

Culturally Inclusive Service Delivery

In Aged Care

Building Inclusive, Respectful and
Culturally Safe Care Practice

About the training

This interactive 2-hour workshop supports aged care staff to strengthen their ability to provide culturally inclusive and respectful care.

The session focuses on practical strategies to enhance everyday service delivery when working with clients from diverse cultural, linguistic, and religious backgrounds.

Participants will explore how culture influences perceptions of care, communication, and service expectations, and how to create more inclusive aged care environments.

Who Should Attend:

This training is suitable for:

- Aged care staff (CHSP & community services)
- Client service officers and frontline staff
- Team leaders and coordinators
- Anyone involved in delivering aged care services

Learning Outcomes:

By the end of this workshop, participants will be able to:

- Apply cultural understanding in day-to-day service delivery
- Recognise and reflect on personal bias and assumptions
- Improve communication with clients from diverse backgrounds
- Use inclusive and respectful communication practices
- Create culturally safe and welcoming care environments
- Strengthen culturally responsive behaviour in service delivery

FREE!

Training Details:

- *Thursday 18th June 2026*
- *10:00AM-12:00PM*
- *Delivery: Face-to-face*
- *Location: 643A King Georges Road Penshurst*
- *Contact: cce@3bridges.org.au*



Or scan the QR code

