Volunteers in aged care training and resource kit

For volunteers and Volunteer Managers

February 2024

This toolkit intends to help aged care volunteers access training and information. It is also for aged care Volunteer Managers and volunteer-involving organisations to help them meet their volunteer training needs.

Contact the team at agedcarevolunteer@Health.gov.au for questions or feedback.

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IMPORTANT

Volunteers are under no obligation to undertake any training in this document.

The purpose of this document is to collate publicly available resources that can help you in your volunteer role. It is not mandatory to read, complete, or otherwise undertake any training material listed in this document.

If you have questions about training in your role, please speak to your Volunteer Manager or the organisation you volunteer with.

How to use this kit

Choose what content you need

This kit covers a broad range of topics relating to activities an aged care volunteer may be involved in. Topics fall into 5 main areas:

	Self-care and mental health supports
	Aged care basics, including system overviews, palliative care and end of life care, and advance care planning.
	Understanding older people, including person-centred care, communication skills, diversity fundamentals, hearing health, blindness or low vision and trauma.
	Looking out for older people, including elder abuse, advocacy, infection control, first aid, grief, loneliness, and social isolation, counselling and suicide, fire safety, food safety, and support with technology and mobility.
	Volunteer behaviours, including privacy, confidentiality, and professional boundaries. Please note that some behaviours are expected at an organisational level, whilst others may be required by legislation, such as the Code of Conduct for Aged Care (for volunteers engaged by an approved aged care provider).

Choose which mode you prefer

Within each topic, each resource is listed as either a webpage, factsheet, short or long video, or learning module. This will allow you to match resources to the type of learning you prefer. For example, some people may enjoy the visuals of a longer video, while others may prefer a downloadable factsheet.

Learning modules are longer with log-in requirements, and many provide learning certificates.

All resources provided within the tables of this document are free and publicly available.

Keep this kit for future reference

You may want to keep this resource on hand as your needs evolve. You can keep it as an online document, print it as a complete pack, or print individual topic pages.

If you are unsure of what to do in any situation, talk to your Volunteer Manager.

A note on terminology:

For the purposes of this document, references to 'older people' means older people living in Australia accessing government-funded aged care services. This can include older people in residential aged care, short-term care (including respite care, short term restorative care, and transition care), and those receiving in-home support.

Definitions

If you are looking for the definition of a word or phrase used at any point in this document, the links provided for each topic likely have the detail you are looking for.

Alternatively, the Aged Care Quality and Safety Commission has created an extensive glossary of common terms used in the aged care sector.

Access the glossary at www.agedcarequality.gov.au/about-us/corporate-documents/aged-care-quality-and-safety-commission-glossary

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Looking after yourself

Knowing who to talk to

If you are unsure of what to do in any situation, talk to your Volunteer Manager.

Part of the role of a Volunteer Manager is to support volunteers as they navigate potentially difficult or distressing situations. This can arise if you see or hear abuse, a serious incident, or a complaint is raised by an older person, aged care provider, or yourself.

Your Volunteer Manager should be aware of the processes for all of the above. They should also understand who to talk to and what information to give to you (as the volunteer) if you raise a concern.

Volunteer Manager training resources are included in a separate document.

Remember, there is no wrong way to speak up.

Self-care in aged care

For all those working in the aged care sector, particularly those who have experienced distress and/or are vulnerable to vicarious trauma because of something they have heard or seen.

Check out the trauma-informed care section in this document for information on vicarious trauma.

Remember that there is no wrong way to reach out. Your Volunteer Manager can help you by discussing any challenging situations, or by connecting you to someone else who can help.

Description	Location	Mode
This page can connect volunteers to a range of supports, including: • counselling, • webinars and factsheets, • web chats, • dementia support, • 24-hour crisis support services. It includes links to translated material, translation services, and Deaf Connect.	www.health.gov.au/topics/aged-care/advice-on-aged-care-during-covid-19/grief-and-trauma-support-services	Webpage
This link will take you to a virtual 'self-care room' with opportunities to: • pause and reflect, • learn about self-care, • cope with death and dying, • create a self-care plan. The information and resources are aimed at aged care workers, with links to broader support resources available.	www.eldac.com.au/tabid/7117/Default.aspx	Webpage
This video is a reminder of the importance of practicing self-care while undertaking roles in aged care. It provides some simple strategies and examples that can help.	www.youtube.com/watch?v=cjOI7HP9XT4	Short video

Mental health support services

If you, or someone else, is in immediate danger please call 000

Head to Health connects you to mental health support and resources. Explore information, resources, and links to services at www.headtohealth.gov.au/

The three crisis support contacts listed below are available 24 hours, 7 days a week.

Website	Description	Call
Lifeline	Provides access to crisis support and suicide prevention services.	13 11 14
Suicide Call Back Service	Provides immediate telephone counselling and support in a crisis.	1300 659 467
13YARN	Aboriginal & Torres Strait Islander crisis support line for people feeling overwhelmed or having difficulty coping.	13 92 76

Find a full list of crisis support services at //www.headtohealth.gov.au/crisis-links

Knowing aged care

Quick links

You should always act within the boundaries of your volunteer role. However, older people, their family, or friends may share a concern with you or ask you questions. It can be helpful to know where they can go for help or information. **If you are ever unsure, talk to your Volunteer Manager.**

Some useful links include:

An older person might say:	Useful link
I want to learn more about aged care.	**My Aged Care** is a good place to go to understand what's available in the aged care system and how to get started finding services. Learn more at www.myagedcare.gov.au/
I need extra help finding aged care services.	**Care finders** is a free service supporting older people who need extra, intensive support to access aged care services and other community supports. Learn more at www.myagedcare.gov.au/help-care-finder#how-do-I-contact-a-care-finder-organisation **Aged Care Specialist Officers** can also help you understand and access services. Learn more at www.myagedcare.gov.au/news-and-updates/face-face-support-aged-care-services Explore more support options at www.myagedcare.gov.au/getting-support and keep an eye on the Elder Care Support program.
I have a concern about my aged care services.	The **Older Persons Advocacy Network (OPAN)** can work alongside an older person to help them understand and exercise their rights, access aged care services, and solve aged care problems. Learn more here: opan.org.au/
I want to make or escalate a complaint about my aged care services.	The **Aged Care Quality and Safety Commission** can help an older person, their friends or family, and volunteers, with concerns and complaints about an aged care service provider (openly, confidentially, or anonymously). Learn more here: www.agedcarequality.gov.au/making-complaint

Aged care basics

This information is for all people engaged in aged care services.

It includes training on main aged care topics, and resources on the aged care system and My Aged Care.

Description	Location	Mode
A summary of the Australian aged care system by the Australian Institute of Health and Welfare, with links to more information.	www.aihw.gov.au/reports/australias-welfare/aged-care	Webpage
A quick video introducing how My Aged Care can support a person and how to get started or find more information.	www.youtube.com/watch?v=QkWMK7gDVkw	Short video
Equip Aged Care Learning Modules. Short, 10-minute modules introducing you to the fundamentals of aged care. They cover 14 topics including the: • Aged care system, • Role of personal care workers • Aged Care Quality Standards • Person-centred care • Preventing falls	equiplearning.mooc.utas.edu.au/	Learning modules (with certificates)
Healthy ageing means making choices that help someone stay independent for longer. LiveUp's website busts myths and explains the science behind healthy ageing. It also raises awareness of helpful assistive technology and exercises. It includes downloadable articles on healthy ageing topics and a quiz that can give tailored suggestions for strength, exercise, social, and cognitive activities in a local area or online.	www.liveup.org.au/	Webpage
This Department of Health and Aged Care video explains what wellness and reablement means in the context of person-centred aged care. While it was	www.health.gov.au/resources/videos/wellness-and-reablement-introduction-to-	Short video

Description	Location	Mode
created for aged care workers, it also applies to the volunteer role. The video also has a short, downloadable 'facilitator guide' that summarises the video and provides links to more information.	aged-care-video?language=en	
KeepAble have created 10-minute Wellness and Reablement elearning modules for those working in the aged care sector. Topics include Welcome to Wellness and Reablement, and Communicating Wellness and Reablement. Factsheets and articles are also available.	keepable.com.au/professional-development-resources/e-learning-modules/	Learning modules and factsheets.

Note: The Aged Care Quality and Safety Commission (ACQSC) has online learning modules on several aged care topics available through the Aged Care Learning Information Solution (Alis). Access to Alis is currently free for all staff (including volunteers) of Commonwealth-funded aged care providers. Topics include:

- welcome to aged care,
- Aged Care Quality Standards,
- Serious Incident Response Scheme,
- clinical governance.

To access the Alis platform, volunteers must be registered with an approved aged care provider.

Learn more at www.agedcarequality.gov.au/online-learning#register-for-alis

Resources and eLearning modules with no login or registration required have been created for volunteers and Volunteer Managers specifically on the:

- **Code of Conduct for Aged Care,**
- **Serious Incident Response Scheme, ad**
- **complaints process.**

These are listed later in this document and can also be found at: www.agedcarequality.gov.au/resources/volunteers-aged-care

Palliative Care

For those working with older people receiving palliative care and who would like to learn more.

Please remember that some circumstances can be confronting. There is no wrong way to reach out. Your Volunteer Manager can help you by discussing any challenging situations, or by connecting you to someone else who can help. Mental health supports that you can independently access are also discussed at the beginning of this document.

Learn more about palliative care training and education programs at www.health.gov.au/topics/palliative-care/education-and-training.

Description	Location	Mode
This Palliative Care Australia webpage of 'Frequently Asked Questions' touches on advance care planning, medication and pain, resources for carers, and voluntary assisted dying. Resources in 21 different languages are also available on the website here: palliativecare.org.au/resource/multilingual-resources/	palliativecare.org.au/faqs/	Webpage
This Palliative Care Australia brochure summarises what palliative care is, what it might look like, and who provides it.	palliativecare.org.au/resource/what-is-palliative-care/	Factsheet
CareSearch has a 'Volunteer Learning' page, dedicated to assisting palliative care volunteers provide practical help and companionship to people living with advanced illness, their carers, and families. The page links to: • online learning resources, • state-specific palliative care volunteer websites, • general information about palliative care volunteering. Remember that the Equip Aged Care Learning modules also include a 10-minute module on palliative and end of life care.	www.caresearch.com.au/tabid/6556/Default.aspx	Webpage, links to further learning.

End of life care, death, and the dying process

For those working with older people who are receiving end-of-life care, or for those who may want more information on death and the dying process.

Please remember that some circumstances can be confronting. There is no wrong way to reach out. Your Volunteer Manager can help you by discussing any challenging situations, or by connecting you to someone else who can help. Mental health supports that you can independently access are also discussed at the beginning of this document.

Description	Location	Mode
PalliAGED has resources to guide carers, family, and friends through conversations around death and dying. This page may be a good start, and you can navigate to more detailed information as needed.	www.palliaged.com.au/tabid/4356/Default.aspx	Webpage
This is a longer booklet produced by the Cancer Council with Palliative Care Australia. It provides practical and support information about dying. You can use the contents list to find specific information, such as providing emotional support (includes a section on what to say when you don't know what to say).	www.cancer.org.au/assets/pdf/facing-end-of-life	Factsheet
This 3 page factsheet explains the dying process. This may be useful to someone who may witness or would like to understand the moments leading up to death. It also contains grief, bereavement, and self-care information.	palliativecare.org.au/wp-content/uploads/dlm_uploads/2018/10/PCA_The-Dying-Process.pdf	Factsheet
This short, 9 minute video talks you through what signs, behaviours, and feelings to expect at the end of a person's life. It includes real stories from family members. This may be helpful if a volunteer is visiting someone with a terminal illness and/or receiving palliative care.	www.youtube.com/watch?v=slNShkHNNpw	Short video

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Advance care planning

For people who have been asked by an older person for information on end-of-life planning, substitute decision makers etc.

Description	Location	Mode
This is a useful link for someone interested in understanding advance care planning. It explains: • the process, • how to start a conversation, • different medical terms and situations, • forms specific to each state and territory, • information in multiple languages. The support service number is 1300 208 582.	www.advancecareplanning.org.au/understand-advance-care-planning	Webpage

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Knowing older people

Person-centred care

For all people engaged in aged care services. This page provides information on ageism, what person-centred care is, how to exercise it, and avenues for support.

Description	Location	Mode
This is a webpage with more information on ageism. You can complete a short quiz to reflect on any ageist views you might hold here: www.compass.info/resources/resource/am-i-ageist-quiz/	www.compass.info/featured-topics/ageism/#section-the-negative-impact-of-ageism	Webpage
This video explains the aims of person-centred care and how older people can work with providers to achieve this. It also advises avenues for support, including speaking to OPAN or the ACQSC.	www.agedcarequality.gov.au/resources/what-person-centred-care-video	Short video
This video discusses and breaks down myths about ageing, with a focus on ageism and its effect on older people.	www.youtube.com/watch?v=LIxMI3cG-eI	Short video
Equip Aged Care Learning Modules. Short, 10-minute modules introducing you to the basics of aged care. They cover 14 topics including the: • aged care system, • role of personal care workers, • Aged Care Quality Standards, • person-centred care, and • preventing falls. Provided by the University of Tasmania and funded by the Department of Health and Aged Care.	equiplearning.mooc.utas.edu.au/	Learning modules (with certificates)

Description	Location	Mode
The Victorian Aged Care Education and Training (VACET) package has free open access for users to undertake training in aged care topics. These include: • dementia, • communication in aged care, • loss and bereavement, • self-care and resilience.	vacet.latrobe.edu.au/totara/catalog/index.php	Learning modules (with printable record of learning)
This is a longer elearning module explaining how to exercise person-centred care, with a focus on caring for a person with dementia. It provides frameworks and strategies for best care approaches.	dta.com.au/online-courses/the-view-from-here-racf/a-person-centred-approach-to-care/	Learning module (with certificate)

Communication skills

For all people working with older people.

Note: These resources are general. Specific communication skills are included in other training resource topics. These include the sections on Aboriginal and Torres Strait Islander communities, trauma-informed care, person-centred care, and culturally safe care.

Description	Location	Mode
This guide by the National Ageing Research Institute provides simple strategies and examples for implementing age positive language.	www.nari.net.au/age-positive-language-guide	Factsheet
The 'Every WORD Counts' guide was developed as part of the EveryAGE Counts campaign and provides helpful tips on how to avoid ageism in your language. Explore the resources on the campaign materials page or scroll down to access the guide directly.	www.everyagecounts.org.au/campaign_materials	Factsheet
This video provides some tips for speaking with an older person.	www.youtube.com/watch?v=W9TjG394WrE	Short video

Diversity fundamentals

For people working in the aged care sector who would like to understand people from diverse backgrounds and experiences and provide inclusive care and support.

Older people can come from a variety of backgrounds, life experiences, cultures and characteristics. These can include, but are not limited to:

- people from Aboriginal and Torres Strait Islander communities
- people from culturally and linguistically diverse backgrounds
- people from LGBTQIA+ communities (this includes lesbian, gay, bisexual, transgender, queer, intersex, and asexual people as well as other diverse gender identities and sexualities).
- people who live in rural or remote areas
- people who are financially or socially disadvantaged
- veterans
- people living with disability
- people who are Deaf or hard of hearing
- people who are blind or have low vision
- people living with cognitive impairment, including dementia
- Forgotten Australians and Care Leavers

You will find resources on some of the above groups on this page. More information and resources are also provided in the following sections.

Description	Location	Mode
People with Disability Australia (PWDA) has a Disability Language Guide to help you use respectful and inclusive language about people with disability. It recommends suitable alternatives for commonly misused terms.	pwd.org.au/resources/language-guide/	Factsheet
This is a toolkit for reflective conversations on diversity and wellness, designed for Commonwealth Home Support Programme	www.csdgrampians.org.au/exploring-diversity-and-wellness	Toolkit

Description	Location	Mode
(CHSP) organisations. It has case studies, facilitator guides, and question cards.		
A free learning module about diversity themes in aged care, including: • Aboriginal and Torres Strait Islander People • people from culturally and linguistically diverse backgrounds • people living with disability • LGBTQIA+ people, and • people who live in rural and remote areas of Australia.	crana.org.au/learning-opportunities/online-courses/diversity-in-aged-care?productId=1552	Learning module (with certificate)
10-minute modules introducing you to topics such as cross-cultural awareness, Aboriginal and Torres Strait Islander cultural safety, and hearing health.	equiplearning.mooc.utas.edu.au/	Learning modules (with certificates)

Dementia awareness

For those engaging in activities with people living with dementia. The page provides information on Dementia Australia resources, as well as helpful videos and elearning modules.

Description	Location	Mode
Dementia Australia's website provides information on dementia, types of dementia, memory loss, and behaviour and behavioural changes. You can download help sheets, watch videos, and find specific information on diverse groups.	www.dementia.org.au/information/about-dementia	Webpage
This 'Communication Kit' provides quick links to downloadable resources and videos to develop skills and confidence for communicating with someone living with dementia.	www.dementia.org.au/helpline/free-dementia-kit/caring-someone-dementia-changes-communication	Webpage
On this page, you can find brief, downloadable 'helpsheets' on a range of topics. You may be interested in 'About Dementia', 'Changed Behaviours', 'Tips for visiting', 'Aggressive behaviours' and 'Communication'. If you scroll down, you will find helpsheets translated into 38 languages.	www.dementia.org.au/resources/help-sheets	Factsheets
Independent Living Centre SA has several short resources with tips on topics that include dementia safety in the home and wheelchair safety and etiquette.	ilcsa.com.au/resources.php	Factsheets
This video is a scenario with strategies for responding to aggression from a person living with dementia.	www.youtube.com/watch?v=WE65yrnsrPk	Short video

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Description	Location	Mode
This teaching video provides strategies and examples of good communication when talking or caring for a person with dementia.	www.youtube.com/watch?v=cdA-yUuz_g8	Short video
This 5 minute video provides a summary of communication tips for those caring for people living with dementia.	www.youtube.com/watch?v=xQgEy2KRYC8	Short video
Dementia Training Australia has a suite of online learning resources (videos, printable resources, toolkits, online modules etc). This page has resources on dementia behaviours, including walking safely, wandering, responsive behaviours, and communication strategies.	dta.com.au/topic/behaviours/	Online learning (mixed)
Dementia Training Australia has a suite of online learning resources (videos, printable resources, toolkits, online modules etc). This page has resources on diverse population groups, including Aboriginal and Torres Strait Islander people and LGBTQIA+ people.	dta.com.au/topic/diversity/?post_type=resource/	Online learning (mixed)
This training from Dementia Training Australia focusses on dementia-related changes and principles to bear in mind for communicating with respect and dignity.	dta.com.au/online-courses/dementia-discovery-2/dementia-discovery-communication-matters/	Learning module (with certificate)
This online dementia training course was created specifically for volunteers supporting people living with dementia in residential aged care and covers: • the volunteer role, including volunteer boundaries and their relationship with paid care and support staff, • dementia and delirium,	dta.com.au/online-courses/dementia-care-training-for-volunteers/#overview	Learning module (with certificate)

Description	Location	Mode
• communication and person-centred care, • activities and the Montessori approach, • understanding and responding to changed behaviours, • safe walking with residents, • mealtime assistance, It takes approximately 4-hours to complete.		
This online course provides a greater in-depth understanding of dementia, including the latest in dementia research and care.	www.utas.edu.au/wicking/understanding-dementia	Learning module (with certificate)

Aboriginal and Torres Strait Islander people, including the Stolen Generations

For all people engaged in activities that provide aged care services to Aboriginal and Torres Strait Islander people.

Includes information on issues that affect Aboriginal and Torres Strait Islander communities and their experiences of aged care.

Description	Location	Mode
This factsheet includes an introduction to providing effective and compassionate care to Stolen Generations survivors. It covers common triggers for trauma, how a carer can help, and things to avoid. Explore more information and resources on their website at healingfoundation.org.au/	healingfoundation.org.au/app/uploads/2019/12/Snapshot_Action_Plan_for_Healing_Aged_Care_Services_WEB.pdf	Factsheet
This Healing Foundation factsheet: 'Working with the Stolen Generations: understanding trauma' provides information for aged care staff to improve services for Stolen Generations survivors.	healingfoundation.org.au/app/uploads/2019/12/Working-with-Stolen-Generations-Aged-Care-fact-sheet.pdf	Factsheet
This information sheet developed by Queensland Health provides a general guide for communicating effectively with Aboriginal and Torres Strait Islander people.	www.health.qld.gov.au/__data/assets/pdf_file/0021/151923/communicating.pdf	Factsheet
This 30 minute video provides an introduction into Aboriginal and Torres Strait Islander culture and history, and how these affect experiences of aged care.	www.youtube.com/watch?v=6dtAzfiOJBI	Longer video

People from culturally and linguistically diverse communities

For all people engaged in activities that provide aged care services to people from culturally and linguistically diverse communities.

Description	Location	Mode
The Centre for Cultural Diversity in Ageing has a set of resources to help you with communicating across languages. It includes: • communication cards, • interpreter cards, and • links to multilingual health and aged care information.	www.culturaldiversity.com.au/resources/multilingual-resources	Webpage
The Multicultural Communities Council of Illawarra provides the CALDways micro-courses. The Culturally Inclusive Service Delivery course includes online modules covering what culture is, cross-cultural communication, and diversity and inclusion in aged care.	CALDWays Courses - MCCI	Online Learning modules.
This webinar equips aged care staff with the knowledge and skills to communicate effectively with people from diverse cultural backgrounds.	youtu.be/7KvyA_a5LTY	Webinar
'Bridging Cultures' includes various cultural snapshots and provides general information, such as different cultures' family structures and communication styles.	www.mcci.org.au/wp-content/uploads/2023/01/Bridging-Cultures-4th-ed-2023-MCCI.pdf	Booklet

People with a migrant or refugee background

For those working with older people with a migrant or refugee background. This page provides background information on several cultures and experiences.

Description	Location	Mode
'Community Profiles for Health Care Providers' (QLD) is a set of factsheets that helps health care providers to better understand the: • health beliefs, • pre-migration experiences, • communication preferences and • other aspects of their clients' culture. You may find it useful in your volunteering activities. Please note that they were developed in 2011.	www.health.qld.gov.au/multicultural/health_workers/cultdiver_guide	Factsheet
The *Culturally Responsive Practice with Older People in Health and Aged Care* course was developed by the Migrant and Refugee Health Partnership and Monash University. This course complements the skills and capabilities of health practitioners working in aged and health care settings to provide culturally responsive care to older people from migrant and refugee backgrounds.	www.myauslearning.org.au/aged-care/#course-overview	Learning module (certificate available in some circumstances)

Forgotten Australians and Care Leavers

For those working with older people who are Care Leavers or Forgotten Australians.

Description	Location	Mode
Helping Hand's website explains who the Forgotten Australians are. This webpage also provides several resources from the 'Real Care The Second Time Around Forgotten Australians Project', including practical tips when working with Forgotten Australians.	www.helpinghand.org.au/about-us/diversity-inclusion/forgotten-australians/	Factsheet
This is a short video interviewing Forgotten Australians and what their perspectives are towards the aged care system.	vimeo.com/612293547/4ddff50f9e?embedded=true&source=video_title&owner=12704258	Short video

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LGBTQIA+ communities

For those working with older people who identify as LGBTQIA+. This includes lesbian, gay, bisexual, transgender, queer, intersex, and asexual people as well as other diverse gender identities and sexualities.

As with all diverse communities, we recommend following the lead of each person in how they identify, the terms they use, and any supports they need.

Note: different versions of the acronym are used to reflect the varied uses across resources.
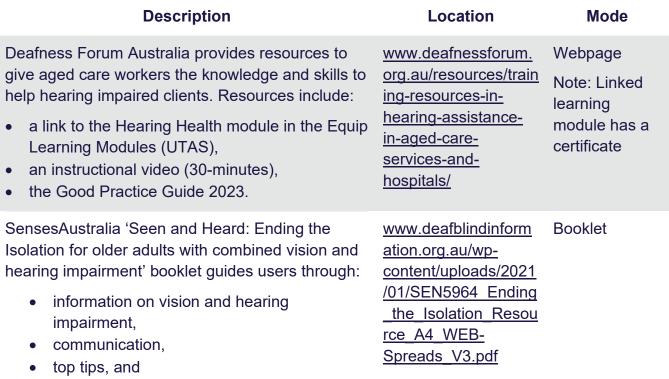
Description	Location	Mode
Val's LGBTI Ageing and Aged Care program has collated training, resources, and LGBTI ageing information. This includes: • documents providing actions that can support LGBTI Elders, • an LGBTI inclusive language guide, and • articles with insights into the experiences and needs of older LGBTI people, including those living with dementia.	www.latrobe.edu.au/arcshs/health-and-wellbeing/lgbti-ageing-and-aged-care/resources-reports-and-training	Webpage
Silver Rainbow training project partners deliver training to aged care services, and other stakeholders across Australia.	www.lgbtiqhealth.org.au/silver-rainbow-training/	Webpage
TransHub (NSW) has created a 'Pronouns 101' webpage as a quick introduction and guide to pronouns. They also have several other 101 pages about trans topics and the trans experience.	www.transhub.org.au/101/pronouns	Webpage
This position statement by the Australian Nursing and Midwifery Federation provides a snapshot on the issues associated with gender and sexual diversity in healthcare. It also includes a helpful glossary of terms.	www.anmf.org.au/media/2w1ef1az/ps_sexuality_sex_and_gender_diversity.pdf	Factsheet

Description	Location	Mode
Julia has visited Joan in her home as a volunteer every fortnight for the past 6 years. They open up about the importance of visiting LGBTQIA+ older people who may be isolated from their family or community.	www.health.gov.au/resources/videos/volunteer-visitor-stories-julia-and-joan?language=en	Short video
Jennifer speaks about her experience receiving an Aged Care Volunteer Visitors Scheme (ACVVS) visitor and what it means for her to connect with a fellow LGBTIQ person while in aged care.	www.youtube.com/watch?v=WGRzJLywzts	Short video
Toni (receiving a home care package) and Geoff (accessing residential aged care) share their concerns and experiences as LGBTIQ+ people in the aged care system. This video explores topics such as the fear of discrimination and disclosure of personal identities.	www.youtube.com/watch?v=JlfN2O8b2uc	Short video
These short 15 minute podcast episodes delve into the LGBTI acronym, inclusive language and pronouns, families of choice, and palliative care. Each episode focuses on practical tips and workplace examples that will help aged care workers provide aged care services to LGBTI older people. It is part of the Silver Rainbow project.	www.lgbtiqhealth.org.au/ageing_fabulously	Short video
A 25 minute video exploring the experiences of several older members of the LGBTIQ+ community. It aims to educate the aged care sector on the issues faced by LGBTIQ+ people and how aged care can support them.	www.youtube.com/watch?v=TvpXe_gDv1E	Longer video

Hearing health

For those working with older people who are Deaf or hard of hearing. The following page (vision impaired or low vision) provides information on deafblindness, which is distinct from deafness.

Description	Location	Mode
Deafness Forum Australia provides resources to give aged care workers the knowledge and skills to help hearing impaired clients. Resources include: • a link to the Hearing Health module in the Equip Learning Modules (UTAS), • an instructional video (30-minutes), • the Good Practice Guide 2023.	www.deafnessforum.org.au/resources/training-resources-in-hearing-assistance-in-aged-care-services-and-hospitals/	Webpage Note: Linked learning module has a certificate
SensesAustralia 'Seen and Heard: Ending the Isolation for older adults with combined vision and hearing impairment' booklet guides users through: • information on vision and hearing impairment, • communication, • top tips, and • useful contacts.	www.deafblindinformation.org.au/wp-content/uploads/2021/01/SEN5964_Ending_the_Isolation_Resource_A4_WEB-Spreads_V3.pdf	Booklet

Vision impaired or low vision

For those working with older people who are vision impaired or have low vision, and those who are deafblind.

Description	Location	Mode
Vision Australia's 'helpful resources for business' has videos and factsheets covering a range of helpful practical tips for engaging with people who are vision impaired or have low vision. This includes tips for communicating, guiding, and walking.	www.visionaustralia.org/business-consulting/helpful-resources	Webpage
Speech Pathology Australia web page has information on deafblindness (distinct from deafness).	www.speechpathologyaustralia.org.au/Communication_Hub/Resources/Fact_Sheets/Deafblindness_and_communication.aspx	Webpage
This factsheet created for workers in aged care has information to help you in communicating and working with an older adult with vision impairment or low vision. It provides practical guidance on: • communication, • guiding, • eating, • respecting personal spaces.	www.visionaustralia.org/sites/default/files/2022-10/Caring%20for%20older%20adults%20with%20blindness%20or%20low%20vision.pdf	Factsheet
Deafblind Information Australia guidance for communicating with people who are deafblind, which could include a combination of methods adapted to the specific needs of individuals.	www.deafblindinformation.org.au/living-with-deafblindness/deafblind-communication/	Webpage
Able Australia training manual on deafblindness, including:	www.voicestogether.com.au/wp-content/uploads/2019/01/	Booklet

Description	Location	Mode
• what deafblindness is, • how to communicate with someone who is deafblind, • guiding a person who is deafblind, • dos and don'ts, • helpful contacts.	Able-Australia-Deafblind-Manual.pdf	
This short 7 minute video, created by Able Australia, introduces you to face-to-face communication methods for communicating with deafblind people.	www.youtube.com/watch?v=1BS6ShkfF_c	Video

Trauma informed care

For all those working with older people who have experienced trauma, including those who have experienced torture, and who are vulnerable to vicarious trauma.

Description	Location	Mode
The Human Services Skills Organisation (HSSO) has partnered with Phoenix Australia to develop a suite of videos, factsheets, and posters on trauma-informed care and wellbeing, including practical examples.	hsso.org.au/resources/view/care-and-support-mental-health-resources/	Webpage
The Queensland Program of Assistance to Survivors of Torture and Trauma provides several resources to survivors, carers, and providers, including a guidebook on compassion fatigue, burnout, and vicarious trauma.	qpastt.org.au/resources/	Webpage
This Community Services ACT webpage includes simple information on vicarious trauma that can be applied to experiences in aged care. The information can be downloaded as a one-page factsheet.	www.communityservices.act.gov.au/children-and-families/adoption-kinship-and-foster-care/therapeutic-resources/vicarious-trauma-self-care-to-manage-the-impact-of-other-peoples-trauma	Factsheet
This factsheet discusses general issues that may affect survivors of torture or trauma. It may be useful background knowledge to complement trauma-informed care.	www.health.qld.gov.au/__data/assets/pdf_file/0021/154641/trauma.pdf	Factsheet
This video provides an introduction into trauma and trauma-informed care and what it means for behaviours in aged care.	www.youtube.com/watch?v=gwDrg8xgPAg	Short video

Description	Location	Mode
This page contains information you can use to help an older person affected by trauma feel safe while supporting your own wellbeing. It covers: • trauma, • loss, • grief, • dementia-specific experiences, • self-care. You can choose to watch videos, webinars, download factsheets, and participate in training.	phoenixaustralia.org/aged-care/aged-care-workforce/	Webpage
This Helping Hand course introduces you to the impacts of childhood trauma for people entering aged care and how to provide safe and respectful care. It focuses on the experiences of: • Forgotten Australians, • Stolen Generations, • Former Child Migrants and • people affected by forced adoption. There is no log-in required.	www.helpinghand.org.au/about-us/diversity-inclusion/forgotten-australians/trauma-training/	Learning module (with certificate)

Veterans

For those working with veterans in the aged care system.

Description	Location	Mode
This Open Arms page allows you to download factsheets on a variety of topics that affect veterans, including: • mental health, • Post-traumatic stress disorder (PTSD), • alcohol and drug use, • depression, • anger, • sleep difficulties, • panic and agoraphobia, • general anxiety disorder, • complicated grief, • traumatic brain injuries, and • gambling.	www.openarms.gov.au/resources/publications/factsheets	Factsheet
This webinar explores healthy ageing for veterans. It includes topics such as: • food and exercise, • stress management, • communication, • relationship building.	www.youtube.com/watch?v=m8rHwqL56TA	Webinar

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Looking out for older people

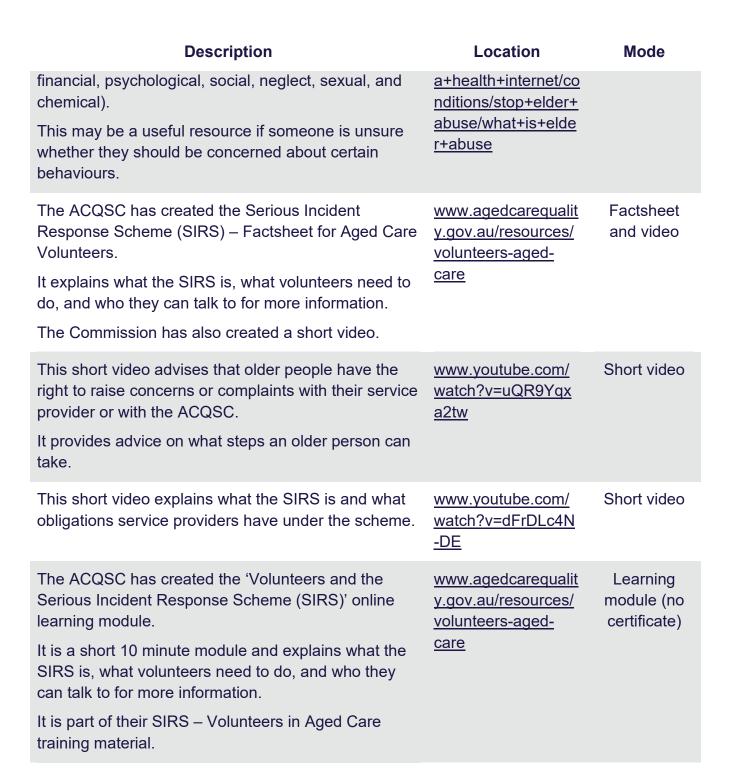## Elder abuse and the Serious Incident Response Scheme

For all people working in the aged care sector. This page provides an overview of several mechanisms in place to respond to suspected elder abuse, including the Compass Initiative, the Older Person's Advocacy Network (OPAN), and the Aged Care Quality and Safety Commission (ACQSC).

Note: It is the responsibility of approved aged care providers to ensure volunteers are aware of their responsibilities in relation to incident management systems, and their obligations under the Code of Conduct for Aged Care.

The following materials are suggested to assist providers and managers to do so, and to provide optional complementary resources.

Description	Location	Mode
The Compass initiative provides information on understanding and recognising elder abuse. It also provides advice on steps you can take if you are concerned for an older person and provides the 1800 ELDERHelp number (1800 353 374).	www.compass.info/elder-abuse/understanding/	Webpage
OPAN's ReadyToListen project includes resources relating to sexual assault in residential aged care. These include: • a charter of sexual rights and responsibilities, • indicators of sexual assault, • providers' reporting requirements, • immediate support, and • an information booklet for people living in an aged care home.	opan.org.au/support/support-for-professionals/ready-to-listen/	Webpage
The South Australian Government factsheet shows the signs and indicators of elder abuse (physical,	www.sahealth.sa.gov.au/wps/wcm/connect/public+content/s	Factsheet

Description	Location	Mode
financial, psychological, social, neglect, sexual, and chemical). This may be a useful resource if someone is unsure whether they should be concerned about certain behaviours.	a+health+internet/conditions/stop+elder+abuse/what+is+elder+abuse	
The ACQSC has created the Serious Incident Response Scheme (SIRS) – Factsheet for Aged Care Volunteers. It explains what the SIRS is, what volunteers need to do, and who they can talk to for more information. The Commission has also created a short video.	www.agedcarequality.gov.au/resources/volunteers-aged-care	Factsheet and video
This short video advises that older people have the right to raise concerns or complaints with their service provider or with the ACQSC. It provides advice on what steps an older person can take.	www.youtube.com/watch?v=uQR9Yqxa2tw	Short video
This short video explains what the SIRS is and what obligations service providers have under the scheme.	www.youtube.com/watch?v=dFrDLc4N-DE	Short video
The ACQSC has created the 'Volunteers and the Serious Incident Response Scheme (SIRS)' online learning module. It is a short 10 minute module and explains what the SIRS is, what volunteers need to do, and who they can talk to for more information. It is part of their SIRS – Volunteers in Aged Care training material.	www.agedcarequality.gov.au/resources/volunteers-aged-care	Learning module (no certificate)

Advocacy

For all people engaged in activities where they may hear or see elder abuse or be asked to give information to an older person on their rights and/or advocacy services.

These resources include information on the Older Person's Advocacy Network (OPAN), what elder abuse is, and training for volunteers.

Description	Location	Mode
This page explains how OPAN can help an older person understand and exercise their aged care rights. It also includes a link to the 'request advocacy' form and to the OPAN number (1800 700 600).	opan.org.au/support/support-for-professionals/	Webpage
OPAN's self-advocacy toolkit has all the information in one place for someone who would like to understand their rights, options, and next steps. This could be a good link to give to someone in aged care who is interested in having quick information on-hand or would like to understand self-advocacy.	opan.org.au/toolkit	Webpage
OPAN has created a factsheet for all aged care volunteers to understand elder abuse and advocacy. It includes practical tips on: • what to look for, • how to have a difficult conversation, • who to talk to for more information and next steps.	opan.org.au/education/education-for-community/	Factsheet
OPAN's Talk to Us First training takes 30 minutes and helps users understand the role of aged care advocacy, including common scenarios encountered by OPAN advocates.	opan.org.au/news/talktousfirst22	Learning module
OPAN's 1 hour learning module for all aged care volunteers to understand elder abuse and advocacy. It has a certificate after completion.	opan.org.au/education/education-for-community/	Learning module (with certificate)

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The complaints process (Aged Care Safety and Quality Commission)

For all people working with older people in the aged care system.

Includes information on the complaints process to the Aged Care Quality and Safety Commission (ACQSC), including resources in multiple languages.

Note: approved aged care providers must have a complaints management system that volunteers are aware of. Volunteers should understand that the aged care provider is the first point of contact for complaints or information on the complaints process.

Description	Location	Mode
If an older person isn't comfortable speaking to their aged care service about a concern or they aren't satisfied with the service's response, they can make a complaint directly to the ACQSC. This page provides answers to frequently asked questions and can get you started. It can also redirect you to advocacy services (like the Older Persons Advocacy Network – OPAN) if that is more appropriate.	www.agedcarequality.gov.au/aged-care-complaints-faqs	Webpage
This page allows you to choose a poster with quick information about making an aged care service complaint in several languages. All posters include: • the contact details of the ACQSC, • OPAN, • the Translation and Interpreting Service.	www.agedcarequality.gov.au/resources/do-you-have-concern-or-complaint-poster	Factsheet
The ACQSC Complaints Handling Factsheet for Aged Care Volunteers explains: • the right of older people and volunteers to raise complaints, • the different options to raise a complaint, and • who a volunteer can talk to for more information. The Commission has also created a short video.	www.agedcarequality.gov.au/resources/volunteers-aged-care	Factsheet and video

Description	Location	Mode
This fact sheet informs older Aboriginal and Torres Strait Islander people, and their friends and family, about the support available to help them resolve concerns about aged care services. It is available in 7 different languages including: Alyawarra, Arrernte, English, Luritja, Pitjantjatjarra, Torres Strait Creole and Warlpiri.	www.agedcarequality.gov.au/resources/little-yarn-goes-long-way-fact-sheet	Factsheet
The ACQSC has created the 'Volunteers and Complaints' online learning module. It is a short 10-minute module and explains the complaints process and who to talk to. It is part of their Complaints – Volunteers in Aged Care training material.	www.agedcarequality.gov.au/resources/volunteers-aged-care	Learning module (no certificate)

Infection control practices

For all people who engage with older people, including those who are immuno-compromised and/or who live in an aged care facility that may lock down during an outbreak of an infectious illness.

Description	Location	Mode
Information on available training for care workers (including visitors to aged care homes or home care) that includes COVID-19 infection prevention training.	www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training	Webpage
The Older Person's Advocacy Network (OPAN) provides a summary of visitor access rights in residential aged care, with a factsheet you can give to an older person.	opan.org.au/information/visitation/	Webpage
This webpage introduces you to the practice of '5 moments for hand hygiene'. It explains: • why hand hygiene is important • when to practice it, with videos to show good practice.	www.safetyandquality.gov.au/5-moments-hand-hygiene	Webpage
The updated *Sector Code for Visiting in Aged Care Homes* (version 7.2 released 26 June 2023) aims to create a nationally consistent approach. This approach allows residents to receive visitors while lowering the risk of COVID-19 and other respiratory diseases.	www.cota.org.au/policy/aged-care-reform/agedcarevisitors/	Factsheet
OPAN 11 min video update on COVID-19 in a conversational style between Professor Michael Kidd AO and Val Fell OAM on booster vaccinations, flu vaccines, isolation rules and the rights of older people. Also includes information about essential visitors.	opan.org.au/videos/val-fell-profkidd-covid-update	Short video

Description	Location	Mode
The Department of Health and Aged Care video explains the use of Personal Protective Equipment (PPE) in aged care. While it is created for aged care workers, it can be applied to the volunteer role. The video also has a short, downloadable 'facilitator guide' that summarises the information in the video and provides links to more information.	www.health.gov.au/resources/videos/personal-protective-equipment-introduction-to-aged-care-video?language=en	Short video
Australian Commission on Safety and Quality in Health Care Training modules covering the basics of infection prevention and control for aged care, and a training support resource.	www.safetyandquality.gov.au/our-work/infection-prevention-and-control/hand-hygiene-and-infection-prevention-and-control-elearning-modules/infection-prevention-and-control-aged-care	Learning module (with certificate)
The ACQSC resources to support Partnerships in Care programs. These may also be used by volunteers. Resources and learning modules include general infection prevention control and how to keep safe during an infectious outbreak. The learning module is short (10 minutes) with no log-in required.	www.agedcarequality.gov.au/resource-library/partnerships-care	Learning module (with certificate)

First aid

If you are unsure of what to do in any situation, talk to your Volunteer Manager.

For people who would like training in basic first aid or would like information on a particular medical condition for awareness, prevention or response. For more information or if you are concerned about an older person, please contact your manager and/or refer the older person to their provider.

In emergency situations, call 000.

Description	Location	Mode
St John Ambulance Australia downloadable factsheets covering a many situations, including: • anaphylaxis (using an Anapen or EpiPen), • asthma attacks, • burns or scalds, • choking, • concussions, • CPR, • fainting, • heart attack, • strokes. Available in English, Arabic, Chinese, Greek, Italian, and Vietnamese.	www.stjohn.org.au/first-aid-facts	Factsheet
St John WA 3-minute video explaining what you can do in a medical emergency by following the DRSABCD action plan. Their YouTube site may have other resources of interest.	www.youtube.com/watch?v=yBDk_dlzvaQ	Short video
The Department of Health and Aged Care checklists on *Caring for Older People in Warmer Weather* (Residential Aged Care, and Commonwealth Home Support Programme and Home Care).	www.health.gov.au/resources/collections/caring-for-older-people-in-warmer-weather	Factsheets

Description	Location	Mode
Volunteers may find these useful to understand what providers can be doing and may find some useful tips for looking out for older people during extreme heat events.		
The Wicking Institute's Equip Aged Care Learning Packages include modules on falls prevention, wound management and pressure injury prevention, and oral health promotion.	equiplearning.utas.edu.au/	Learning module (with certificate)
St John Ambulance Australia (ACT)'s Project Resilience provides free, basic first aid training to seniors and active retirees in the ACT. Their volunteer trainers give two 90-minute presentations covering relevant topics such as: a heart attack, stroke, CPR, defibrillation, choking, burns, anaphylaxis and asthma (in-person).	stjohnact.org.au/community-programs/project-resilience	Short Course

Mental health: grief, loneliness, and social isolation

If you are unsure of what to do in any situation, talk to your Volunteer Manager.

For all those working in the aged care sector, including those who are concerned about an older person's mental health and/or social isolation.

For more information or if you are concerned about an older person, please contact your manager and/or refer the older person to their provider.

Description	Location	Mode
Information on how an older person can stay connected to their community, including Intergenerational Playgroups, and local community groups and clubs.	opan.org.au/information/community-connection-and-support/	Webpage
Beyond Blue has created a dedicated page of resources talking about anxiety, depression, or suicidal thoughts with an older person. You can find videos, conversation starters, factsheets you can download, and further links.	www.beyondblue.org.au/who-does-it-affect/older-people/have-the-conversation-with-older-people	Webpage
Sandi's story exploring grief, loneliness and depression, and her experience in a retirement village (Beyond Blue)	youtu.be/xxywJ7LW5DY	Short video
Margaret and Roy speak about what it feels like to be lonely as an older person, and what volunteers means to them.	youtu.be/V5EsxU84ay4	Short video
If an older person is experiencing social isolation, they may be eligible to receive an Aged Care Volunteer Visitor. Learn more and complete referrals on the webpage.	www.health.gov.au/our-work/aged-care-volunteer-visitors-scheme-acvvs	Webpage

Counselling and suicide

If you are unsure of what to do in any situation, talk to your Volunteer Manager.

For volunteers engaged in activities with older people who may be at risk of suicide or suicidal ideation, or who may raise distressing topics.

These are intensive training programs. Shorter training can be found in the grief, social isolation, and loneliness section in this document.

For more information or if you are concerned about an older person, please contact your manager and/or refer the older person to their provider.

Description	Location	Mode
The Suicide Prevention for Seniors Program has two parts: a self-paced online program, and an online workshop. It will take 3 hours in total, is free, and can be accessed by volunteers in aged care.	www.anglicare.org.au/what-we-offer/mental-health/suicide-prevention-for-seniors/	Short course
Open Arms offers several free training opportunities (Suicide Intervention and Mental Health Literacy Workshops) to those seeking to help family, friends, co-workers, or others in the veteran community. Open Arms suicide intervention workshops help participants to recognise warning signs for suicide and learn intervention strategies.	www.openarms.gov.au/get-support/treatment-programs-and-workshops/suicide-intervention-and-mental-health-literacy-workshops	Short courses

Fire safety awareness

If you are unsure of what to do in any situation, talk to your Volunteer Manager.

This information is provided as a general guide for people working with older people concerned about fire risks in their home, particularly in home care and in fire-prone areas. For more specific information or help please refer the older person to their provider or case manager.

Description	Location	Mode
The Home Fire Safety Checklist was developed by the Country Fire Authority (Victoria).	www.cfa.vic.gov.au/plan-prepare/your-local-area-info-and-advice/e-learning	Factsheet
Department of Fire and Emergency Services WA video setting out 4 main messages: install smoke alarms, never leave heat sources unattended, know your escape plan, and get out if there's a fire.	www.youtube.com/watch?v=m6Yf-Uh4Luo	Short video
The Country Fire Authority free online learning module covering home fire safety for people at higher risk (audience includes carers and support workers). It covers prevention, detection, and escape plans. The website has other resources like a safety checklist and referral pathways.	www.cfa.vic.gov.au/plan-prepare/your-local-area-info-and-advice/e-learning	Learning module
This toolkit ('ACT! A Collaborative Toolkit') supports aged care providers to empower older people to make decisions about preparing for emergencies, including training staff and volunteers.	nswmealsonwheels.org.au/act	Toolkit

Food safety

If you are unsure of what to do in any situation, talk to your Volunteer Manager.

This information is of a general nature for anyone handling food, either role-based or incidental. Resources also include factsheets to help older people receiving aged care understand and act on their rights in relation to food.

Description	Location	Mode
Food Standards Australia New Zealand (FSANZ) develops food standards for Australia and New Zealand. See their InfoBites series for information on food safety standards and practical tips to reduce food safety risks.	www.foodstandards.gov.au/foodsafety/standards/Pages/Food-safety-requirements.aspx	Webpage
FSANZ downloadable factsheets on food safety topics. The InfoBites '*Health and Hygiene – Advice for Food Handlers*' is a good starting point for basic advice.	www.foodstandards.gov.au/business/food-safety/fact-sheets/health-and-hygiene-advice-for-food-handlers	Factsheet
The ACQSC 'Food, Dining and Nutrition' resources cover dining choices, swallowing, and oral health. Resources include factsheets, posters, videos and creative activities and colouring resources for older people and their caregivers.	www.agedcarequality.gov.au/consumers/food-dining-and-nutrition	Webpage
The Maggie Beer Foundation's 11 online training modules for those interested in improving the food experience in residential aged care. They are free to access and cover cooking techniques, texture modified foods and presentation, food culture, improving the dining experience, and maximising flavour.	lms.maggiebeerfoundation.org.au/	Online modules (with certificates)

Technology support

For people working with older people who have asked for help with general digital technologies.

Description	Location	Mode
BeConnected is an Australian Government initiative aimed at increasing the confidence, skills, and online safety of older people using technology. The website provides free resources and classes on a range of topics, including: • the basics of computers and laptops, • Wi-Fi, • social media, • myGov, • avoiding scams.	beconnected.esafety.gov.au/	Webpage

Mobility Support

For people working with older people who would like help with mobility.

Description	Location	Mode
This factsheet provides guidance on how to safely push someone in a wheelchair, including: • pre-checks, • helping someone into a wheelchair, • tips for pushing safety, • folding a wheelchair.	www.svhs.org.au/ArticleDocuments/4044/How%20to%20push%20a%20person%20in%20a%20wheelchair.pdf.aspx?embed=y	Factsheet
This 6 minute video introduces you to wheelchairs, including the main parts of a wheelchair. It was created for National Health Service (UK) wheelchairs but can be applied in an Australian context.	www.youtube.com/watch?v=3DAQdhcGYAI	Video
This 9 minute video and follows on from the previous video, introducing you to some basics of using a wheelchair, including moving on and off, and pushing. It was created for National Health Service (UK) wheelchairs but can be applied in an Australian context.	www.youtube.com/watch?v=haDPggXr6rY	Video
A short, 10 minute module on falls prevention. Provided by the University of Tasmania and funded by the Department of Health and Aged Care.	equiplearning.mooc.utas.edu.au/	Learning module (with certificates)

Volunteer behaviours

Required behaviours for volunteers engaged by approved aged care providers

For all volunteers in aged care engaged by approved aged care providers.

Approved aged care providers have a responsibility to take reasonable steps to ensure their aged care workers (including volunteers) comply with the Code of Conduct for Aged Care.

Approved aged care providers also have a responsibility to implement and maintain compliance with the Quality Standards.

As a volunteer, please speak to your Volunteer Manager for more information on the Code of Conduct or the Quality Standards. The below information is provided to complement training from an aged care provider.

If you are a volunteer who is not engaged by an approved aged care provider, you will still have expected behaviours set out in your volunteer role description.

Description	Location	Mode
Learn more about the Aged Care Quality Standards, access factsheets, and watch videos.	www.agedcarequality.gov.au/providers/standards	Webpage
This factsheet has resources on the Code of Conduct for Aged Care, which you can use to narrow down information as needed for a particular purpose. It includes a link to learning modules, posters, factsheets with examples and a quick reference guide.	www.agedcarequality.gov.au/resources/code-conduct-aged-care-code	Factsheet
The Code of Conduct for Aged Care – Training PowerPoint is a presentation that trainers can download, customise and use to teach their workers	www.agedcarequality.gov.au/resources/code-conduct-aged-care-training-powerpoint	Webpage

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Description	Location	Mode
(including volunteers) about the Code of Conduct for Aged Care.		
The ACQSC factsheets on the **Role of the Commission and the Code of Conduct for Aged Care – for Aged Care Volunteers.** It explains who the Commission is, what the Code is, and what the responsibilities of a volunteer are. The ACQSC has a short video and a separate guidance document for Volunteer Managers.	www.agedcarequality.gov.au/resources/volunteers-aged-care	Factsheet and video
This Department of Health and Aged Care video explains the duty of care in aged care. While it is created for aged care workers, it can be applied to the volunteer role. The video also has a short, downloadable 'facilitator guide' that summarises the information in the video and provides links to more information.	www.health.gov.au/resources/videos/duty-of-care-introduction-to-aged-care-video?language=en	Short video
This Department of Health and Aged Care video explains what neglect can look like in aged care. While it is created for aged care workers, it can be applied to the volunteer role. The video also has a short, downloadable 'facilitator guide' that summarises the video and provides links to more information.	www.health.gov.au/resources/videos/neglect-introduction-to-aged-care-video?language=en	Short video

Privacy and confidentiality

For all people working in the aged care sector. This page includes information on obligations under the Aged Care Quality Standards with case studies.

As part of the aged care workforce, volunteers should uphold privacy and confidentiality responsibilities in line with the *Aged Care Act 1997* and privacy laws.

Description	Location	Mode
Standard 1, Requirement 3(f) of the Aged Care Quality Standards is that each consumer's privacy is respected, and personal information is kept confidential. The ACQSC provides guidance on this in a downloadable form (p.22 of Standard 1 Guidance).	www.agedcarequality.gov.au/providers/standards/standard-1	Webpage
ACQSC guidance to assist aged care workers (including volunteers) in understanding their obligations under the Code of Conduct. Page 23 addresses the obligation to act with respect for the privacy of people.	www.agedcarequality.gov.au/sites/default/files/media/code-of-conduct-for-aged-care-worker-guidance.pdf	Factsheet
The Department of Health and Aged Care video explains what privacy and confidentiality means in aged care. While it is created for aged care workers, it can be applied to the volunteer role. The video also has a short, downloadable 'facilitator guide' that summarises the video and provides links to more information.	www.health.gov.au/resources/videos/privacy-and-confidentiality-introduction-to-aged-care-video?language=en	Short video

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Professional boundaries

For all people working in the aged care sector. This page introduces the importance of boundaries and remaining within your set role. For more information, speak to your Volunteer Manager.

Description	Location	Mode
Article explaining what professional boundaries are in the context of client-carer relationships and how to apply them. Includes examples, an embedded video, and two multiple choice questions to test knowledge.	4mylearning.blogspot.com/2019/10/understanding-professional-boundaries.html	Webpage
The Department of Health and Aged Care video explains what 'scope of practice' means. While it was created for aged care workers, it can be applied to the volunteer role. The video also has a short, downloadable 'facilitator guide' that summarises the video and provides links to more information.	www.health.gov.au/resources/videos/scope-of-practice-introduction-to-aged-care-video?language=en	Short video