

CONSUMER REPRESENTATIVES SKILLS TRAINING

Monday 13 November 2006

9.15am	Registration
9.30am	Welcome Housekeeping Introduction Overview of the training course Introductions of participants
10.00am	Top End Division of General Practice – Liz Halls
10.30am	Northern Territory Health – Jill Macandrew, DHCS
11.00am	Morning Tea
11.20am	Definition and role of a consumer representative Benefits of consumer participation – does it make a difference? Challenges to consumer representation Qualities of an effective consumer representative
12.30pm	Lunch
1.15pm	Group Exercise on consumer participation
2.00pm	Group Dynamics
2.15pm	Afternoon Tea
2.30pm	Networking
2.45pm	Information about Boards and Committees
3.00pm	Models of Consultation
3.20pm	Evaluation and Closing