



Health Issues Centre
Consumer voices for better healthcare

Course in Consumer Leadership **(10163NAT)**

General information

This three day course provides consumer representatives/leaders and staff of health services the foundational skills and knowledge to work collaboratively in a range of settings to facilitate and promote consumer engagement to consumers and health services personnel.

The Course in Consumer Leadership consists of three units:

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| 1: CCLECM001B | Engage as a consumer or community member in a health or community service |
| 2: CCLSCE002B | Support consumer and community engagement within a health or community service |
| 3: CCLPCL003B | Provide consumer and community leadership |

There are no barriers to entry on the grounds of age, gender, political or cultural background. Entrants should have an active interest in consumer health participation, preferably in a formal role with responsibility in providing or supporting consumer leadership in a health service. The course is delivered over three full days plus up to 18 hours of preparation and assessment. Upon successful completion of the pilot course, participants will 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

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