

ONLINE TRAINING

2023

CR201: Comprehensive Consumer Representative Training



4 INTAKES
PER YEAR

NEW AND
EXPERIENCED
HEALTH
CONSUMERS

ONLINE, SELF-
PACED MODULES,
OPTIONAL
MONTHLY ZOOM
CLASSES

NEW SKILLS FOR
PARTICIPANTS TO
DEVELOP IN
THEIR ROLES

8 TO 12 HOUR
TIME
COMMITMENT

Our online consumer representative training teaches the same content as our face-to-face course, optimised for an online training experience. It provides education, support and networking opportunities for new and experienced health consumers .

**Teaching
Period 1:** 27 February - 6 April

**Teaching
Period 2:** 24 April - 2 June

**Teaching
Period 3:** 17 June - 25 August

**Teaching
Period 4:** 9 October - 17 November

HEALTH
CONSUMERS
NSW

COURSE DETAILS



What is **covered** in the **online-training** program?

- Understanding the role and responsibilities of health consumer representatives, health service providers and the interactions between these groups
- Context of the health system in NSW and the Primary Health Networks
- How consumer representatives help improve health services
- Using personal lived experience and stories in advocacy
- Understanding the importance of self-care
- The impact of values, beliefs and attitudes on communication
- Tips and tools for effective participation in meetings

"Easy to use platform, great interactive parts...I highly recommend it."

How it **works**

Participants have 6 weeks of online access to our e-learning platform. During that time, they complete five online modules. These involve some reading, activities online, and participating in online chat forums. Participants also have the option to join a monthly catch-up session live on Zoom. During these, participants have the opportunity to chat with their fellow classmates, do some workshop activities, and ask any questions they may have or discuss issues they want to raise with the group, or with the trainer.

Approximate time commitment to finish the course: **8-12 hours**

Training program **fees**

\$350 (including GST)

Note: If you are an existing health consumer representative with a Local Health District, Primary Health Network, hospital or similar organisation, your organisation should pay for you to attend this training. If you are not associated with an organisation, please get in contact with us to discuss payment options.

What do participants **need**?

Participants need access to a computer/device with a reliable internet connection, functioning webcam and speakers. Participants can choose to print out extra course and study materials themselves or, where this is not possible, we can send hardcopy materials via post. This course is for health consumer representatives engaged with NSW Local Health Districts, Primary Health Networks, public or private hospitals and health-related NGOs, not for staff.

More **information** or **register online**

✉ info@hcnsw.org.au

🖥 www.hcnsw.org.au/training-events/online-consumer-training

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