







# Ideas for Action

| Action area   | Actions  | Tools  |
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| <p><b>Review organisational documents</b></p> <p>HeLLO<br/>Dimensions:</p> <p><b>Leadership and management</b></p> <p><b>Workforce</b></p>          | <ul style="list-style-type: none"> <li>• Strategic and operational plans</li> <li>• Policies and procedures</li> <li>• Minutes of meetings</li> <li>• Budgets</li> <li>• Needs assessments</li> <li>• Staff induction programs</li> <li>• Staff training opportunities</li> <li>• Staff handbooks</li> <li>• Registers of consumer feedback</li> <li>• Risk registers</li> <li>• Client care or service plans</li> <li>• Staff survey</li> </ul>                     | <p>Assessing policies and protocols about communication and health literacy:</p> <p><a href="http://www.dhhs.tas.gov.au/publichealth/health_literacy/health_literacy_toolkit/policies_and_protocols_for_supportive_health_literacy_environments">www.dhhs.tas.gov.au/publichealth/health_literacy/health_literacy_toolkit/policies_and_protocols_for_supportive_health_literacy_environments</a></p>   |
| <p><b>Review documents for consumers</b></p> <p>HeLLO<br/>Dimensions:</p> <p><b>Consumer involvement</b></p> <p><b>Communication</b></p>            | <ul style="list-style-type: none"> <li>• Appointment and referral letters</li> <li>• Client's care or service plan</li> <li>• Information about services</li> <li>• Your website and/or Facebook page</li> <li>• Brochures, posters and other promotional material</li> <li>• Consumer questionnaires</li> <li>• Informed consent forms</li> <li>• Information about how to give feedback.</li> </ul>  | <p> <b>TOOL #5: REVIEWING CONSUMER RESOURCES</b></p>   |
| <p><b>Observe pathways and processes</b></p> <p>HeLLO<br/>Dimension:</p> <p><b>Access and navigation</b></p>  | <ul style="list-style-type: none"> <li>• Check how easy it is for consumers to find your service.</li> <li>• Do a walkthrough of your service with a consumer to find out how they experience your organisation, including consumers with varied mobility needs (wheelchair, walker, pram etc).</li> </ul>   | <p> <b>TOOL #4: OBSERVING AND RATING YOUR ORGANISATION'S ENVIRONMENT</b></p>   |
| <p><b>Check interactions with consumers</b></p> <p>HeLLO<br/>Dimensions:</p> <p><b>Access and navigation</b></p> <p><b>Consumer involvement</b></p> | <p>Observe staff interactions with consumers:</p> <ul style="list-style-type: none"> <li>• How consumers are greeted at reception.</li> <li>• Whether consumers are given time to process information and encouraged to ask questions</li> <li>• Whether consumer questions are answered</li> <li>• How processes and instructions are passed on to the consumer.</li> <li>• Ask consumers whether they felt welcome, respected and listened to by staff.</li> </ul> | <p>Hello my name is...</p> <p><a href="http://www.dhhs.tas.gov.au/publichealth/health_literacy/hello_my_name_is">www.dhhs.tas.gov.au/publichealth/health_literacy/hello_my_name_is</a></p> <p>It's ok to ask</p> <p><a href="http://www.26ten.tas.gov.au/sites/test/our-focus-areas/Pages/It's-OK-to-Ask-Resources.aspx">www.26ten.tas.gov.au/sites/test/our-focus-areas/Pages/It's-OK-to-Ask-Resources.aspx</a></p> <p> <b>TOOL #7: ASSESSING YOUR LISTENING SKILLS</b></p> |

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| <p><b>Observe your organisation's environment</b></p> <p>HeLLO<br/>Dimension:</p> <p>Access and navigation</p>              | <p>Check out your facilities:</p> <ul style="list-style-type: none"> <li>• Is water freely available?</li> <li>• Are tissues freely available?</li> <li>• Are there accessible toilets?</li> <li>• Look at signage:</li> <li>• Are signs clear?</li> <li>• Are toilets and exits clearly marked?</li> <li>• Are there only as many signs as necessary?</li> </ul> <p>Reflect on processes:</p> <ul style="list-style-type: none"> <li>• Is it clear what to do when you first enter the service?</li> <li>• Is it clear what you can do if you have a question or need help?</li> </ul> | <p> <b>TOOL #3:</b><br/><b>OBSERVING AND RATING YOUR ORGANISATION'S ENVIRONMENT</b></p>  |
| <p><b>Interview staff</b></p> <p>HeLLO<br/>Dimension:</p> <p>Workforce</p>  | <ul style="list-style-type: none"> <li>• Explore your colleagues' awareness of health literacy and how it is practised in your organisation.</li> <li>• Seek feedback on whether your organisational documents are easy for staff to use.</li> </ul>  | <p> <b>TOOL #1:</b><br/><b>HEALTH LITERACY FACT SHEET</b></p> <p> <b>TOOL #7:</b><br/><b>ASSESSING YOUR LISTENING SKILLS</b></p>  |
| <p><b>Interview consumers</b></p> <p>HeLLO<br/>Dimensions:</p> <p>Access and navigation<br/>Consumer involvement</p>        | <ul style="list-style-type: none"> <li>• Ask consumers whether they:</li> <li>• are clear about the purpose of their appointment or visit</li> <li>• understand what they need to do following an appointment or visit</li> <li>• have had their questions answered</li> <li>• have experienced challenges in getting health services</li> <li>• have found services helpful and supportive.</li> <li>• Note: You will need to get permission from consumers for observations and interviews.</li> </ul>  | <p> <b>TOOL #6:</b><br/><b>SURVEYING CONSUMERS</b></p> <p>TasCOSS 'How To' guides<br/> <a href="http://www.tascosslibrary.org.au/how-to">www.tascosslibrary.org.au/how-to</a>:</p> <ul style="list-style-type: none"> <li>• How to plan and run a focus group</li> <li>• How to do a semi-structured interview</li> <li>• How to do a snap shot survey</li> </ul> |
| <p><b>Interview other service providers</b></p> <p>HeLLO<br/>Dimension:</p> <p>Access and navigation</p>                    | <p>Explore other service providers:</p> <ul style="list-style-type: none"> <li>• understanding of your organisation and what you do</li> <li>• ideas on how you can work together to meet the needs of consumers such as joint projects, better referral pathways, ways to share feedback from consumers.</li> </ul>  | <p>FindHelpTAS<br/> <a href="http://www.findhelptas.org.au/">www.findhelptas.org.au/</a></p>   |
| <p><b>Interview people in the community</b></p> <p>HeLLO<br/>Dimension:</p> <p>Meeting the needs of diverse communities</p> | <p>Ask people in the community:</p> <ul style="list-style-type: none"> <li>• whether they know about your organisation</li> <li>• what services they need</li> <li>• how they think you should promote your service</li> <li>• for any ideas they may have to improve your organisation.</li> </ul>   |   |

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| <p><b>Conduct surveys</b></p> <p>HeLLO<br/>Dimension:</p> <p><b>Consumer involvement</b></p>   | <p>Survey consumers about their experience of your organisation's health literacy, e.g.:</p> <ul style="list-style-type: none"> <li>• How easy they find it to communicate with workers.</li> <li>• How clear and useful they found the information they receive.</li> </ul>  | <p><b>🔑 TOOL #6: SURVEYING CONSUMERS</b></p> <p>TasCOSS 'How To' guides</p> <p><a href="http://www.tascosslibrary.org.au/how-to">www.tascosslibrary.org.au/how-to</a>:</p> <ul style="list-style-type: none"> <li>• How to write questions for a survey</li> <li>• How to create a paper-based survey</li> <li>• How to create an online survey</li> </ul> <p>Some online survey design tools:</p> <ul style="list-style-type: none"> <li>• Survey Monkey</li> <li>• Google Forms</li> <li>• Typeform</li> </ul>  |
| <p><b>Do a cultural audit</b></p> <p>HeLLO<br/>Dimension:</p> <p><b>Meeting the needs of diverse communities</b></p>   | <p>Look at how culturally-appropriate your organisation is for different groups, e.g.:</p> <ul style="list-style-type: none"> <li>• Aboriginal people.</li> <li>• People from culturally and linguistically diverse communities.</li> <li>• People with disabilities.</li> <li>• People who are lesbian, gay, transgender, bisexual and intersex.</li> </ul>  | <p>Working with Aboriginal people and communities:</p> <p><a href="http://www.whealth.com.au/mtww/documents/MTWW_Audit_Tool.pdf">www.whealth.com.au/mtww/documents/MTWW_Audit_Tool.pdf</a></p> <p>How to make your organisation feel welcoming for people of all sexualities and gender identities:</p> <p><a href="http://www.tascosslibrary.org.au/how-to/make-your-organisation-feel-welcoming-people-all-sexualities-and-gender-identities">www.tascosslibrary.org.au/how-to/make-your-organisation-feel-welcoming-people-all-sexualities-and-gender-identities</a></p> |
| <p><b>Improve skills of staff and consumers</b></p> <p>HeLLO<br/>Dimension:</p> <p><b>Workforce Communication Meeting the needs of diverse communities</b></p> | <p>Link consumers to training and support provided through the 26TEN network.</p> <p>Encourage staff to do training in health literacy, e.g. as provided through the Tasmanian Health Service's Health Promotion team, including:</p> <ul style="list-style-type: none"> <li>• 'Communicate clearly and check understanding'</li> <li>• 'How to design easy to read resources'</li> <li>• 'Written and verbal communication'</li> <li>• Link consumers to training and support provided through the 26TEN Network.</li> </ul> | <p>Tasmanian Health Service Health Literacy training:</p> <p><a href="http://www.dhhs.tas.gov.au/wihpw/news_and_events/events2">www.dhhs.tas.gov.au/wihpw/news_and_events/events2</a></p> <p>26TEN resources and support – search at:</p> <p><a href="http://www.26ten.tas.gov.au">www.26ten.tas.gov.au</a></p>   |
| <p><b>Link with other organisations</b></p> <p>HeLLO<br/>Dimension:</p> <p><b>Leadership and Management</b></p>  | <p>Become a member of the 26TEN members network.</p>  | <p>26TEN members network – search at:</p> <p><a href="http://www.26ten.tas.gov.au">www.26ten.tas.gov.au</a></p>   |