

Health Literacy

A persons ability to access, understand, appraise and apply health information.



more than 50% of Australian's have limited health literacy.

Limited health literacy effects peoples ability to:



Find



Understand

Use



health information and services

Organisational Responsiveness

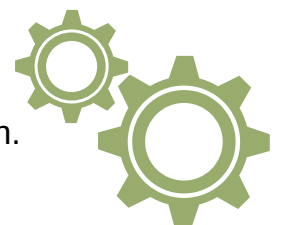
Policies, processes and staff culture ensure information and services are available and accessible to all.

Health literacy requires a coordinated organisational approach which includes:

- Embedding health literacy into systems and processes.
- Ensuring clear and effective verbal and written communication.
- Integrating health literacy into staff development and training.

Health literate responsive organisations ensure information and services are readily available and accessible to all through:

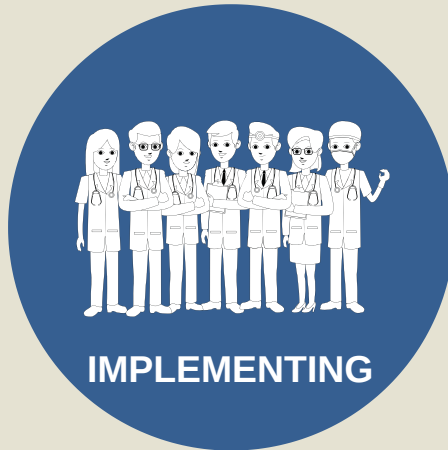
- Organisational leadership that embeds health literacy as a priority.
- Policies that support action to improve health literacy across the organisation.
- Procedures, practices and infrastructure which support health literacy.



Lower Hume 2019



- Organisational Self Assessment.
- Identification of priority areas.
- Organisational implementation plan.



- Leadership support.
- Resources allocated.
- Partnership approach.



- Lower Hume Health Literacy Toolkit.
- Vic PCP online training module.
- Lower Hume PCP staff.

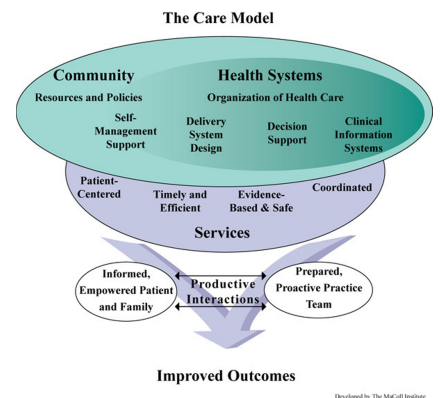
Standards and Plans that health literacy supports and aligns with:



National Safety and Quality Health Service Standards



Lower Hume Diversity / Wellness & Reablement Plans



Lower Hume Chronic Illness Care Plan