

THE PROCESS

STEP 1: CHECK IN

STEP 2: ASSESS

- ✓ CONSUMER INVOLVEMENT
- ✓ WORKFORCE
- ✓ MEETING THE NEEDS OF DIVERSE COMMUNITIES
- ✓ ACCESS AND NAVIGATION
- ✓ COMMUNICATION
- ✓ LEADERSHIP AND MANAGEMENT

ASSESSMENT RESULTS

STEP 3: ACTION PLAN

STEP 4: IMPLEMENT

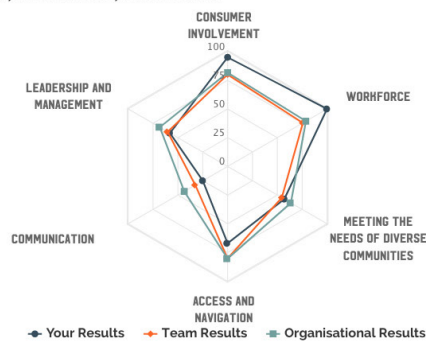
STEP 5: REFLECT

STEP 6: REVIEW

ASSESSMENT RESULTS

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Below are the results of your Health Literacy self-assessment.



CONSUMER INVOLVEMENT

Getting feedback from consumers.	100%	-
Involving consumers as experts in their own health, wellbeing, and service needs	88%	• Encouraging questions from your consumers
Involving consumers in organisational planning and decision-making processes.	100%	-

WORKFORCE

Developing our workforce's health literacy skills	100%	-
Encouraging a Health Literate workplace culture	100%	-

MEETING THE NEEDS OF DIVERSE COMMUNITIES

Developing consumer health literacy skills	55%	-
Meeting the diverse needs of consumers	58%	-

ACCESS AND NAVIGATION

Making clear pathways for consumers to other services	50%	-
Identifying and addressing consumer issues with the systems and services they use	81%	-
Creating a health literate service environment	63%	-
Supporting consumers to understand and use our services	83%	-

STEP 4: IMPLEMENT

STEP 5: REFLECT

STEP 6: REVIEW

WORKFORCE

Developing our workforce's health literacy skills	100%	-
Encouraging a Health Literate workplace culture	100%	-

MEETING THE NEEDS OF DIVERSE COMMUNITIES

Developing consumer health literacy skills	55%	-
Meeting the diverse needs of consumers	58%	-

ACCESS AND NAVIGATION

Making clear pathways for consumers to other services	50%	-
Identifying and addressing consumer issues with the systems and services they use	81%	-
Creating a health literate service environment	63%	-
Supporting consumers to understand and use our services	83%	-

COMMUNICATION

Communicating clearly with consumers in our documents and resources	25%	-
Communicating clearly within our organisation	25%	-
Communicating clearly in interactions with consumers	25%	-

LEADERSHIP AND MANAGEMENT

Setting and achieving health literacy goals	58%	-
Contributing to broader efforts to improve health literacy	75%	-
Valuing health literacy as part of our core business	50%	-

YOUR TEAMS RESULTS

	CONSUMER INVOLVEMENT	WORKFORCE	MEETING THE NEEDS OF DIVERSE COMMUNITIES	ACCESS AND NAVIGATION	COMMUNICATION	LEADERSHIP AND MANAGEMENT
user1@emailaddress.org.au	77%	61%	52%	63%	48%	67%
user2@emailaddress.org.au	48%	66%	34%	91%	27%	47%
user3@emailaddress.org.au	95%	100%	57%	67%	25%	58%
user4@emailaddress.org.au	100%		75%	100%	30%	69%
YOUR TEAM RESULTS	80.0%	75.7%	54.5%	80.3%	32.5%	60.3%
YOUR ORGANISATION RESULTS	81.6%	78.8%	63.6%	80.3%	43.6%	68.2%

[BACK TO TOP](#)

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