convenient to you. Our flat rate for 25 or less participants saves you money as well.

Conferences and Special Events

We can arrange guest speakers, keynote speakers, workshop presenters and facilitators for your conferences and forums. Because our network of people in the field is so extensive, we can save you many hours of phone calls by going straight to the best person for your event.

Target Groups

All sessions can be customised to suit the needs of either health professionals or consumers.

What We Offer

The following sessions are just a taste of what we can offer. Any of these can be tailored to your requirements and we can offer many more that are not listed.

Consumer Participation

- The history and evidence of consumer participation in health
- Planning for and implementing consumer participation
- Establishing committees involving consumers
- Incorporating cultural diversity into consumer participation activities
- Working effectively with ATSI communities
- Policy development with consumers
- Involving consumers in quality and safety
- Looking after volunteers

Research and Evaluation

- Conducting focus groups
- Involving consumers in evaluation
- Designing surveys and collecting data
- Evaluating consumer participation

Funding and Promotion

- Writing successful submissions and tenders for funding
- Using the media creatively to promote issues and services
- Designing health promotion programs and campaigns

Community Development

- Designing consumer and community participation plans
- Reaching, engaging and designing programs for hard to reach groups
- Undertaking a community health needs assessment
- Advocacy and lobbying
- From ideas to action

Communication and Problem-Solving

- Getting the message across – effective communication strategies
- Resolving and mediating group conflicts
- Solution-focused problem solving in decision making
- Dealing with difficult situations
- Skills for quick and effective meetings
- Facilitation skills (introductory to advanced skills)
- Presentation skills

Consultancy

We can assist you with your consumer participation journey. Our staff have extensive knowledge and experience in setting up consumer participation processes from planning, to recruitment, to policy development, to retaining and nurturing participants. A package of support that includes coaching and resources can be tailored to meet your specific requests.

Our Presenters

All presenters and facilitators are highly experienced in the sessions they present. As a team we aim to deliver sessions that are interactive, relevant, engaging and informative. Most importantly, we aim to ensure that the content recognises the existing knowledge, skills and strengths of the participants. All sessions are evaluated and we welcome all feedback.

For Further Information

Please contact the Learning and Development Coordinator, Vanessa Lynne, Ph: (03) 9479 3516 or Email: v.lynn@healthissuescentre.org.au to discuss your ideas in detail and to find out more about our customised learning, development and consultancy service.