Improving services to the Western Australian aged & people with disabilities regardless of culture & language: Intercultural relationships between staff, & between staff & residents in residential facilities for the aged & people with disabilities.

Existing training and education programs/packages/opportunities in the aged care and disability services workforce

The following are some of the relevant and existing training programs, packages and opportunities available to the Aged Care and Disability Services Workforce, and where possible the links to the programs have been provided:

Accredited Courses/Training


   Many organisations offer a Certificate III in Aged Care with very similar competencies, learning outcomes, core units and elective units. Below is a classic example of the list of core units and elective units which are typical to many organisations which offer the Certificate III in Aged Care. As can be seen in the list below, the unit "Work effectively with culturally diverse clients and co-workers" and "Work effectively with people with a disability" are electives and not compulsory. This is the case in many Certificate III's in Aged Care – namely the ones offered by National College, Open College (formerly Cengage Education), Work Savvy Training, SMP Training, Victoria University, and Nursing Courses Online.

Core Units

- CHCAC317A Support older people to maintain their independence
- CHCAC318A Work effectively with older people
- CHCAC319A Provide support to people living with dementia
- CHCCS411A Work effectively in the community sector
- CHCICS301A Provide support to meet personal care needs
- CHCICS302A Participate in the implementation of individualised plans
CULTURE, COMMUNICATION & RELATIONSHIPS AT WORK

- CHCICS303A Support individual health and emotional wellbeing
- CHCOHS312A Follow safety procedures for direct care work
- CHCPA301B Deliver care services using a palliative approach
- HLTAP301A Recognise healthy body systems in a health care context

Elective Units

- HLTHIR403B Work effectively with culturally diverse clients and co-workers
- CHCICS305A Provide behaviour support in the context of individualised plans
- CHCLD315A Recognise stages of life span development
- CHCCS305A Assist clients with medication
- CHCMH301A Work effectively in mental health
- CHCDIS301A Work effectively with people with a disability
- CHCHC311A Work effectively in home and community care
- CHCICS304A Work effectively with carers
- CHCDIS302A Maintain an environment to empower people with disabilities
- CHCDIS322A Support community participation and inclusion
- CHCDIS323A Contribute to skill development and maintenance
- CHCAC417A Implement interventions with older people at risk of falls
- CHCCOM403A Use targeted communication skills to build relationships
- CHCAD401D Advocate for clients
- CHCCS400A Work within a relevant legal and ethical framework
- CHCORG406A Supervise work
- HLTHIR404B Work effectively with Aboriginal and/or Torres Strait Islander people
- CHCDIS313A Support people with disabilities who are ageing
- CHCCS426A Provide support and care relating to loss and grief - coming soon
- CHCICS306A Provide basic foot skin and nail care - coming soon

2. BSBWOR203A Work Effectively with Others

3. CHC08 Community Services Training Package. Aged Care Certificate is part of this package.
5. Cultural Diversity Skills – Offered by Preferred Training Networks.
7. CHC40108 Certificate IV in Aged Care – offered by VET Teaching and Learning.
8. First Language (Dinka) Literacy as a Foundation for English Language, Literacy and Numeracy
9. Get set to work with the GST: a literacy and numeracy resource
10. Growing Language and Literacy in the Garden
11. Keys to Work: A teaching kit for developing the employability skills of CALD learners
12. Sight Survival Literacy
13. Something to do and Something to learn
14. Taking Care-Effective Communication for CALD workers in Aged Care
15. ‘Working it out’: an e-learning resource for workplace communication
16. BSBWOR203A Work effectively with others
17. CHC30208 Certificate III in Aged Care
18. MTMPSR411A Lead communication in the workplace
19. CHC08 Community Services Training Package
20. CHCCS405A Work effectively with culturally diverse clients and co-workers – offered by National Volunteer Skills Centre
21. HLTHIR403B Work Effectively with Culturally Diverse Clients and Co-Workers
22. CHCS506A Promote and respond to workplace diversity
23. Certificate IV in Relationship Education – William Street Family Therapy Centre
24. Caring in Harmony 3 – Cultural diversity in Aged Care – offered by WestOne
25. Taking Care – Effective communication for CALD workers in Aged Care – WELL
26. Supporting Culturally and Linguistically Diverse Older People Who Have Experienced Trauma Training Package – ASeTTS and MACSWA.
27. CHCSW402A: Undertake Bicultural Work with Forced Migrants in Australia
Non Accredited Courses/Training

1. Interpersonal Communication Skills – offered by Professional Development Training
2. Effective Communication in Aged Care - Working with Interpreters and Bilingual Staff – Workshop
3. Culturally Speaking – Towards Partnership with Aboriginal People – Kim Bridge and Tim Muirhead
4. One Day Cultural Intelligence Programme/Workshop - GoodRun Solutions
5. Cultural Intelligence – Getting the best out of a Multicultural Workforce – GoodRun Solutions
6. Cultural Intelligence and Dealing with Differences – Centre for Continuing Education – The University of Sydney
7. Cross Cultural Training: Working with Culturally and Linguistically Diverse (CALD) people – Metropolitan Migrant Resource Centre

Additional Resources

1. Australian Core Skills Framework
2. Guidelines on Workplace Diversity – Public Service and Merit Protection Commission
3. Document-Writing Skills for Disability Support Workers

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