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**2017 Eastern Region**

# **Health Literacy Development Course**

- **Outer East Health and Community Support Alliance**
  - **Inner East Primary Care Partnership**
  - **Centre for Culture, Ethnicity and Health**
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Better health literacy practice in organisations can dramatically improve health outcomes, particularly in the most marginalised population groups. As a result, many Australian organisations are now looking for ways to improve their health literacy practices in order to improve access and equity for consumers.

The **Health Literacy Development Course**, delivered by the Centre for Culture, Ethnicity and Health, is designed to build the capacity of agencies to respond to health literacy at both a client and an organisational level.



## Overview: The HLDC

- 8-month course with 4 full-day workshops commencing October 2017
- Support to refine and progress a series of appropriate health literacy interventions tailored to your workplace
- Practical information on building workplace capacity to become a health literate organisation
- A local community of practice to share your learnings
- Dedicated CEH staff advisor

### **Who should do this course?**

The course will particularly suit managers, coordinators and team leaders from reception or first contact with clients, communications, quality, health promotion, and service delivery.

To achieve meaningful change, organisations should be prepared to enrol 2 – 4 participants in the course. It is recommended that those participants should have the capacity to make and/or influence change in their organisation (including commitment, organisational resources and access to high level decision-making).

### **Course details:**

The course will run from October 2017 to May 2018, with four full-day workshops held bi-monthly. Participants will also complete preparation tasks prior to each workshop; and undertake two small projects during the course:

- Project 1 focuses on client interaction (post workshop one)
- Project 2 focuses on organisational health literacy (post workshop two)
  - Participants undertake the projects in a pair from their organisation.
  - The time commitment for projects is a maximum of 40 hours per person, per project.

A CEH staff member is assigned to each participating organisation, to support participants throughout the course and in the development and implementation of their projects. PCP staff will also be available for additional support throughout the course duration. Towards the end of the course, executive staff from participating organisations attend a forum along with participants; providing an opportunity to review achievements from the course and identify areas for further development.

The training modules will be held in Box Hill, Victoria, and key dates for the course are:

- Module 1: October 26th
- Module 2: February 15th
- Module 3: April 19th
- Module 4 and Executives Forum: May 31st

### **Module one: Health literacy and communication**

Module one introduces key principles and concepts of health literacy. It provides practitioners with strategies to review practices and systems, and tools to check client/patient understanding of health information.

Post-training activity: Within their organisations, participants design and implement a small project relating to two-way communication.

### **Module two: Organisational health literacy**

This workshop provides methods to embed organisation-wide health literacy strategies into systems, operations, planning and workforce development.

Post-training activity: Within their organisations, participants develop and implement a project to embed health literacy strategies into systems and operations.

### **Module three: Building health literacy capacity**

This workshop course provides participants with skills to lead health literacy change within their organisations, and build the capacity of the workforce to implement health literacy techniques and strategies.

Post-training activity: Within their organisations, participants deliver health literacy training and work with relevant staff to develop a capacity building strategy.

### **Module four: Building on the health literacy knowledge & Executives Forum**

The fourth module reviews the latest research, policy and practice developments in health literacy, with a focus on consolidating higher-level knowledge and skills to establish participants as organisational and regional health literacy leaders.

The forum is an opportunity to review the achievements for their organisations that have resulted from the course, and demonstrate the relationship between health literacy and risk management, quality improvement and accreditation.

# Application: Health Literacy Development Course

The Health Literacy Development Course will be delivered from October 2017 to May 2018. During this time participant requirements include:

- Participation in four full-day workshops held in Box Hill
- Completion of preparation tasks prior to attending the workshops
- Implementation of two workplace health literacy projects of approximately 40 hours
- Development of a health literacy capacity building plan for your organisation and testing the delivery of training sessions
- Participation in the course evaluation

Additionally, participants and the Executive Officer (or a senior delegate) from each organisation are required to attend a forum relating to strategic and policy-level implementation of health literacy objectives. The forum is scheduled for May 2018.

## **Participation and cost:**

To achieve meaningful change, organisations should be prepared to enrol 2 – 4 participants in the course. It is recommended that those participants should have the capacity to make and/or influence change in their organisation (including commitment, organisational resources and access to high level decision-making). The course will particularly suit managers, coordinators and team leaders from reception or first contact with clients, communications, quality, health promotion, and service delivery.

The cost of **\$950 per participant** includes: participating in four full-day workshops, project support and advice throughout, course materials and health literacy resources, executives and participants' forum, and opportunities to network with health literacy leaders throughout Victoria.

## **Application requirements:**

- In-principle support from participants' line managers that they will be released to participate in the planned workshops and to undertake the small projects.
- Executive level approval of your organisation's application, and agreement to attend forum in May 2018 relating to strategic and policy-level implementation of health literacy initiatives.

**Please return your application to [sophie.allen@iepcp.org.au](mailto:sophie.allen@iepcp.org.au) or [kelly.naughton@oepcp.org.au](mailto:kelly.naughton@oepcp.org.au) by COB [September 22<sup>nd</sup> 2017](#)**

# Part One: Nominated Participants

## Participant 1

Name	
Email address	
Phone number	
Job title	
Briefly outline your current role	
Do you have any accessibility or dietary requirements?	
Signature	
Date	
<p><b>Line manager's in-principle support</b></p> <ul style="list-style-type: none"> <li>• I am aware of the time commitment as stated in the program information.</li> <li>• I support this application and am prepared to release the applicant to attend four full-day workshops and a forum.</li> <li>• I am also prepared to support the applicant to implement two small health literacy projects within our organisation between the full-day workshops.</li> </ul>	
Name	
Job Title	
Email	
Signature	
Date	

## Participant 2

Name	
Email address	
Phone number	
Job title	
Briefly outline your current role	
Do you have any accessibility or dietary requirements?	
Signature	
Date	
<p><b>Line manager's in-principle support</b></p> <ul style="list-style-type: none"> <li>• I am aware of the time commitment as stated in the program information.</li> <li>• I support this application and am prepared to release the applicant to attend four full-day workshops and a forum.</li> <li>• I am also prepared to support the applicant to implement two small health literacy projects within our organisation between the full-day workshops.</li> </ul>	
Name	
Job Title	
Email	
Signature	
Date	

## Part Two: Executive Approval

The applicants have my full support to participate and implement a series of health literacy interventions within the organisation. I understand that both of our nominees have an important role as 'change agents' and I am committed to allocating resources and time to support their influencing change in the workplace. I am aware of and approve the time commitment as stated in the program information.

Additionally, I agree to attend, or will nominate a senior manager to attend, a three hour forum in May 2018 relating to strategic and policy-level implementation of health literacy objectives.

Name:	
Job Title:	
Email:	
Signature:	
Date:	