

## Why learn with CEH Online?

- Founded in 1994, we are well respected in the community
- We're acknowledged as industry leaders in work with people from refugee and migrant backgrounds
- We have worked with many organisations to train over 8,000 online students since 2016

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## 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.




Online Training



Face-to-Face Training





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

Choose the learning mode that suits you:

- Online
- Face-to-Face (f2f)
- Webinar

## Health Literacy Essentials

(Online)

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

### Course Outcomes

- 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.

## Introduction to Health Literacy

(3 hrs — f2f)

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

### Course outcomes

- 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.

## Health Literacy - Spoken Communication (3 hrs — f2f)

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

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

## Health Literacy - Written Communication (3 hrs — f2f)

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

- 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

(1 day — f2f)

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

- 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

(2-4 days — f2f)

Participants learn practical ways to improve health literacy at an organisational, systems and practitioner level. Learners undertake projects that make improvements to health literacy in their workplace.

### Course outcomes

- Transfer training knowledge & increase capacity to implement health literacy concepts.
- Embed health literacy into standard organisational practice.
- Develop leadership in health literacy across organisation.