Service environment checklist

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WESTERN NSW

An Australian Government Initiative

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 activities to make your service environment more responsive to health literacy needs.

Physical premises

☐ You have **clear signage** that identifies your premises.

☐ **Parking and drop-off areas** are clearly marked and have easy access to entrances.

☐ The **entrance** is clearly marked, accessible and free of obstructions.

☐ On entering there are **clear directions** and/or signs to help people find reception.

☐ Your premises are **culturally safe*** spaces.

☐ Signs use **familiar words** – e.g. 'kidney clinic' instead of 'renal clinic'.

☐ Reception **processes are clearly conveyed** – e.g. does the person have to take a number, check in with staff or sit and wait to be called?

☐ Hallways, waiting areas and consultation rooms are **accessible** for people with mobility aids, poor vision or hearing, or those who are in need of other supports.

☐ You have developed **patient materials** using health literacy principles and practices.

Website

☐ Your website is **easy to find** through a simple internet search.

☐ Your website is **easy to read and navigate**.

☐ Your website has been developed in line with **accessibility standards**.

☐ Your website is **responsive**, that is, it displays clearly and works properly on a computer, smartphone and tablet.

☐ Information on your website is **up to date**.

☐ Your **website content** has been developed using health literacy principles and practices.

☐ You clearly display **alternative contact details** (e.g. telephone number, physical address).

☐ Your **opening hours/consultation times** are clearly displayed.

☐ Your website has **clear directions to your premises** by different means of transport (e.g. walking, driving, bus) and a map to show your location.

☐ Your website indicates if **parking** is available on site, or where the nearest parking is.

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Telephone

☐ Calls are answered with a **clear, friendly greeting**.

☐ If you have an automated telephone system, the caller has the **option to talk to a person**.

☐ Telephone operators **speak slowly and clearly**.

Administration

☐ The **check-in process** is clear.

☐ **Forms and documents** are clear and assistance is available to complete them.

☐ You **explain the purpose** of forms, documents and other administration activities and check that the person understands your explanation.

☐ You offer **copies** of forms, etc. to the people completing them.

Service user input

☐ Service users have the **opportunity to provide feedback** on your services and information products.

☐ Service users are involved in the design and testing of patient materials.

☐ You **use feedback from service users to improve** your physical premises, services and information products.

Staff

☐ All staff understand and apply **cultural safety*** principles and practices.

☐ All staff have received fundamental **health literacy training**.

☐ Staff apply **universal precautions** when responding to enquiries – that is, they do not assume literacy, numeracy, map-reading skills, etc.

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