

DRAFT TERMS OF REFERENCE

Consumer Health Information and Communication Committee

1. Purpose

The Western NSW Local Health District (WNSWLHD) Consumer Health Information and Communication Committee will review, provide feedback and endorse local health district publication material from a health consumer, carer or community perspective.

2. Context

The committee supports WNSWLHD to meet the requirements of the Australian Commission on Safety and Quality in Health Care and the National Safety and Quality Health Service (NSQHS) standards.

3. Responsibilities and Activities

The Consumer Health Information and Communication Committee will

- Contribute to district governance to ensure patients, consumers and carers are provided with easy to understand information to support making decisions about their health care.

Core activities of the group include

- Reviewing and providing feedback on WNSWLHD publications, resources, and public facing information.
- Reviewing and providing feedback and advice on wayfinding and access to services.
- Ensuring information and messaging is consumer friendly, easy to understand and act on.
- Participating in consultation and co-design activities relating to publications.
- Provide advice on engaging with key consumer networks and diverse consumer groups.
- Endorse final copies of publication ensuring suitable consultation and engagement has been undertaken.
- Reviewing and providing feedback on relevant data, survey results and reports including WNSWLHD audits.
- Reviewing and providing feedback on navigating WNSWLHD internet for health consumer information.
- Participating or providing education and training to staff on suitable health communication strategies and/ or building capability of staff and consumers.
- Review and advice on accessibility of publication including ways to access.

All members will abide by the NSW Health Code of Conduct.

4. Organisational Risks addressed by this Reference Group

Low health literacy can lead to patients, families and carers having reduced health outcomes. The WNSWLHD Consumer Health Information and Communication Committee will be a key consultative group for WNSWLHD staff in the development of district and local level publications to ensure information for health consumers and communities is easy to understand.

5. Membership

- WNSWLHD Patient Engagement Manager – Co-Chair
- WNSWLHD Community Engagement Lead – Co-Chair
- WNSWLHD Mental Health Drug and Alcohol District Consumer and Carer Coordinator
- Mental Health Drug and Alcohol Family and Carer Coordinator - Secretariat
- Health consumers/ community members (up to 12)

Total membership will reflect the diversity of the community including:

- Aboriginal people
- diverse geographic areas
- diverse population demographics

The term of appointment will be for an initial 12 months after which membership will be reviewed. Members may have the opportunity for additional term/s of appointment.

All members will be provided with training to support their role.

Community representatives will be remunerated in line with the [NSW Health Guideline for Consumer, Carer and Community Member Remuneration](#).

Invitee/s

Other people may be co-opted as required to assist the work of the committee.

Review and endorsement of documents should be undertaken by at least three community representatives.

6. Meetings

Meetings will be held virtually.

Discussions may also be held through email as part of the feedback process on publications.

7. Frequency and length of meeting

- The meetings will be held monthly or on an as needs basis
- Meetings will be up to one hour in length

8. Agenda, meeting papers and meeting records circulation

Papers will be circulated one week prior to the meeting date. Documents for review will be circulated weekly and members should review documents ready for discussion at the meeting.

All meeting papers and documents will be published on a Microsoft teams site for review and discussion.

Meeting records will be distributed to members one week post meeting and endorsement of documents will be sent to authors one week post meeting.

In addition to committee members the meeting records will be made available to:

- WNSWLHD Standard 2 Committee
- WNSWLHD National Standards Committee

9. Reporting lines

The meeting records of this Committee will be forwarded to the WNSWLHD Standard 2 Committee and kept in PDF format within WNSWLHD Community Engagement records.

10. Evaluation/Key Performance Indicators

- Number of publications reviewed
- Annual evaluation by the WNSWLHD Consumer Health Information and Communication Committee of meetings and activity.

11. Review

The terms of reference will be reviewed annually.

CONFIDENTIALITY POLICY

Matters discussed at this meeting may be of a confidential nature and must be treated as such by members. All data presented will be de-identified.

Breaches of privacy or confidentiality may result in disciplinary action.

Committee endorsement of this policy will imply understanding and acceptance of this confidentiality clause.