

Key diversity training topics to support inclusive service delivery

The table below provides an overview of staff training topics associated with meeting the needs of older people from diverse backgrounds. Use this list as a **starting point** to seek out information, training, advice and resources which can assist you in developing an inclusive training approach and strategies within your organisation. It is recommended that you have trainers design your sessions for the specific needs/interest of the staff and consumer needs.

Theme	Topics range
Diversity and Inclusion	Managing a diverse workforce Creating inclusive organisations Marketing and communications for diverse audiences Inclusive consumer feedback Diversity and inclusion in recruitment Measuring diversity and inclusion in your workforce Promoting equity, diversity and inclusion in aged care Inclusive service standards Unconscious bias Inclusive and respectful assessment and care planning Diversity and inclusion in the Aged Care Quality Standards
Health Literacy	Addressing Health Literacy through your organisation’s policies, systems & processes Plain language and Easy English strategies
Cultural, Faith and Linguistic Diversity	Intercultural awareness training Cross-cultural communication Cultural competency Working with newly arrived communities Understanding the refugee experience Working with interpreters Effective translations Spirituality in practice Engaging and working effectively with interpreters

Inclusive Service Standards Tip Sheet

Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual + (LGBTIQ+)	<p>LGBTIQ+ inclusive training</p> <p>Creating a Rainbow Tick organisation</p> <p>Conducting an LGBTIQ+ audit / self-assessment</p> <p>Inclusive, safe and respectful personal care for people who identify as transgender</p> <p>Inclusive, safe and respectful personal care for people who are intersex</p>
Aboriginal and Torres Strait Islander	<p>Cultural Awareness and Safety</p> <p>Cultural Competence training</p> <p>Creating a Reconciliation Action Plan</p> <p>Anti-Racism training</p> <p>Impact of trauma on the Stolen Generations</p> <p>Trauma informed practice</p>
Social disadvantage	<p>Designing marketing materials to address health illiteracy</p> <p>Recognising and responding to elder abuse</p> <p>Recognising and responding to victims of domestic violence</p> <p>Understanding the housing system for people at risk of homelessness</p> <p>Older people and homelessness</p> <p>Trauma informed practice</p> <p>Addressing health literacy through your organisation's policies, systems & processes</p>
Forgotten Australians and Former Child Migrants and Stolen Generations	<p>Understanding the needs of Forgotten Australians and Former Child Migrants and Stolen Generations</p> <p>Trauma informed practice</p> <p>Care leavers in aged care</p>
Parents Separated from forced adoption or removal	<p>Understanding the needs of parents separated by forced adoption or removal</p> <p>Trauma informed practice</p>
Mental Health	<p>Understanding mental health in older Australians</p> <p>Dementia and depression and delirium</p> <p>Anxiety disorders in older people</p> <p>Mental Health First Aid</p> <p>Suicide awareness training</p>
Dementia	<p>Dementia and culture / LGBTI / Aboriginal / Homelessness</p> <p>Understanding, responding and effectively managing dementia behaviours</p> <p>Grief, loss and dementia</p> <p>Promoting dementia friendly environments</p> <p>Providing support to people living with dementia</p>
Veterans	<p>Trauma informed practice</p> <p>Suicide prevention</p> <p>Understanding the needs of veterans</p>

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Carers	Carer support Self-care and boundary setting
Human Rights	Anti-discrimination Anti-racism Anti-ageism Gender equity

To find out more about training opportunities for you and your staff, contact Centre for Cultural Diversity in Ageing www.culturaldiversity.org.au or the Partners in Culturally Appropriate care Alliance at www.picalliance.org

Disclaimer: This resource has been developed by the Centre for Cultural Diversity in Ageing as a starting point for your organisation and should be tailored according to the organisation's service type(s) and specific requirements. Every attempt has been made to ensure the accuracy and currency of this information, however it is not intended to be comprehensive. LAST UPDATED: October2020