# User Guide iLead Training Program

Topic 1: Cultural Safety and the Diversity Conceptual Model
Topic 2: Provide Culturally Safe Care
Topic 3: Supporting Health Literacy
Topic 4: Managing Workforce Diversity

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# 1   Introduction

Welcome to the iLead training modules supporting the implementation diversity and inclusion across your service.  This training is aimed at supporting smaller Commonwealth Home Support Program (CHSP) services.  It is written for managers/leaders and will provide you with an introduction about diversity in practice. The modules will help you to meet some of the requirements outlined in the Aged Care Quality Standards.

These four modules are:

> Topic 1: Cultural Safety and the Diversity Conceptual Model
>
> Topic 2: Provide Culturally Safe Care
>
> Topic 3: Supporting Health Literacy
>
> Topic 4: Managing Workforce Diversity

As a major provider of aged care services Bolton Clarke is sharing resources and learnings from our experience.  Our clients and workforce have diverse characteristics and life experience. We work in partnership to achieve their optimum health and life goals. All our services aim to promote independence and support people to remain active in their care.

Diversity is about recognising that everybody is unique.  In the community, the care provided should be fair, rather than the same for all.  We are more alike than we are different and celebrate diversity by sharing similarities and embracing difference.

## 1.1   About the modules

The training consists of four individual 15-minute PowerPoint presentations and recommended to be completed in numerical order. These modules have been developed to be applicable for other CHSP funded organisations.  [Click here to access the modules](#)

## 1.2   Learning objectives for topics

The table below outlines the learning outcomes for each of the iLead training modules.

| Topic | Learning objectives |
|---|---|
| Topic 1: Cultural Safety and the Diversity Conceptual module | 1. Define Diversity and Cultural Safety<br>2. Apply the Diversity Conceptual Model to support cultural safety<br>3. Consider the diversity characteristics in inclusive practice |
| Topic 2: Provide Culturally Safe care | 1. Understand cultural safety<br>2. Understand considerations for providing culturally safe care<br>3. How to use data to understand your community<br>4. Locate resources to support cultural safety |
| Topic 3: Supporting health Literacy | 1. Define health literacy<br>2. Understand the benefits of 'plain language'<br>3. Understand translation standards<br>4. Locate resources |

| Topic 4: Managing Workforce Diversity | 1. Use 'Acknowledgement of Country' at the beginning of all internal/external meetings and events<br>2. Understand how diversity, identity, inclusion and cultural safety impacts the workforce<br>3. Provide examples of reasonable adjustments to the workplace<br>4. Access additional resources |
|---|---|

## 1.3 Supporting resources

Below are the key Commonwealth Government resources to support diversity and inclusion in practice.

The Aged Care Diversity Framework was launched in December 2017. It sets out the actions we can take to make sure aged care services meet the needs of people from diverse backgrounds. It sees a role for the Australian Government, peak organisations, representative groups, service providers, consumers and carers.

The Shared actions to support all diverse older people

- guides providers on how to deliver more inclusive and culturally appropriate services to older people
- helps providers to work out what actions they can take
- recognises that each provider will start from a different place and operate in a different context

The [Actions to support older Culturally and linguistically Diversity people](#)

- guides providers on how to deliver more inclusive and culturally appropriate services to people from CALD backgrounds
- helps providers to work out what actions they can take
- recognises that each provider will start from a different place and operate in a different context

The [Actions to support Lesbian, Gay, Bisexual, Trans and Gender Diverse and Intersex elders](#)

- guides providers on how to deliver more culturally appropriate services to LGBTI elders
- helps providers to work out what actions they can take
- recognises that each provider will start from a different place and operate in a different context

The [Actions to support older Aboriginal and Torres Strait Island people](#)

- guides providers on how to deliver more culturally appropriate services to older Aboriginal and Torres Strait Islander peoples
- helps providers to work out what actions they can take
- recognises that each provider will start from a different place and operate in a different context

Bolton Clarke [Diversity at Work](#) will support the practical application of diversion and inclusion with a range of client facing resources.

You can also access the [Inclusive Health and Ageing website](#).

We hope you find this information useful in promoting Diversity and Inclusion with your workforce and clients.