# Appendix 2: Health literacy statements

A health care organisation may develop a health literacy statement to prepare for a health literacy review or to support the implementation of a Health Literacy Action Plan.

A health literacy statement can provide purpose and guidance to an organisation as it becomes a health-literate organisation. It is important that the statement reflects an organisational perspective on health literacy, positioning health literacy as a systemic and service commitment, rather than as an issue of consumer skill deficit.

### Example 1: Health literacy statement with a service quality focus

At ABC Healthcare we are committed to providing health-literate services to our community and building health literacy with our consumers, in order to improve health outcomes.

### Example 2: Health literacy statement with an organisational focus

At DEF Healthcare, we are committed to:

* understanding health literacy as a system issue in our organisation
* reviewing our services from a health literacy perspective
* understanding and reducing the health literacy demands our organisation places on our consumers
* integrating health literacy into our systems and procedures
* providing health literacy training for our staff.

### Example 3: Health literacy statement with an organisational focus

GHI Healthcare is committed to being a health-literate organisation. This means our policies, processes, services and teams will be focused on providing health care and information that meet the health literacy needs of our consumers and families.

### Example 4: Health literacy statement with a service delivery focus

At JKL Healthcare we will use health literacy approaches when working with consumers and families.