

# Cultural Competence and Health Literacy eLearning

## Centre for Culture, Ethnicity and Health

Brisbane North PHN, Primary Care Team are pleased to announce the availability of a limited number of funded training places in the following e-learning courses for primary care providers and staff working in the North Brisbane and Moreton Bay region.

### Introduction to Cultural Competence Unit 1 + 2 + Working with Interpreters

- Unit 1: Key Knowledge (60 mins) Perfect if you need essential knowledge of cultural competence.
- Unit 2: Practical Skills (60 mins) The perfect add-on to Unit 1 if you work in-depth with migrant and refugee clients.
- Working with Interpreters (30 mins) The perfect add-on to Units 1 & 2 if you want to learn or review the basics of working effectively with interpreters or translated materials.

After completing the 'Introduction to Cultural Competence Suite', you will gain knowledge of:

- Australian cultural diversity and related government policies
- Experiences migrants and refugees have before arriving in Australia and how quickly they fit in
- Frameworks for how you can reduce service barriers for migrants and refugees

It will take you approximately 2.5 hours to complete the units. This training works on desktop, tablet or mobile phone.

### Health Literacy Essentials

Health Literacy Essentials (HLE) has four sections – each building on the knowledge of the last.

1. Health Literacy Introduction – This section compares health literacy to everyday situations. We use these comparisons to highlight what health literacy is and how it impacts health consumers.
2. Health Literacy In Depth – This section uses a fun quiz to detail the current state of health literacy in Australia and what it means for you.
3. Universal Precautions Approach – This section highlights the recommended approach to low health literacy through fun activities.
4. Plain Language Communication – This section gives you the opportunity to identify and practice using plain language communication including checking shared understanding.

The course will take you approximately 1 hour to complete. The training works on desktop, tablet or mobile phone, so you can complete it on your preferred device.

**Following successful registration, further information will be emailed to you.**

To register for this training, please email [aimie.thomson@brisbanenorthphn.org.au](mailto:aimie.thomson@brisbanenorthphn.org.au) by end of April 2023 with the following information:

- Name
- Practice/organisation
- Role
- Phone
- Email (please note your link to further information and the training will be sent to this email address)
- Which course/s you wish to attend: Course 1 Introduction to Cultural Competence  
Course 2 Health Literacy Essentials