

# DHHS Quality & Safety Standards

## Dimension 1: Leadership and Management

How is health literacy an organisational value, part of the culture and core business of an organisation or service? How is it reflected in strategic and operational plans?

Standard	Evidence Questions
Standard 6 – Governance	<p><i>Why this is important for consumers</i></p> <p>Continuous improvement against this Standard gives consumers confidence that the services they receive are contemporary, sustainably managed, coordinated and responsive. It also supports consumers and other stakeholders to contribute towards decision making processes and enables effective communication.</p>
Outcome: Consumers receive services that are effectively and efficiently managed	<p><i>Why this is important for organisations</i></p> <p>Continuous improvement against this Standard assists the community sector organisation to utilise robust strategic management processes and undertake its roles and functions to meet its contractual obligations and legal responsibilities. It also contributes to the recognition that positive consumer outcomes are integral to the organisation, and recognises the importance of partnership, community engagement and consumer participation.</p>

## Dimension 2: Consumer involvement

How are consumers involved in designing, developing and evaluating the organisation's values, vision, structure and service delivery?

Standard	Elements
Standard 4 - Incidents and feedback	<p><i>Why this is important for consumers</i></p> <p>Continuous improvement against this Standard gives consumers confidence to provide feedback regarding the services they receive. It also supports consumers to have an appropriate level of involvement in addressing incidents</p>
Outcome: Consumers receive services from community sector organisations that appropriately manage incidents and actively seek and respond to feedback	<p><i>Why this is important for organisations</i></p> <p>Continuous improvement against this Standard assists the community sector organisation to manage complaints or incidents in a respectful, consistent and transparent manner, that encourages appropriate consumer participation, and uses learned knowledge to enhance service delivery. It also contributes to a culture where consumers are encouraged to provide feedback</p>

### Dimension 3: Workforce

How does the organisation encourage and support the health workforce to develop effective health literacy practices? Has it identified the workforce's needs for health literacy development and capacity? Has the organisation's health literacy performance been evaluated?

Standard	Elements
Standard 3 – Workforce	<p><i>Why this is important for consumers</i></p> <p>Continuous improvement against this Standard gives consumers confidence that the service employs staff and volunteers that are professional, competent and supported to effectively respond to consumer needs.</p>
Outcome: Consumers receive services that are provided by appropriately trained and supported staff and volunteers.	<p><i>Why this is important for organisations</i></p> <p>Continuous improvement against this Standard assists the community sector organisation's workforce to conduct themselves in a professional manner, be aware of their roles and responsibilities, and to contribute towards the achievement of the organisation's goals</p>

### Dimension 4: Meeting the Needs of the Population

How does service delivery make sure that consumers with low health literacy are able to participate effectively in their care and have their health literacy needs identified and met (without experiencing any stigma or being labelled as having low health literacy)? How is meeting the needs of the population monitored?

Standard	Elements
Standard 5 – Consumer Information	<p><i>Why this is important for consumers</i></p> <p>Continuous improvement against this Standard gives consumers confidence that their personal information is appropriately managed and that their confidentiality is respected</p>
Consumers receive services that recognise and respect their right to have their personal information managed in an appropriately confidential manner	<p><i>Why this is important for organisations</i></p> <p>Continuous improvement against this Standard assists community sector organisations to recognise and meet their legal and ethical obligations in respecting the rights of consumers to appropriate confidentiality</p>

## Dimension 5: Access and Navigation

*How easy is it for consumers to find and engage with appropriate and timely health and related services? How are consumers helped to find and engage with these services? How well are services coordinated and are services streamlined where possible?*

Standard	Elements
Standard 2 – Consumer Focus	<p><i>Why this is important for consumers</i></p> <p>Continuous improvement against this Standard gives consumers confidence that the service supports them to develop and maintain health and wellbeing, meaningful participation in activities and the community, achieve positive lifestyle outcomes, and respect for consumer choice.</p>
Outcome: Consumers receive services that respect their rights and are responsive to their needs and desires	<p><i>Why this is important for organisations</i></p> <p>Continuous improvement against this Standard assists community sector organisations to deliver services, and have collaborative planning processes in place, that meet the individual needs of consumers.</p>

## Dimension 6: Communication

*How are information needs identified? How is information shared with consumers in ways that improve health literacy? How is information developed with consumers and evaluated?*

Standard	Elements
Standard 4 - Incidents and feedback	<p><i>Why this is important for consumers</i></p> <p>Continuous improvement against this Standard gives consumers confidence to provide feedback regarding the services they receive. It also supports consumers to have an appropriate level of involvement in addressing incidents</p>
Outcome: Consumers receive services from community sector organisations that appropriately manage incidents and actively seek and respond to feedback	<p><i>Why this is important for organisations</i></p> <p>Continuous improvement against this Standard assists the community sector organisation to manage complaints or incidents in a respectful, consistent and transparent manner, that encourages appropriate consumer participation, and uses learned knowledge to enhance service delivery. It also contributes to a culture where consumers are encouraged to provide feedback</p>

Not Mapped – Standard 1: Safe Environment.