







Ideas for Action

Action area	Actions	Tools
<p>Review organisational documents</p> <p>HeLLO Dimensions:</p> <p>Leadership and management Workforce</p>	<ul style="list-style-type: none"> • Strategic and operational plans • Policies and procedures • Minutes of meetings • Budgets • Needs assessments • Staff induction programs • Staff training opportunities • Staff handbooks • Registers of consumer feedback • Risk registers 	<p>Assessing policies and protocols about communication and health literacy:</p> <p>www.dhhs.tas.gov.au/publichealth/health_literacy/health_literacy_toolkit/policies_and_protocols_for_supportive_health_literacy_environments</p>
<p>Review documents for consumers</p> <p>HeLLO Dimensions:</p> <p>Consumer involvement Communication</p>	<ul style="list-style-type: none"> • Appointment and referral letters • Information about services • Your website • Brochures, posters and other promotional material • Consumer questionnaires • Informed consent forms • Information about how to give feedback. 	<p> TOOL #4: REVIEWING CONSUMER RESOURCES</p>
<p>Observe pathways and processes</p> <p>HeLLO Dimension:</p> <p>Access and navigation</p>	<ul style="list-style-type: none"> • Check how easy it is for consumers to find your service. • Do a walkthrough of your service with a consumer to find out how they experience your organisation. 	
<p>Check interactions with consumers</p> <p>HeLLO Dimensions:</p> <p>Access and navigation Consumer involvement</p>	<p>Observe staff interactions with consumers:</p> <ul style="list-style-type: none"> • How consumers are greeted at reception. • Whether consumers are encouraged to ask questions. • Whether consumer questions are answered. • How processes and instructions are passed on to the consumer. • Ask consumers whether they felt welcome and respected by staff. 	

<p>Observe your organisation's environment</p> <p>HeLLO Dimension:</p> <p>Access and navigation</p>	<p>Check out your facilities:</p> <ul style="list-style-type: none"> • Is water freely available? • Are tissues freely available? • Are there accessible toilets? • Look at signage: • Are signs clear? • Are toilets and exits clearly marked? • Are there only as many signs as necessary? <p>Reflect on processes:</p> <ul style="list-style-type: none"> • Is it clear what to do when you first enter the service? • Is it clear what you can do if you have a question or need help? 	<p> TOOL #3: OBSERVING AND RATING YOUR ORGANISATION'S ENVIRONMENT</p>
<p>Interview staff</p> <p>HeLLO Dimension:</p> <p>Workforce</p>	<ul style="list-style-type: none"> • Explore your colleagues' awareness of health literacy and how it is practised in your organisation. • Seek feedback on whether your organisational documents are easy for staff to use. 	<p> TOOL #5: SURVEYING CONSUMERS</p>
<p>Interview consumers</p> <p>HeLLO Dimensions:</p> <p>Access and navigation Consumer involvement</p>	<ul style="list-style-type: none"> • Ask consumers whether they: • are clear about the purpose of their appointment or visit • understand what they need to do following an appointment or visit • have had their questions answered • have experienced challenges in getting health services • have found services helpful and supportive. • Note: You will need to get permission from consumers for observations and interviews. 	<p> TOOL #5: SURVEYING CONSUMERS</p> <p>TasCOSS 'How To' guides  www.tascosslibrary.org.au/how-to:</p> <ul style="list-style-type: none"> • How to plan and run a focus group • How to do a semi-structured interview • How to do a snap shot survey
<p>Interview other service providers</p> <p>HeLLO Dimension:</p> <p>Access and navigation</p>	<p>Explore other service providers:</p> <ul style="list-style-type: none"> • understanding of your organisation and what you do • 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. 	
<p>Interview people in the community</p> <p>HeLLO Dimension:</p> <p>Meeting the needs of diverse communities</p>	<p>Ask people in the community:</p> <ul style="list-style-type: none"> • whether they know about your organisation • what services they need • how they think you should promote your service • for any ideas they may have to improve your organisation. 	

<p>Conduct surveys</p> <p>HeLLO Dimension:</p> <p>Consumer involvement</p>	<p>Survey consumers about their experience of your organisation's health literacy, e.g.:</p> <ul style="list-style-type: none"> • How easy they find it to communicate with workers. • How clear and useful they found the information they receive. 	<p>TasCOSS 'How To' guides</p> <p>www.tascosslibrary.org.au/how-to:</p> <ul style="list-style-type: none"> • How to write questions for a survey • How to create a paper-based survey • How to create an online survey <p>Some online survey design tools:</p> <ul style="list-style-type: none"> • Survey Monkey • Google Forms • Typeform
<p>Do a cultural audit</p> <p>HeLLO Dimension:</p> <p>Meeting the needs of diverse communities</p>	<p>Look at how culturally-appropriate your organisation is for different groups, e.g.:</p> <ul style="list-style-type: none"> • Aboriginal people. • People from culturally and linguistically diverse communities. • People with disabilities. • People who are lesbian, gay, transgender, bisexual and intersex. 	<p>Working with Aboriginal people and communities:</p> <p>www.whealth.com.au/mtww/documents/MTWW_Audit_Tool.pdf</p> <p>How to make your organisation feel welcoming for people of all sexualities and gender identities:</p> <p>www.tascosslibrary.org.au/how-to/make-your-organisation-feel-welcoming-people-all-sexualities-and-gender-identities</p>
<p>Improve skills of staff and consumers</p> <p>HeLLO Dimension:</p> <p>Workforce Communication</p> <p>Meeting the needs of diverse communities</p>	<p>Link consumers to training and support provided through the 2610 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"> • 'Communicate clearly and check understanding' • 'How to design easy to read resources' • 'Written and verbal communication' • Link consumers to training and support provided through the 26TEN Network. 	<p>Tasmanian Health Service Health Literacy training:</p> <p>www.dhhs.tas.gov.au/wihpw/news_and_events/events2</p> <p>26TEN resources and support – search at:</p> <p>www.26ten.tas.gov.au</p>
<p>Link with other organisations</p> <p>HeLLO Dimension:</p> <p>Leadership and Management</p>	<p>Become a member of the 26TEN members network.</p>	<p>26TEN members network – search at:</p> <p>www.26ten.tas.gov.au</p>