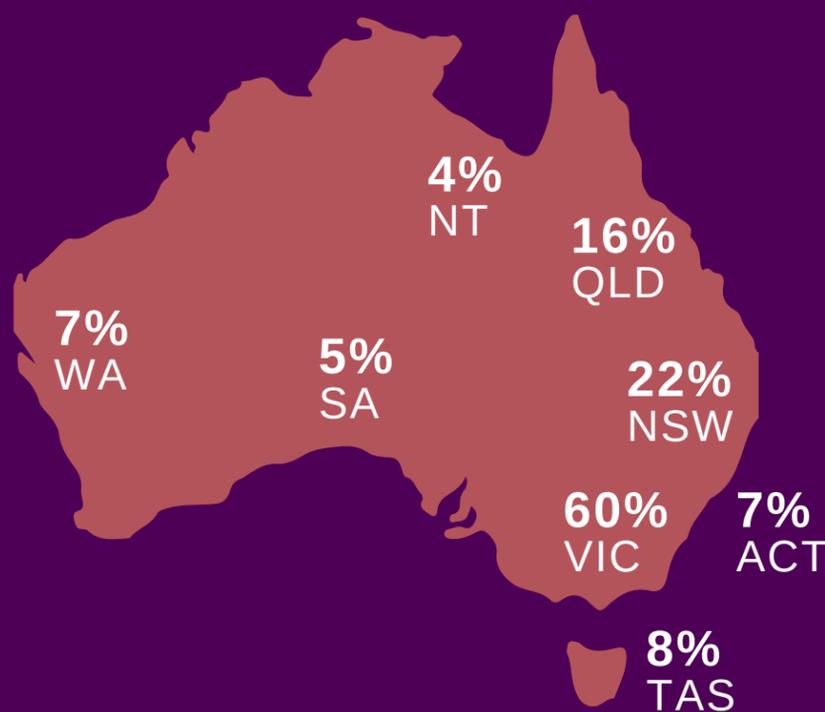


## Training needs in aged care

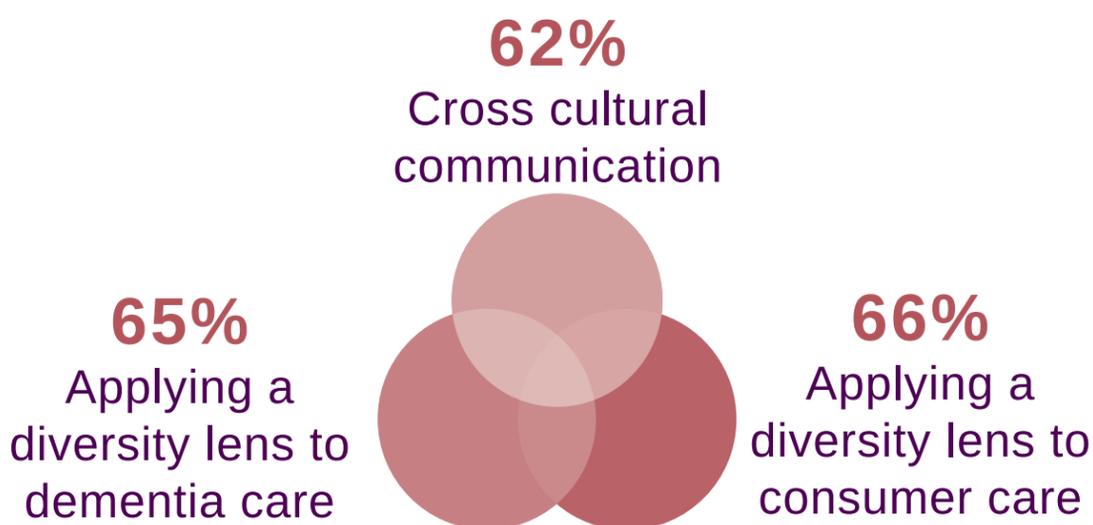
We asked aged care providers from across Australia about the training and resources they need to support consumers and carers from culturally diverse backgrounds. Here's what they had to say.

### We heard from 141 aged care providers...



### Training needs for direct care staff

The most important needs are...



#### Other important needs...

- Applying a diversity lens to care planning.
- Working with consumers from culturally diverse backgrounds in home care.
- Applying a diversity lens to end of life care.
- Accessing multilingual resources.

### Training needs for managers and senior leaders

The most important needs are...



#### Other important needs...

- Culturally inclusive feedback and consumer voice.
- Creating inclusive organisations.

## Types of aged care services provided by respondents



**25%**

Home care packages



**7%**

Short term care



**33%**

Commonwealth Home Support Program



**43%**

Residential care

## Resources needed to work with consumers and carers from culturally diverse backgrounds



**66%**

Access to culturally specific information



**73%**

Good practice examples of diversity and inclusion in aged care



**61%**

Organisational assessment diversity and inclusion tools



**57%**

Diversity and inclusion coaching for staff



**50%**

Access to multilingual resources

## Suggestions from practitioners

“What is needed is to educate the governance of the organisations, boards, management teams and team leaders.”

“Cultural diversity training is vitally important for direct care staff to increase awareness.”

“We need to link into our local diverse communities but be aware of culturally specific needs.”

“A short synopsis on different cultures and attitudes to health and ageing, medicine, living and dying, and family involvement would be of great benefit. We often don't understand these core principles for all of the cultures represented in our homes.”

For more information about these survey results or to talk about your training needs, visit the Centre for Cultural Diversity in Ageing at the details below:

[www.culturaldiversity.com.au](http://www.culturaldiversity.com.au)

(03) 8823 7979

[info@culturaldiversity.com.au](mailto:info@culturaldiversity.com.au)