



Development and Publishing of Consumer Information Flowchart

Consumer resources include patient fact sheet, brochure, pamphlet, poster, audio, visual or web based information

Develop Your Consumer Resource

- Form a small working group of health professionals and health consumers to develop your document.
- Confirm your target group, be specific, and assess their needs.
- If there are existing publications that may be suitable for your purpose, review these as a group.
Current publications produced by the Department of Health or another service may be used or adapted (with relevant permission), as long as they meet the needs of your WACHS consumer target group.
- Plan your approach, develop objectives, consumer engagement strategies, timeline, and budget as well as plan for the distribution of the publication.
- Use the WACHS [Partnering with Consumers Guideline](#) and [Consumer and Carer Engagement Policy](#) to comply with WACHS consumer engagement.
- Use the relevant WACHS endorsed [Template](#) and follow the [WACHS Brand Style Guide](#) to comply with WACHS publishing guidelines.
Further publishing resources can be found on the [WACHS Style Guides](#) intranet page.
- Use the WACHS [Editorial Style Guide 2017](#) to write clearly, concisely and in everyday language.
- Ensure document meets [Health Literacy](#) requirements and is drafted in alignment with current WACHS directives.
- Ensure document complies with NSQHS Standards, National Mental Health Standards and Aged Care Standards (references and links can be found within WACHS [Partnering with Consumers Guideline](#) and [Consumer and Carer Engagement Policy](#)).



Brand Check And Logo Endorsement

- All publications must be endorsed by WACHS Communications.
- Before publishing, contact WACHS Communications via WACHS.Comms@health.wa.gov.au and include information about your proposed publications and details of how consumers have been engaged in the development or review of the material.
- All final publications must display the WA Country Health Service Consumer Approved Logo (right) so that consumers can easily identify publications that have been developed with consumer input.
- The logo and instructions on how to use it are available on the [Logos](#) intranet page.



Tier 4 Manager Endorsement And Publication

[At Tier 4 Manager discretion, Tier 3 endorsement may be required]

- All final publications must be endorsed by the relevant Tier 4 Manager.
- All documentation, correspondences and records of endorsement must be retained as evidence of compliance with WACHS policy and guidelines, NSQHS Standards, National Mental Health Standards and Aged Care Standards (references and links can be found within WACHS [Partnering with Consumers Guideline](#) and [Consumer and Carer Engagement Policy](#))
- File documentation, correspondences and records of endorsement in the Great Southern Publications Register folder on HPRM: [GS-COM/MA/PU/12](#)
- Failure to comply with WACHS policy may constitute a breach of the WA Health Code of Conduct (Code).



Tier 4 Annual Review

- Tier 4 Manager is responsible for overseeing the development, publishing and review of consumer information for their Directorate.
- Tier 4 Manager is responsible for undertaking annual consumer information review for relevance and WACHS policy compliance.