

# Health literate organisation checklist

By building a better health literacy environment we reduce the burden on individuals to find, understand, assess and use health information and services.

Use this checklist as a self-assessment tool or to guide development of strategic and operational activities to ensure your organisation is responsive to health literacy needs.

## Leadership and culture

- Your organisation's leaders demonstrate commitment to improving organisational health literacy responsiveness.
- Your organisation's commitment to health literacy is reflected in our policies and procedures.
- You have a dedicated health literacy person/team with responsibility and delegated authority to oversee health literacy in the organisation.
- You allocate financial resources to health literacy.
- Your strategic, operational and work plans include clearly defined health literacy goals and objectives.
- You regularly evaluate your efforts to improve organisational health literacy responsiveness.
- You encourage and support other organisations to improve their health literacy responsiveness.

## Systems, policies and processes to support information and service access

- You develop new systems, applications and processes with ease of use and user friendliness as primary considerations.
- You ensure that new systems, applications and processes we deliver are supported with training and other resources as appropriate to help people use them.
- You monitor and evaluate your processes and activities to ensure they deliver as intended and use this information to inform planning and improvement.
- You ensure your services and information are readily accessible by people of different cultures and ethnicities, people with disabilities and people who are geographically remote.
- Your organisation's premises are culturally safe.\*
- Your organisation's premises are physically accessible and make it easy for visitors to find their way.
- You help people connect with appropriate services when you are unable to provide the necessary assistance.

## Community engagement and partnerships

- You collaborate with other organisations in the region to develop and deliver health information and services efficiently and effectively.
- You involve information and service users in the design, testing and delivery of information and services.
- You actively seek feedback from information and service users and have simple, accessible mechanisms for this feedback to be provided.
- You have a system in place to manage your engagement with information and service users and their involvement in information and service design and delivery.

## Workforce

- Your position descriptions include a responsibility to apply health literacy principles and practices.
- You include a question to check health literacy understanding and competency in recruitment interviews.
- Your staff have access to health literacy training, which is included in the orientation for new staff.
- Your staff are encouraged and supported to apply health literacy in the scope of their role.
- Your staff understand and practice cultural safety.\*

## Communication practices and standards

- You use the health literacy universal precautions approach when developing information and services to ensure the greatest number of people will be able to use them.
- You use plain language in your service and information products.
- You adhere to consistent editorial and design guidelines that promote clarity, ensure consistency and assist with navigation through information.
- You use a health literacy checklist when developing new information and resources.
- You use teach-back or similar questioning techniques to check understanding.
- Your communication practices ensure that you accommodate the needs of people from culturally and linguistically diverse backgrounds and people living with a disability.
- You regularly review information and resources to ensure they are clear, accurate and up to date.

Links to recommended tools for a more detailed self-assessment are available at [www.wnswphn.org.au/healthliteracy](http://www.wnswphn.org.au/healthliteracy).

\*WNSW PHN's *Cultural Safety Framework* provides information and a self-assessment evaluation tool to enable primary health care service providers to progress towards achieving cultural safety. This framework is available at <https://wnswphn.org.au/about-us/our-region/cultural-safety-framework>.

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