

HLTH 1021 EFFECTIVE COMMUNICATION IN HEALTH (WSTC)

Credit Points 10

Coordinator Dane Couter (<https://directory.westernsydney.edu.au/search/name/Dane+Couter/>)

Description Effective communication in health is fundamental to establishing professional connections, whether it involves one-on-one interactions with clients, educating the community about health-related topics, or collaborating with fellow health professionals within a multidisciplinary framework. This subject is designed to enhance communication competencies essential for future roles in the healthcare sector, spanning various contexts. These communication abilities encompass establishing therapeutic rapport with both individual clients and groups, as well as conveying health-related information to clients, groups, and the broader community. Moreover, students will cultivate the proficiency needed to establish suitable collaborative relationships with their professional peers.

School Health Sciences

Discipline Health, Not Elsewhere Classified.

Student Contribution Band HECS Band 2 10cp

Check your fees via the Fees (https://www.westernsydney.edu.au/currentstudents/current_students/fees/) page.

Level Undergraduate Level 1 subject

Restrictions

Students must be enrolled in an existing Destination College Diploma program listed below:

- 7188 Diploma in Culture, Society and Justice
- 7189 Diploma in Health Science
- 7190 Diploma in Business
- 7191 Diploma in Information and Communication Technologies
- 7192 Diploma in Building Design and Construction
- 7193 Diploma in Engineering Studies
- 7194 Diploma in Creative Industries and Communications
- 7195 Diploma in Arts
- 7196 Diploma in Science
- 7197 Diploma in Education Studies

Learning Outcomes

After successful completion of this subject, students will be able to:

1. Reflect on the impact of personal attitudes, beliefs and values on communication.
2. Apply essential verbal and written communication skills in the interaction with individual clients, patients, significant others, colleagues and other health stakeholders.
3. Employ teamwork skills relevant to working in health care settings.
4. Analyse the characteristics of health professional relationships with clients, colleagues, and the wider community.

5. Evaluate and adapt communication processes to meet the varying health literacy or special needs of clients, family and significant others.

Subject Content

- What is communication and its role in healthcare
- Communication styles, Active listening, interpersonal dynamics and empathy
- Visual and written communication in health and education
- Interviewing skills
- Barriers and enablers
- Therapeutic relationships and teamwork
- Conflict and consequences of misunderstandings
- Challenging health communication context
- Communication with children and people with disabilities
- Tele-practice and social media

Assessment

The following table summarises the standard assessment tasks for this subject. Please note this is a guide only. Assessment tasks are regularly updated, where there is a difference your Learning Guide takes precedence.

Type	Length	Percent	Threshold	Individual/ Group	Mandatory Task
Applied Project	500 words	30	N	Individual	N
Report	750 words	40	N	Individual	N
Viva Voce	4 minutes per person	30	N	Group	N

Teaching Periods

Autumn Block 4 (2025)

Nirimba Education Precinct

On-site

Subject Contact Dane Couter (<https://directory.westernsydney.edu.au/search/name/Dane+Couter/>)

View timetable (https://classregistration.westernsydney.edu.au/odd/timetable/?subject_code=HLTH1021_25-AB4_BL_1#subjects)

Penrith (Kingswood)

On-site

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View timetable (https://classregistration.westernsydney.edu.au/odd/timetable/?subject_code=HLTH1021_25-AB4_KW_1#subjects)

Spring Block 4 (2025)

Campbelltown

On-site

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Penrith (Kingswood)

On-site

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