

**AUDIT TOOL
FOR
CONSUMER RELATED
POLICIES**

Health Consumers' Council WA Inc

CONSUMER RELATED POLICY TOOL

Introduction

This audit tool has been developed to assist members of District Health Advisory Councils, Community Advisory Councils and Health Advisory Groups with evaluating policies for consumers of health services from a consumer perspective. The intention of health consumer policies produced by health services is to ensure that the health services provided are:

- Safe
- Consistent
- Following Best Practice
- Meeting the needs of consumers.

Examples of consumer related policies and information are:

- WA Complaint Management Policy
- The Code of Ethics for Residential Aged Care

Purpose

The purpose of the audit tool is to provide a means of determining whether:

- The information used in policies is usable and relevant to health consumers
- The language is easy to understand, and
- That people who may be disadvantaged by their culture, language and level of literacy are still able to access the information.

Method

The audit tool asks questions about the layout, language, mechanisms for feedback, amount of information and whether it is available in languages other than English. Each question has three columns: Yes/No, Suggested Changes and Comments. The Yes/No column is for answering whether or not the criteria is met. The Suggested Improvements column can be used to make suggestions for how the criteria could be improved. Even if the criterion for that question has been met you may have a suggestion for an improvement. The Comments column can be used for positive comments and compliments where the criterion has been exceeded.

Evaluation

It would be appreciated if people using the tool could provide feedback by completing the evaluation form and returning to the Health Consumers' Council. Information received will be used to improve the tool when and where this is considered appropriate.

CONSUMER RELATED POLICY AUDIT TOOL

This audit tool is for use by District Health Advisory Councils, Community Advisory Councils and health advisory groups to audit consumer related policies

NO	CRITERIA	YES/NO	SUGGESTED CHANGES	COMMENTS
1	Is the policy/information written from a consumer perspective?			
2	Is the policy/information easy to read?			
3	Does the layout/format of the policy/information encourage consumers to read it?			
4	Is the policy/information written in plain English?			
5	Is jargon and terminology used which may not be user friendly to consumers?			
6	Are acronyms used without explanation of what they are?			
7	Have consumers been involved in development of policy/information? Who How			
8	Was the information written for consumers piloted by consumers before being made public?			

NO	CRITERIA	YES/NO	SUGGESTED CHANGES	COMMENTS
9	Is there opportunity for consumers to provide feedback about the policy/information?			
10	Does the policy/information provide information relevant to consumers?			
11	Is the information presented in an accessible meaningful way?			
12	Is sufficient information provided to enable a good understanding for consumers?			
13	Does the policy/information provide information in languages other than English or provide information about how to access an interpreter?			
14	Is the policy/information user friendly?			
15	Is the policy/information written in a manner that is respectful of consumers and recognises the rights of consumers to be involved in decision making activities of health services?			

AUDIT TOOL FOR CONSUMER RELATED POLICIES

EVALUATION FORM

Did you find this Audit Tool easy to use? Yes No

Comments

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Did you find this Audit Tool useful in assessing consumer related policies?

Yes No

Comments

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Can you suggest any changes, additions and/or deletions to the Audit Tool?

Yes No

If yes, please provide details

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Thank you for taking the time to complete this evaluation. Your comments will be used to make improvements to the Policy Audit Tool. Please return to the Consumer Participation Project Officer at the Health Consumers' Council.

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