

The Health Services Liaison Association

presents

Successful Meetings To Manage Complaints

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The Health Complaints Act 2016

On Tuesday 8th November 2016

At the Office of the Health Services Commissioner
Level 26, 570 Bourke Street, Melbourne

Successful Meetings to Manage Complaints

9.30 am – 11.00 am

Meetings are often an efficient and effective way to resolve a complaint. However, meetings need careful thought and preparation to be successful.

- When is a meeting useful?
- Preparation as a key to success
- Who should attend?
- What to do when things go wrong

The Health Complaints Act 2016

11.30 am - 12.15 pm

Dr Grant Davies, Health Services Commissioner, will speak about the new Health Complaints Act 2016 which will commence on 1 February 2017.

- What will be different?
- What the changes mean for you and your health service

Cost \$35 – Bookings through Eventbrite:

<http://www.eventbrite.com/e/successful-meetings-to-manage-complaints-the-new-health-complaints-act-2016-tickets-27137991463>

Bookings close Thursday 3rd November 2016

For enquiries, please contact Caroline Rose, Resolutions Manager
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