

about:

about the mcwh professional training program

The Multicultural Centre for Women's Health offers cross-cultural and other specific training to employers, community workers, and health professionals.

Our Education and Training Officer will devise specific training sessions to meet the needs of your organisation or professional group.

These may include:

working with immigrant and refugee women's specific needs; cross-cultural communication in the workplace; working immigrant and refugee women's health needs; exploring the interconnections in women's health: reproductive and sexual health in the workplace for immigrant and refugee women; issues for immigrant and refugee women in the workplace including those working in food manufacturing, hospitality and support services, and the textile, clothing and footwear industry; health issues for outworkers; addressing the health issues of new and emerging communities including refugee communities; insight into the health of young immigrant and refugee women; and increasing awareness and skills relating to immigrant and refugee women's mental health and wellbeing.

about mcwh

The Multicultural Centre for Women's Health (MCWH) is an immigrant women's organisation committed to improving the health and wellbeing of immigrant women across Australia.

The MCWH is for all women from immigrant communities, including refugee and asylum seekers, and women from both emerging and established communities.

With specific expertise in occupational, reproductive, sexual, and mental health MCWH is a national leader in multilingual women's health promotion.



knowing her better:

a series of training modules about immigrant and refugee women and sexual and reproductive health



mcwh professional training program



Module 1

Communication with Immigrant and Refugee Clients

This training session is designed to enable participants to: acknowledge people's varied experiences of culture and communication and use this recognition to improve their communication with immigrant and refugee women; communicate more effectively with women from different cultural backgrounds and improve communication practices; and recognise the consequences of communication problems with immigrant and refugee women and how this impacts on service provision.

Module 3

Building Trust with Immigrant and Refugee Clients

This training session is designed to enable participants to: identify and understand the factors that cause immigrant and refugee women to lose trust in sexual and reproductive health services and the consequences for this service provision; identify and understand the barriers which affect immigrant and refugee women's access to appropriate care in mainstream services; and develop strategies to implement action plans in their workplaces to address these issues for immigrant and refugee women's health.

Module 5

Isolation and Immigrant and Refugee Women

This training session is designed to enable participants to: recognise the themes and terms associated with working with women from immigrant and refugee communities; understand the impact of migration, resettlement and isolation on immigrant and refugee women's health; and address the impact of culture on health beliefs and practices in the context of health service provision.

'Knowing Her Better' is a series of three training days about immigrant and refugee women's health. Each day's training covers two of six modules relating to sexual and reproductive health and related issues. Please see Registration Form for further details. **Thank You.**

Module 2

Using Interpreters and Bilingual Health Educators in Sexual and Reproductive Health Services

This training session is designed to enable participants to: assess when an interpreter is needed in communicating with immigrant and refugee women; work more effectively with interpreters to communicate more effectively with immigrant and refugee women; develop strategies for recognising contingency situations where using interpreters with immigrant and refugee women is critical; and understand the value of utilising bilingual health educators (BHEs), the difference between BHEs and interpreters, and when it is more effective to use a BHE rather than an interpreter and why.

Module 4

Cultural Awareness in Sexual and Reproductive Health

This training session is designed to enable participants to: develop their awareness of the different beliefs and practices of immigrant and refugee women in relation to sexual and reproductive health; recognise the importance of this awareness in being responsive to women of diverse backgrounds; and improve the skills necessary to the delivery of sexual and reproductive health services to immigrant and refugee women.

Module 6

Health Service Provision for Immigrant and Refugee Women

This training session is designed to enable participants to: understand the importance of providing relevant, culturally and linguistically sensitive information to immigrant and refugee women; challenge the widely accepted practices in mainstream services relating to the provision of health services to immigrant and refugee women; provide support and ideas to their organisations in order to reflect the specific needs of immigrant and refugee women and to improve service; and create an action plan to make services more responsive to immigrant and refugee women.

'Knowing Her Better': an opportunity to enhance your work with immigrant and refugee women

The immigrant and refugee experience has specific ramifications for women's wellbeing. It has been well established that after living in Australia for a period of five years many immigrant and refugee women experience a significant deterioration in their health and wellbeing. Compared to their Australian-born and English-speaking counterparts, immigrant and refugee women often experience higher rates of illness and health disadvantages. When ill, immigrant and refugee women appear less likely than Australian-born or English-speaking women to take health related action. It is also clear that the health system can exacerbate existing health problems and create others of its own.

'Knowing Her Better' is a positive move forward in overcoming the kinds of problems faced by immigrant and refugee women in Australia. It also raises awareness of the diverse health practices among cultural groups and the equally diverse needs of individual women in a given cultural group.

'Knowing Her Better' Training is aimed at health and allied professionals interested in improving the health and wellbeing of immigrant and refugee women and their health experiences in Australia.

what participants say about mcwh professional training:

- ✧ 'Thoroughly enjoyed content and presentation.'
- ✧ 'Most useful—raises issues that we will be able to put into communication strategies.'
- ✧ 'Well presented and organised.'
- ✧ 'Very enthusiastic—engages group throughout session.'
- ✧ 'Excellent trainer—good information about ways to assist and access CALD clients.'
- ✧ 'Opens new windows for us to work with our members from all communities.'
- ✧ 'Very well presented and informative. Excellent resource material.'

★ **'Knowing Her Better', as well as many other of our training courses can be run in-house at your organisation whether you are in metropolitan Melbourne, country Victoria or are located interstate** ★