

Why learn with CEH?

- * Founded in 1994, we are respected in the community.
- * We're acknowledged as industry leaders in work with people from refugee and migrant backgrounds
- * We offer a range of free health literacy resources at our website: www.ceh.org.au/health-literacy-hub/

Request a trial of our Online Health Literacy course, with a 30 day money back guarantee if you are not satisfied with the content. Contact enquiries@ceh.org.au

If you would like to know more about health literacy courses in general please call 03 9419 9912.



Reach more clients and improve communication with **Health Literacy Training**


Research from the Australian Bureau of Statistics tells us that more than half of Australians find it hard to understand health information and systems. You can minimise this issue by using health literacy practices.

The Centre for Culture, Ethnicity & Health (CEH) is a pioneer of health literacy in Australia. We developed Australia's first health literacy course and continue to run long and short courses about health literacy today.

Our courses and workshops are highly practical and focus on your needs.

They bring together our knowledge and experience of health literacy change and your knowledge of your organisation, staff and accreditation needs. Together we identify how you can make your organisation more responsive to the needs of your consumers and clients.





We can work with you at your organisation, online or in our classrooms.

Choose the learning mode that suits you:

Online training: **Health Literacy Essentials**
(coming soon)

Webinar: **Health Literacy for Managers**

Half-day **Principles of Health Literacy**

Half-day **Spoken Communication & Health Literacy**

One Day **Health Literacy Intensive**

Four Day **Health Literacy Course**

More details about our training below

Training options:

Online training: Health Literacy Essentials (45 minutes)

This training lets your staff practice using health literacy concepts and skills in realistic workplace scenarios.

Course outcomes – on completion of this course participants will be able to:

- Understand health literacy principles and models of practice.
- Understand how to use plain language in written and spoken communication.
- Apply health literacy tools and strategies relevant to their role.

Principles of Health Literacy (3 hours)

Participants explore communication theories and practices developed under the banner of health literacy.

Course outcomes – on completion of this course participants will be able to:

- Identify how health literacy practices can improve communication with clients.
- Apply tools to improve written communication and client understanding.
- Apply strategies to improve individuals' understanding of spoken information.

Spoken Communication & Health Literacy (3 hours)

Participants discuss and analyse key principles and concepts, identifying how they can be used by organisations to improve spoken communication with diverse community members.

Course outcomes – on completion of this course participants will be able to:

- Use health literacy models of practice to improve communication with clients.
- Identify health literacy principles and models of practice.

Written Communication & Health Literacy (3 hours)

Participants discuss and analyse key principles and concepts, identifying how they can be used by organisations to improve written communication with diverse community members.

Course outcomes – on completion of this course participants will be able to:

- Identify why written health literacy practices are needed to improve service equity.
- Apply tools to improve written materials to meet the needs of the majority of clients.

Health Literacy Intensive (One day)

This workshop explores health literacy at multiple levels. Participants explore strategies and tools to improve client/patient understanding of written and spoken health information. Participants then identify how they can embed organisation-wide health literacy strategies into systems, operations, planning and workforce development.

Course outcomes – on completion of this course participants will be able to:

- Identify principles of health literacy and models of practice.
- Apply tools to improve clients' understanding of health information.
- Identify where their organisation can best undertake action on health literacy.

Health Literacy Course (Four days)

Participants learn practical ways to improve health literacy at an organisational, systems and practitioner level. Learners undertake projects that activate knowledge and benefit their organisation.

Course outcomes – on completion of this course participants will be able to:

- Create immediate outcomes at the individual and organisational level.
- Transfer training knowledge and increase capacity to implement health literacy concepts.
- Embed health literacy into standard organisational practice.
- Develop leadership in health literacy across organisation.