

## Consumer resource

### Health Consumer Representatives training, skill building and mentoring

We know consumer partnerships are integral to the successful delivery of public health care.

We want to equip, empower, and enable health consumer representatives to participate in a wide variety of consumer partnering opportunities.

To achieve this, we are committed to providing orientation, training and support that enables health consumer representatives to participate with staff to shape the future of healthcare.

We use an online learning management system called CQLearn. All members will be given account access to CQLearn.

We have experienced Health Consumer Representatives who can provide great learning opportunities for newly engaged consumers. This is a key focus of this guide.

To request mentor and mentee opportunities and connection with experienced Health Consumers Representatives email [CQHHSPatientExperience@health.qld.gov.au](mailto:CQHHSPatientExperience@health.qld.gov.au)

Health Consumers Queensland also provide our Health Consumer Representatives with training and skill building packages, available online and at no cost.

Opportunities are shared with the CQ Health Consumer Network e-newsletter regularly.

## Training guide for Health Consumer Representatives

Current as of May 2023

Name of Training	Content information	Delivery style	Duration	Registration details
<b>Tier 1: Recommended – Orientation for all consumers when joining as Health Consumer Representatives</b>				
<a href="#">Consumer Resource Library</a>	Information, links, and resources for Health Consumer Representatives	Online self-paced		Web
<a href="#">Consumer Orientation</a>	1. Orientation and welcome: <i>Introduction to Governance and the National Safety and Quality Health Service Standards (NSQHSS)</i>	Online self-paced	15 minutes	CQLearn
	2. Code of Conduct	Online self-paced Completed annually	20 minutes	CQLearn
	3. Public Interest Disclosures	Online self-paced Completed annually	40 minutes	CQLearn
	4. Fraud Control Awareness	Online self-paced Completed annually	20 minutes	CQLearn
	5. The Australian Charter of Healthcare Rights: The Charter describes the rights that consumers, or someone they care for, can expect when receiving health care. Access an infographic poster and content	Online self-paced Poster and information resources	5 minutes	CQLearn
<b>Additional training opportunities</b>				
Health Consumers Queensland (HCQ): Partnering with Consumers training	Learn the value of developing great partnerships with consumers, roles and responsibilities, barriers / enablers. Purposeful training for CQ Health staff and consumers. A variety of other HCQ training opportunities exist, constantly evolving to suit consumer need.	Virtual / online	Various (about 1 hour)	Health Consumers Queensland

Name of Training	Content information	Delivery style	Duration	Registration details
	<a href="#">Training and skills building for Health Consumer Representatives</a>			
<a href="#">Diversity and Inclusion</a> <i>Three Work Shops</i>	Diversity 101: Designed to support understanding of workplace diversity and inclusion	In person (Gladstone or Rockhampton)	1 hour	CQLearn
	Introduction to unconscious bias training: Designed to debunk the myths around unconscious bias	In person (Gladstone or Rockhampton)	1 hour 30 minutes	CQLearn
	Words at Work: Language is a powerful tool for building inclusion, learn ways to empower, include and value	In person (Gladstone or Rockhampton)	1 hour	CQLearn
Aboriginal and Torres Strait Islander Cultural Practice Program (CPP) <i>(Under development)</i>	Aims to educate staff and develop skills, knowledge and cultural learnings that are essential in providing quality, safe, culturally appropriate health services that meet and respect the needs of Aboriginal and Torres Strait Islander patients and consumers.	Face to face Workshop	To be confirmed	CQLearn
<b>Tier 2: Role Specific / other training</b>				
<a href="#">Consumers: Recruitment Training for Health Consumer Representatives</a>	Assist recruitment panel members to define their hiring needs, plan recruitment processes and make decisions when selecting candidates.	Online/MS TEAMS	1 hour	CQLearn
Human Rights Act 2019 - Overview <i>(Under development)</i>	Brief introduction to the Queensland Human Rights Act 2019. Looks at what human rights are, how they are protected in Queensland and responsibilities. Includes making complaints and considering if rights are breached.	Self-paced. Online	30 minutes	CQLearn