

Free education and presentations available for consumers and providers

Independent advocates from the Nationwide Health and Disability Advocacy Service are available to provide **free** education sessions and presentations that relate to the Code of Rights, the role of the Advocacy Service in supporting or guiding resolution between the parties, and the Health and Disability Commissioner's functions.

These sessions may be provided to consumer or provider groups of five or more people. The list of the programmes available is set out below, but sessions can be tailored to best suit the needs of your group as well as the time available.

To discuss your needs
and to make arrangements with the
advocate in your area
please telephone

0800 555 050

or email
advocacy@advocacy.org.nz

TOPIC AREAS	Suitable for
The Code of Rights and the Advocacy Service. <i>Introduction to the Health and Disability Commissioner Act 1994, the Code of Health and Disability Services Consumers' Rights and the Nationwide Health and Disability Advocacy Service.</i>	General audience
Self- advocacy <i>The focus is on the ways consumers can feel safe to speak up and gain confidence to problem solve and self-advocate. It includes tips on how consumers can take their own actions to resolve a complaint. These skills are also useful for resolving problems that are outside the jurisdiction of the HDC legislation.</i>	Consumers
Dealing effectively with complaints <i>Includes key elements for achieving resolution in a safe and positive way, plus tips for rebuilding relationships.</i>	Providers

Using complaints to improve service quality <i>Explores the benefits of linking complaints and quality improvement policies so that every complaint becomes an opportunity for learning and quality improvement.</i>	Providers
Tell someone <i>This session is based around scenarios on a DVD showing ways consumers can speak up. It is acted by consumers with a learning impairment living in residential homes.</i>	Consumers in residential homes
Informed consent <i>Understanding the requirements of informed choice and consent in the provision of health and disability services.</i>	Consumers and providers
Open disclosure <i>Promoting the disclosing of full information to consumers, including to their legal guardians. Suitable for services needing to comply with the Health and Disability Sector Standards.</i>	Providers
Cornerstone: Applying the Code of Rights in medical practice. <i>A programme for those working in general medical practice. The session is based the Code of Rights, with case studies to provide practical examples.</i>	Medical Centre staff
Building a “Rights safe” partnership <i>This session looks at consumers getting “best care” and providers promoting positive communication and problem-solving within their facility.</i>	Consumers and providers