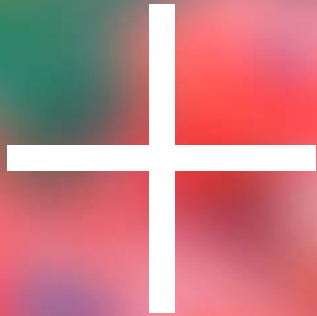


26<sup>TH</sup> & 27<sup>TH</sup> NOVEMBER 2015



# NEGOTIATING GOOD HEALTH

RENDEZVOUS GRAND HOTEL MELBOURNE

## Conference Highlights:

- *A Complaint Too Far* - a hypothetical hosted by Dr Norman Swan
- Diversity, Power & Rank in complaint management
- Luke 'Becks' Toohey on being a patient
- Medical negligence
- The perspective of the CEO
- Contributing to quality improvement
- Consumer perspective



Hosted by the Health Services Liaison Association (HSLA), this conference will be of interest to anyone involved with complaints handling, alternative dispute resolution, quality improvement, consumers, risk managers, policy makers and those interested in diversity in health services.

**This conference presents great opportunities to enhance and build skills for you and your organisation to strengthen the consumer partnership.**

View the full Conference Program on the HSLA website : [www.hsla.org.au/training-events/](http://www.hsla.org.au/training-events/)

REGISTER NOW at <http://www.eventbrite.com/e/negotiating-good-health-conference-tickets-17875671615>

Earlybird registration: \$545 before 9/10/2015

Registration: \$595

One day registration: \$365

*Conference sponsored by the Office of the Health Services Commissioner. Dr Norman Swan appears by arrangement with Saxton Speakers Bureau*



The Health Services Liaison Association (HSLA) is a not-for-profit organisation for members who work in a variety of health care services across Victoria. We are dedicated to enhancing the effectiveness of complaints officers towards the systematic reduction of complaints and an improved consumer experience in health.

**For further information:**

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