



CEH Health Literacy Training

Why learn with CEH?

- Founded in 1994, we are well respected in the community
- We're acknowledged as sectoral leaders in working with people from refugee and migrant backgrounds
- We've trained over 15,000 people to improve their services using health literacy since 2016

Find out more - ceh.org.au/training

e: enquiries@ceh.org.au

p: 03 9418 9929

w: www.HealthLiteracyTraining.com.au



- **Make your service easy to find and use**
- **Meet health literacy accreditation**

More than 50% of Australians find it hard to understand health systems and information. Make sure your clients understand you with our exceptional health literacy workshops and eLearning.

Contact us to develop an effective, engaging & practical training package

Contact: sirig@ceh.org.au



Online Training and eLearning



Face-to-Face Training

We can help you make it easy for clients to use your services and help meet health literacy accreditation.

We're Australian health literacy pioneers. We developed Australia's first health literacy course and continue to run long and short courses about health literacy today.





CEH training modes

- **eLearning**—self paced
- **Online interactive workshop**
- **Webinar**
- **Face to face**

eLearning

Health Literacy Essentials

eLearning - 45mins

Learn & practice using health literacy concepts and skills in realistic workplace scenarios.

- Understand health literacy principles and models of practice
- Learn the basics of plain language in written and spoken communication
- Learn health literacy tools and strategies relevant to your role

Reach more people with plain language writing **eLearning - 2.5 hrs**

Get a comprehensive framework and skills for writing so most people understand you.

- Identify what effective and ineffective writing looks like
- Study an evidence based framework for effective written communication
- Practice using this framework with 20+ practical and fun activities

Plain language basics

eLearning - 30 mins

Get the basics to communicate so most people understand you

- Identify effective written and spoken communication techniques
- Practice using these techniques in fun activities

Find out more - ceh.org.au/training

Workshops and Courses

Introduction to Health Literacy

Online workshop - 2 hours

Explore health literacy theories and practices to help you understand client's needs better and communicate more effectively.

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 - Written Communication **Online workshop - 2.5 hrs**

Use key principles and concepts of effective writing to practice improving written communication for diverse community members.

Course outcomes

- Identify effective and ineffective written communication
- Practice improving written materials so most people understand them

Health Literacy Intensive

Online workshop ~4 hrs

Examine health literacy at multiple levels. Explore strategies and tools to improve client understanding of written & spoken health information. Identify how to embed health literacy strategies into systems, operations, planning and workforce development organisation-wide.

Course outcomes

- Identify principles and frameworks to improve health literacy
- Apply tools to improve clients' understanding of health information
- Identify where your organisation can undertake action on health literacy

Health Literacy Course

Online workshops + eLearning - 20 hrs

Learn practical ways to improve health literacy at an organisational, systems and practitioner level. Undertake a project to improve health literacy at work and present results to organisational leaders.

Course outcomes

- Practice and increase your capacity to implement health literacy concepts
- Embed health literacy into standard organisational practice
- Develop leadership in health literacy across organisation