

What is *The Water Well Project*?

The Water Well Project is a registered not-for-profit and health promotion charity in Victoria which aims to improve the health and wellbeing of migrants, refugees and asylum seekers by improving their health literacy.

The Water Well Project partners with organisations already working with people of migrant, refugee and asylum seeker background to deliver interactive, culturally-sensitive and free health education sessions that are tailored to the needs and interests of community groups. All sessions aim to increase understanding of both individual and wider community health issues; as well as improve awareness of the resources available within the Australian healthcare system and promote their effective use.

Health education sessions are delivered by volunteer health professionals namely doctors, nurses and midwives, and allied health professionals. The sessions provide a unique opportunity for migrants, refugees and asylum seekers to engage with health professionals within their desired cultural environment.

What are the mission and vision of *The Water Well Project*?

Our mission is to improve the physical and mental health of all migrants, refugees and asylum seekers by improving health literacy.

Our vision is that all migrants, refugees and asylum seekers achieve equitable access to health education, care and resources to promote wellbeing.

For further information: <http://www.thewaterwellproject.org/about-the-project/our-vision/>.

Who are *The Water Well Project* partner organisations?

The Water Well Project works closely with organisations as well as community services (e.g. schools, health centres) already working with people of migrant, refugee and asylum seeker backgrounds. Organisations that we work with include Brotherhood of St Laurence, Spectrum Migrant Resource Centre and the Australian Red Cross.

Which communities does *The Water Well Project* service?

The Water Well Project delivers health education sessions to community groups across Melbourne and in the Barwon region. There is much variation in the types of groups we work with- including by gender, duration of residence in Australia and ethnicities.

If you would like to discuss opportunities for us to work with you and your organisation, please contact us using our online form: <http://www.thewaterwellproject.org/contact-us/>.

How are the health education sessions run?

The Water Well Project sessions run for one to two hours and are facilitated by a minimum of two volunteer health professionals (ratio of two volunteers to 10-15 community participants). Sessions are conversational in style with volunteers facilitating discussion about the chosen health topic.

The topic and venue of the health education sessions are chosen by the community group. Volunteer health professionals are briefed on any cultural sensitives within the group prior to sessions.

What topics does *The Water Well Project* cover?

Topics are requested by the community and discussed prior to booking a session.

A current list of commonly delivered topics can be found at:

<http://www.thewaterwellproject.org/get-involved/session-overviews/>.

The Water Well Project is happy to deliver health education sessions on other topics with sufficient notice.

If you are a representative from an organisation and have never worked with us before, please register your details on the following online form:

<http://www.thewaterwellproject.org/contact-us/community-group-request-form/>.

Does *The Water Well Project* offer health consultations to community participants?

Our volunteer health professionals **do not** provide individual medical advice to participants attending health education sessions. However, information will be provided regarding appropriate referral to a medical practitioner, allied health service or healthcare facility.

Does *The Water Well Project* use a professional interpreting service during the sessions?

Where necessary, *The Water Well Project* will arrange an external professional interpreter from Translating Interpreting Services (TIS) to translate for a health education session.

Who can volunteer for *The Water Well Project*?

The Water Well Project would like to hear from doctors, nurses and midwives, allied health professionals and final year medical students who would like to contribute to improving the health literacy of migrant, refugee and asylum seeker community groups.

How does *The Water Well Project* support its volunteers?

All volunteer health professionals are required to attend an induction session prior to delivering a health education session. The induction session provides information about *The Water Well Project*, common health issues experienced by migrants, refugees and asylum seekers as well as basic facilitator training to help prepare volunteers for the delivery of health education sessions.

Following induction, *The Water Well Project* runs workshops and social events for its volunteers. These provide opportunities for further training and networking. Active volunteers are rewarded by invitation to external workshops and training days (relevant to the aims and objectives of *The Water Well Project*) subsidised by *The Water Well Project*.

The Water Well Project has developed “topic templates” and “resource boxes” for loan by our volunteer health professionals to support the delivery of health education sessions. The topic templates act as a guideline for discussion points as well as ideas for interactive activities. The resource boxes contain relevant brochures and props to promote discussion and participation.

How do I become a volunteer?

If you would like to become involved, you will need to attend a compulsory induction session. The induction sessions take place two to three times per calendar year.

To find out about when this is next occurring, please register on our website:

<http://www.thewaterwellproject.org/wp-login.php?action=register>.

You will receive an automatic email notification when the next induction session is happening.

In the meantime, we encourage you to like our Facebook page for updates:

<http://www.facebook.com/The.Water.Well.Project>

Does *The Water Well Project* receive funding?

The Water Well Project has been successful in receiving grants from the City of Melbourne, Ross Trust and Australian Medical Association (Victoria). In addition, Translating Interpreting Services (TIS) have been subsidised within standard working hours for on-site interpreters for our interactive sessions.

Members of the public have also kindly donated to *The Water Well Project* via our online donation system- <http://www.thewaterwellproject.org/donate-today/>.

As an organisation with DGR (deductible gift recipient) status, all donations above \$2 to *The Water Well Project* are tax-deductible.



If you would like to support us, we would love to hear from you:
<http://www.thewaterwellproject.org/contact-us/>.

Where can I direct further questions about *The Water Well Project*?

If you have any questions, please contact us:
<http://www.thewaterwellproject.org/contact-us/>.

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