

Health Literacy Alliance

Supporting health literacy responsiveness
in Melbourne's west and inner north

Terms of Reference, November 2019

Background

HealthWest Partnership (HealthWest) and Inner North West Primary Care Partnership (INWPCP) have partnered to improve health literacy responsiveness within the health and community sectors in Melbourne's west and inner north. They are working with their members to build capacity of organisations and workforce to respond to the health literacy needs of consumers and communities in the region.

The Health Literacy Alliance is a key part of this approach. It will connect health literacy practitioners across the region, leading to shared learnings, more consistent health literacy practices and coordinated action across the region.

Purpose

The Alliance will support the development of an effective and consistent regional approach to health literacy responsiveness. The group will:

- Provide a forum for practical peer learning and support for health literacy practitioners.
- Identify and respond to common issues and challenges faced by health literacy practitioners.

Membership and role

Membership of the Alliance is open to Health Literacy practitioners working in the HealthWest and INWPCP catchments in Melbourne's west or inner north (see working definition of 'health literacy practitioner' below). Representation will be sought from other sectors (e.g. education and training) if this becomes appropriate.

The role of Alliance members includes:

- Attend meetings when possible and contribute agenda items where appropriate.
- Share information and resources that could impact health literacy responsiveness in the region with Alliance members. This includes information and resources from within their organisation, as well as from other sources (regional, national and international).
- Actively participate in discussions (both face-to-face and via email) and share their own work-related challenges, experiences and reflections where appropriate.
- Maintain a safe environment in which a free-flowing exchange of ideas is encouraged.
- Disseminate information back to their organisation.

To support relationship building and ongoing regional action, it is advisable for a small number of people from an organisation to attend or contribute consistently and report back to their colleagues, rather than multiple people attending ad hoc.

Sharing and confidentiality

Due to the nature of discussion, people may share details about their work that are not public and should not be shared beyond the group. Group members should respect confidential communication, while individuals are not required to share details beyond what they are comfortable sharing.

Meetings and coordination

Meetings will occur quarterly.

Members will volunteer to host meetings, including responsibility for venue, chairing and development of the agenda. HealthWest will provide secretariat support to the host, including taking minutes, distributing meeting invitations, agendas, minutes and other communications. HealthWest may also supply a venue as required. INWPCP will support HealthWest as needed.

Review

The Terms of Reference will be reviewed by June 2020.

Definitions

Health Literacy responsiveness occurs when health information, resources, supports and environments are provided in a way that is accessible to people with different health literacy strengths and limitations.

A **health literacy practitioner** refers to a person who plays a key role in health literacy organisational change, projects or capacity building. A health literacy practitioner may be a paid employee, a volunteer or a consumer/community representative.

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