



TOOL #9

Example Health Literacy Action Plan

Organisation/Team: Health Literacy Team							
Organisational Goal: An organisation that is easy to find for consumers, provides user friendly information, is welcoming and meets consumer needs							
Dimensions/s	Actions <i>What actions are needed to make it easier for people to find, understand and use the information and services we provide?</i>	Key steps <i>What steps are needed to get the action underway and implemented</i>	Who will do this?	When?	Success indicator <i>How will we know our action has been successful?</i>	Progress	Review and Evaluation <i>Have the implemented actions resolved the issue?</i>
1	Improve participation in community reference group to increase consumer feedback	Improve resourcing to support participation – reimbursement of out of pocket expenses, providing food and staff support. Document and communicate to consumers.	Volunteer Coordinator budget item	Sept 2020	Increased participation of community members, more feedback provided	Underway - clarifying what we can offer within budget, and priorities for the group	
2	Improve Staff knowledge around consumer goal setting	Provide training for staff in listening to consumers and consumer goal setting	Managers	By end Oct 2020	All staff have been provided with training, consumers report positive feedback, documents show good goal documentation	Underway - First session held, two more to come next month	
4	Amend signage to ensure all consumers can find the service – language and placement of signs	Review signage design - simplify language and include graphic symbols, and check placement in key locations	Operations Manager	June 2019	Consumers say signage is clear and they can easily find the service	Complete - new signs designed and installed	Surveyed consumers in Dec 2019 (using Organisation Environment Tool 4) – got a much higher rating and really positive feedback from consumers and staff
5	Improve consumer information provided to new clients	Establish a Consumer Communications Working Group (CCWG) with consumer representation to focus on consumer information and communication processes with new consumers	Operations Manager	June 2020	CCWG established (sub-group of client documents and interview information reviewed and updated and positive feedback received from new clients	Complete	CCWG have had 2 meetings, group have redesigned the Client Handbook, including the translations, and simplified the new client interview info list. New clients have given very positive feedback