

# Definition of Terms

## **Capacity Building**

An approach to the development of sustainable skills, organisational structures, resources and commitment to health improvement in health and other sectors, to prolong and multiply health gains many times over. (Hawe et al, 1999)

## **Carer**

Refers to a person who provides a caring role to someone who is affected by health issues. For example, this may be someone who has a disability, chronic illness or is frail aged.

## **Carer Representative**

A person appointed to a formal structure or other process to represent carers or carer interests. A carer representative will be a carer as defined in this Framework.

## **Citizens Juries**

A process that gathers a randomly selected and demographically representative panel of citizens for four to five days to carefully examine an issue. (IAP2, 2000)

## **Community**

All individuals who live within the boundaries of SWSAHS, including organisations that represent the diverse SWS communities and population groups (for example: people with a disability, a specific cultural group, or a particular age group).

## **Community Development**

The process of supporting communities to identify their health issues and to plan, develop and implement strategies to address inequalities or injustices for social action or social change. A result of these activities is increased self-reliance and decision-making power.

## **Community Participation**

The process of involving community members in decision making about their own health care, health service planning, policy development, setting priorities and addressing quality issues in the delivery of health services.

## **Community Representative**

A person appointed in a voluntary capacity to a formal structure or other process within the health system to present community interest.

## **Consultation**

The ways used to gain community input or feedback around a specific issue or topic. These are usually one-off or short term.

## **Consumer**

A person who uses or has used a health service.

### **Consumer Advocate**

A person or organisation appointed to speak or act on behalf of a consumer or group of consumers.

### **Consumer Representative**

A person appointed in a voluntary capacity to a formal structure or other process to represent consumers or consumer interests.

### **Deliberative Polling**

A process that brings randomly selected and demographically representative members of the public together on a particular issue. The representatives are briefed, they deliberate on the issue in small groups and frame further questions to experts. The representatives do not attempt to reach a shared view. Actual and changed opinions are measured over the polling event. (Chambers, 2000)

### **Volunteer**

A person working within SWSAHS in a voluntary capacity and not receiving salary or wages.

### **Participation**

The involvement of consumers, carers and communities in decision making about their own health care and health care services.

### **Partnerships**

Relationships where two parties work together towards a shared vision.

### **South Western Sydney Area Health Service (SWSAHS)**

SWSAHS is one of 17 Area Health Services in NSW and is accountable to NSW Minister for Health. SWSAHS exists to meet its purpose of *Better Health, Good Health Care* for people living in the local government areas of Bankstown, Fairfield, Liverpool, Camden, Campbelltown, Wollondilly and Wingecarribee.

### **SWSAHS Board**

A group of people appointed by the Minister for Health to govern the affairs of SWSAHS. The Board includes the Chief Executive Officer and a member elected by the staff of SWSAHS.

### **SWSAHS Clinical Council**

The peak advisory body on clinical governance to SWSAHS. "Clinical Governance is the process whereby SWSAHS is responsible for continuously improving the quality of services and safeguarding high standards of care by creating an environment in which excellence in clinical care flourishes". (SWSAHS, *Model for Area Clinical Governance*)

### **SWSAHS Sectors**

SWSAHS is managed under a system of five sector health services. Each Sector has a General Manager and an Executive team. The Sectors are Bankstown, Fairfield, Liverpool, Wingecarribee and Macarthur (comprises Camden, Campbelltown and Wollondilly local government areas).