



Naomi Poole  
Australian Commission on Safety and Quality in Health Care  
GPO Box 5480  
MDP 114  
Darlinghurst NSW 2010

Re: Draft paper: Consumers, the health system and health literacy: Taking action to improve safety and quality.

The Physical Disability Council of NSW (PDCN) is the peak body representing people with physical disabilities across New South Wales. This includes people with a range of physical disability issues, from young children and their representatives to aged people, who are from a wide range of socio-economic circumstances and live in metropolitan, rural and regional areas of NSW.

The objectives of PDCN are:

- To educate, inform and assist people with physical disabilities in NSW about the range of services, structure and programs available that enable their full participation, equality of opportunity and equality of citizenship
- To develop the capacity of people with physical disability in NSW to identify their own goals, and the confidence to develop a pathway to achieving their goals (ie self advocate).
- To educate and inform stakeholders (ie about the needs of people with a physical disability) so they are able to achieve and maintain full participation, equality of opportunity and equality of citizenship.

PDCN appreciates the opportunity to review, and make comment on the draft paper: Consumers, the health system and health literacy: Taking action to improve safety and quality.

As part of this review PDCN would recommend greater consistency in terminology used by changing references from 'client' to consumer such as in the second dot point of section 6.1 and references in Box 6 .1- A policy approach to health literacy.

PDCN believes that the theoretical contents of the draft paper are methodical and well researched, but felt that the paper lacked information about the practical application of health literacy to the provision of health care in Australia. Whilst PDCN appreciates that provision of health care varies from state to state, PDCN believes that discussion on the practical application of health care to health reforms such as the introduction of E- health and to Medicare Locals is required.

As the peak organisation for people with physical disability in NSW, we would appreciate your considerations of the points made above. If you wish to discuss this matter please contact me on 9552 1606.

Jordana Goodman  
Policy Officer  
Physical Disability Council of NSW  
2 September 2013