

# Community Care Common Standards, 2010

## 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?*

Expected Outcome (EO)	Evidence Questions
1.1: Corporate Governance	The service provider has implemented corporate governance processes that are accountable to stakeholders
1.2 Regulatory Compliance	The service provider has systems in place to identify and ensure Compliance with funded program guidelines, relevant legislation, regulatory requirements and professional standards.

## Dimension 2: Consumer involvement

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

Expected Outcome (EO)	Evidence Questions
1.4: Community Understanding & Engagement	The service provider understands and engages with the community in which it operates and reflects this in service planning and development.
1.5: Continuous Improvement	The service provider actively pursues and demonstrates continuous improvement in all aspects of service management and delivery.
3.3: Complaints and Service User Feedback	Complaints and service user feedback are dealt with fairly, promptly, confidentially and without retribution.

## 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?*

Expected Outcome (EO)	Evidence Questions
1.6: Risk Management	The service provider is actively working to identify and address potential risk, to ensure the safety of service users, staff and the organisation.
1.7: Human Resources	The service provider manages human resources to ensure that adequate numbers of appropriately skilled and trained staff/volunteers are available for the safe delivery of care and services to service users.
3.3: Complaints & Service User Feedback	Complaints and service user feedback are dealt with fairly, promptly, confidentially and without retribution.
3.4 Advocacy	Each service user's (and/or their representative's) choice of advocate is respected by the service provider and the service provider will, if required, assist the service user (and/or their representative) to access an advocate.

## 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?*

Expected Outcome (EO)	Evidence Questions
1.4: Community Understanding & Engagement	The service provider understands and engages with the community in which it operates and reflects this in service planning and development.
1.5: Continuous Improvement	The service provider actively pursues and demonstrates continuous improvement in all aspects of service management and delivery.
2.1: Service Access	Each service user's access to services is based on consultation with the service user (and/or their representative), equity, consideration of available resources and program eligibility.
2.2: Assessment	Each service user participates in an assessment appropriate to the complexity of their needs and with consideration of their cultural and linguistic diversity.
2.3: Care Plan Development & Delivery	Each service user and/or their representative participates in the development of a care/service plan that is based on assessed needs, and is provided with the care and/or services described in their plan.
2.4: Service User Reassessment	Each service user's needs are monitored and regularly reassessed taking into account any relevant program guidelines and in accordance with the complexity of the service user's needs. Each service user's care/service plans are reviewed in consultation with them.
3.1: Information Provision	Each service user, or prospective service user, is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of the services available to them and their rights and responsibilities.
3.2: Privacy and Confidentiality	Each service user's right to privacy, dignity and confidentiality is respected including in the collection, use and disclosure of personal information.
3.3: Complaints & Service User Feedback	Complaints and service user feedback are dealt with fairly, promptly, confidentially and without retribution.
3.5 Independence	The independence of service users is supported, fostered and Encouraged.

## 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?*

Expected Outcome (EO)	Evidence Questions
1.6: Risk Management	The service provider is actively working to identify and address potential risk, to ensure the safety of service users, staff and the organisation.
1.8: Physical resources	The service provider manages physical resources to ensure the safe delivery of care and services to service users and organisation personnel.
2.1: Service Access	Each service user's access to services is based on consultation with the service user (and/or their representative), equity, consideration of available resources and program eligibility.

2.2: Assessment	Each service user participates in an assessment appropriate to the complexity of their needs and with consideration of their cultural and linguistic diversity.
2.4: Service User Reassessment	Each service user's needs are monitored and regularly reassessed taking into account any relevant program guidelines and in accordance with the complexity of the service user's needs. Each service user's care/service plans are reviewed in consultation with them.
2.5: Service User Referral	The service provider refers service users (and/or their representatives) to other providers as appropriate.
3.1: Information Provision	Each service user, or prospective service user, is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of the services available to them and their rights and responsibilities.
3.4 Advocacy	Each service user's (and/or their representative's) choice of advocate is respected by the service provider and the service provider will, if required, assist the service user (and/or their representative) to access an advocate.
3.5 Independence	The independence of service users is supported, fostered and Encouraged.

## 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?*

Expected Outcome (EO)	Evidence Questions
1.3: Information Management Systems	The service provider has effective information management systems in place.
1.5: Continuous Improvement	The service provider actively pursues and demonstrates continuous improvement in all aspects of service management and delivery.
2.1: Service Access	Each service user's access to services is based on consultation with the service user (and/or their representative), equity, consideration of available resources and program eligibility.
2.3: Care Plan Development & Delivery	Each service user and/or their representative participates in the development of a care/service plan that is based on assessed needs, and is provided with the care and/or services described in their plan.
2.4: Service User Reassessment	Each service user's needs are monitored and regularly reassessed taking into account any relevant program guidelines and in accordance with the complexity of the service user's needs. Each service user's care/service plans are reviewed in consultation with them.
3.1: Information Provision	Each service user, or prospective service user, is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of the services available to them and their rights and responsibilities.
3.3: Complaints & Service User Feedback	Complaints and service user feedback are dealt with fairly, promptly, confidentially and without retribution.