



Free Professional Development for Non-Clinical Staff

Free cancer communication training, supporting you to make a positive difference to patients, families and carers at our service.

About the program

Conversations Matter is a communication training program in regional cancer centres. It is run by OCPH Deakin University and is open to non-clinical staff. The program can help those who interact with patients in any role to contribute to positive patient experiences.

Non-clinical staff members have an important responsibility in patient care. Conversations Matter training can help you to be effective to:

- be the first point of contact for patients and families
- ensure a safe, quality care environment
- help patients with basic needs and enhance their experiences in our services
- listen to patients' stories and respond in a supportive way
- recognise when patients are distressed or need medical attention, and assist them to get the help they need at the right time.

Who should attend?

We warmly invite all non-clinical staff to attend, including administrative staff, catering staff, patient services assistants, interpreters, volunteers and all others.

Upcoming workshops

Responding to Patient Stories

11 July	12:00pm - 1:30pm	Online
18 July	9:30am - 11:00am	Online
27 September	9:30am - 1:30pm	Online

Promoting Patient Understanding and Recall

8 August	9:30am - 11:00am	Online
7 October	9:30am - 1:30pm	Online

Building Effective Relationships

26 September	12:30pm - 4:30pm	Online
16 October	9:30am - 11:00am	Online

Book now

Scan the QR code or visit
ocph.deakin.edu.au/conversations-matter



For all queries please contact OCPH
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