

Glossary

Carers – families and friends providing unpaid care to consumers. Carers may often be receiving a government benefit or allowance.

Communities – defined as groups of people who have interest in the development of an accessible, effective and efficient health and aged care service that best meets their needs.

Community member – a member of a health and aged care service community.

Consumers – people who are current or potential users of health services. This includes children, women and men, people living with a disability, people from diverse cultural and religious experiences, socio-economic status and social circumstances, sexual orientations health and illness conditions.

Indicators – are numerical measures, with a numerator and a denominator. They help an organisation to track its progress and may help it compare itself with other like organisations as a way of improving what it does.

Participation – occurs when consumers, carers and community members are meaningfully involved in decision-making about health policy and planning, care and treatment, and the wellbeing of themselves and the community. It is about having your say, thinking about why you believe in your views, and listening to the views and ideas of others. In working together, decisions may include a range of perspectives.

Standards - are general statements against which organisations can audit their performance. The Australian Council on Healthcare Standards (ACHS) defines standards as “a statement of the level of performance to be achieved”.

Victorian public health services - includes a hospital, health service (acute/subacute), community health service, mental health service and residential aged care service unless otherwise indicated.



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