

Communication

As a minimum, SWSAHS provides the following information to consumers, carers and communities:

- information about health services and treatment;
- how to attain and maintain good health and prevent illness;
- information about patient and carer rights and how to access medical records;
- how to make complaints;
- performance of health services;
- information about priorities, planning and proposed changes in health services;
- information on how to join the community participation program.

This information is provided in ways that are accessible to our diverse communities. For example, through translation into community languages and in simple, plain language that is easy to read and does not rely on the use of acronyms.

The communication strategy between SWSAHS and the SWSAHS Community Representatives Network identifies a number of activities that will be used. Examples of these include:

- web pages;
- a regular newsletter and mail out to members;
- the SWSAHS Consumer/ Community Council;
- the meetings of the SWSAHS Network; and
- SWSAHS Network Representatives in health processes.

Staff of SWSAHS are kept up to date with community participation via information on the intranet, through Area and sector staff newsletters and through the Area Community Participation Staff Network.