



HEALTH CONSUMERS' AGENCY
Supporting Consumer Participation

profile

**Health
Consumers
Agency
Provide**

- Regular Training Workshops
- Consumer Representatives Network Meetings
- Newsletters
- Placements on Steering Groups
- Participation in Reference Groups

Consumer Representative Training Programme



The Consumer Representative Training Programme is based on the Health Consumers' Council (HCC) programme which has been successfully training consumer representatives in Western Australian since 1996. In 2007 the HCC worked with us to bring this programme to the Waitemata District Health Board region.

Committed to "consumer participation in health care decision-making" North Shore Community Health Voice, Waitakere Health Link and Rodney Health Link have now formed the Health Consumers' Agency to offer the Consumer Representative Training Programme to prepare individuals to be effective consumer representatives on health advisory and steering groups. HCA believe genuine effective consumer participation is a necessary part of a patient-centred health care system.

The Consumer Representative Training Programme (CRTP) sets out to achieve four key objectives:

1. To establish and implement a training programme that equips health consumers to participate as consumer representatives in decision-making processes.
2. To increase the number of trained consumer representatives to enable a greater pool of people to participate in decision-making processes and consumer projects.
3. To promote the consumer perspective in health services.
4. To establish a support network of trained consumer representatives.

The training programme addresses 3 main topics:

1. The Health System – the role, purpose of the Health Consumers' Agency and understanding the New Zealand Health System.
2. Consumer Representation – Consumer participation and consumer rights. This topic also covers identifying the consumer perspective and consumer representation (including the roles of debriefing, reporting back, setting goals etc).
3. Committees and Meeting Procedures – Meeting processes, before, during and after meetings, group dynamics, minutes and agendas, acronyms and general meeting terms.

The Health Consumers' Agency is a collaborative partnership between
Waitakere Health Link, Rodney Health Link and North Shore Community Health Voice

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An independent training and support programme for Consumer Representatives