



# Training and professional development opportunities for aged care workers

Free and government subsidised training opportunities to support workers in building and refining their professional aged care skills.

## Building the aged care profession

Aged care workers deliver safe, high-quality and rights-based care and support services to older people in Australia.

The Australian Government is committed to building a valued, skilled and supported aged care workforce that meets the needs and rights of older people.

To support this, the Government encourages all workers to undertake training to increase their skills, knowledge and confidence in delivering care and support services.

The Professional FrameWork – to build and strengthen the aged care workforce (the FrameWork) includes priorities for action to boost education and training, increase career pathways, encourage innovation and build leadership capability.

These priorities for action require balanced and coordinated approaches from everyone involved in aged care and will support building a sector where:

- workers have access to the training they need to deliver high-quality care and support services, and
- training is high-quality and allows a diverse range of people to enter and grow their career in aged care, with opportunities for professional development.



[www.health.gov.au/professional-framework](http://www.health.gov.au/professional-framework)

This document presents a comprehensive overview of free, or subsidised through government funding or scholarships, training and skills development opportunities available to aged care workers. These opportunities will support continuous development for workers to build more specialised skills.

## Free training opportunities for aged care workers

| Topic   | Description of training   | Website link   |  |
|---|---|--|--|
| <b>WORKING IN AGED CARE</b>                                 |   |  |  |
| Code of Conduct for Aged Care                               | Information on the Code of Conduct for Aged Care and examples on how it applies in context.   | <a href="http://www.agedcarequality.gov.au/providers/education-training/online-learning-alis">www.agedcarequality.gov.au/providers/education-training/online-learning-alis</a>   | <a href="mailto:education@agedcarequality.gov.au">education@agedcarequality.gov.au</a> |
| New Aged Care Act 2024                                      | eLearning modules to support aged care workers in learning about the new Aged Care Act 2024.  | <a href="http://www.health.gov.au/our-work/aged-care-act/prepare/elearning-for-aged-care-workers-and-volunteers">www.health.gov.au/our-work/aged-care-act/prepare/elearning-for-aged-care-workers-and-volunteers</a>     | <a href="mailto:educationnewAct@health.gov.au">educationnewAct@health.gov.au</a>       |
| Restrictive practices                                       | Resources and guidance to help workers and providers to understand the requirements for the use of a restrictive practice in residential aged care.   | <a href="http://www.agedcarequality.gov.au/providers/clinical-governance/restrictive-practices-provider-resources">www.agedcarequality.gov.au/providers/clinical-governance/restrictive-practices-provider-resources</a> | <a href="mailto:education@agedcarequality.gov.au">education@agedcarequality.gov.au</a> |
| Strengthened Aged Care Quality Standards                    | Information on provider responsibilities under the strengthened Aged Care Quality Standards and examples on how to apply these in context.  | <a href="http://www.agedcarequality.gov.au/providers/education-training/online-learning-alis">www.agedcarequality.gov.au/providers/education-training/online-learning-alis</a>   | <a href="mailto:education@agedcarequality.gov.au">education@agedcarequality.gov.au</a> |
| The Serious Incident Response Scheme (SIRS)                 | Resources to support aged care workers in using their incident management systems to capture and manage SIRS incidents. It helps people understand SIRS reportable incident types and how to identify and respond to these.                             | <a href="http://www.agedcarequality.gov.au/providers/education-training/online-learning-alis">www.agedcarequality.gov.au/providers/education-training/online-learning-alis</a>   | <a href="mailto:education@agedcarequality.gov.au">education@agedcarequality.gov.au</a> |
| Working in aged care – an overview of rights and regulation | Supports people who are new to aged care with information on aged care in Australia, the Aged Care Quality and Safety Commission, the Statement of Rights, obligations of registered providers and the importance of rights-based, person-centred care. | <a href="http://www.agedcarequality.gov.au/providers/education-training/online-learning-alis">www.agedcarequality.gov.au/providers/education-training/online-learning-alis</a>   | <a href="mailto:education@agedcarequality.gov.au">education@agedcarequality.gov.au</a> |

| Topic   | Description of training  | Website link   |  |
|---|--|--|--|
| <b>CULTURALLY SAFE, TRUAMA AWARE, HEALING INFORMED CARE</b> |  |  |  |
| Culturally and linguistically diverse aged care             | Partners in Culturally Appropriate Care provide face-to-face and online workshops, training and information sessions, and resources.<br><br>They help ensure aged care workers have the skills and knowledge to meet the needs of culturally and linguistically diverse older people in their care.    | <a href="http://www.health.gov.au/our-work/partners-in-culturally-appropriate-care-picac">www.health.gov.au/our-work/partners-in-culturally-appropriate-care-picac</a><br><br><a href="http://culturaldiversity.com.au">culturaldiversity.com.au</a>                           | <a href="mailto:info@culturaldiversity.com.au">info@culturaldiversity.com.au</a>       |
| Diversity education   | OPAN provides free face-to-face workshops, modules and resources to promote more inclusive services for older people from diverse and marginalised groups.<br><br>They are beneficial for all aged care workers, including those responsible for quality improvement, service planning and compliance. | <a href="http://www.opan.org.au/education/diversity-education/">www.opan.org.au/education/diversity-education/</a><br><br><a href="http://www.opan.org.au/education/training-for-aged-care-professionals/">www.opan.org.au/education/training-for-aged-care-professionals/</a> | <a href="mailto:enquiries@opan.org.au">enquiries@opan.org.au</a>                       |
| Everyone has a story – delivering culturally inclusive care | Highlights considerations in providing culturally inclusive care to aged care people from culturally and linguistically diverse backgrounds.   | <a href="http://www.agedcarequality.gov.au/providers/education-training/online-learning-alis">www.agedcarequality.gov.au/providers/education-training/online-learning-alis</a>   | <a href="mailto:education@agedcarequality.gov.au">education@agedcarequality.gov.au</a> |
| LGBTIQ+ aged care awareness                                 | Silver Rainbow, in collaboration with national partners, provides free training, factsheets and webinars in delivering inclusive aged care services to older people in the LGBTIQ+ community.  | <a href="http://www.lgbtiqhealth.org.au/silver-rainbow-training">www.lgbtiqhealth.org.au/silver-rainbow-training</a><br><br><a href="http://www.lgbtiqhealth.org.au/workforceresources">www.lgbtiqhealth.org.au/workforceresources</a>   | <a href="mailto:info@lgbtiqhealth.org.au">info@lgbtiqhealth.org.au</a>                 |
| Trauma aware, healing informed care                         | E-learning modules, training and toolkits to support all aged care workers in delivering trauma aware, healing informed aged care services to older people.<br><br>This includes an introduction on the impacts of childhood trauma  | <a href="http://www.helpinghand.org.au/about-us/diversity-inclusion-belonging/forgotten-australians/">www.helpinghand.org.au/about-us/diversity-inclusion-belonging/forgotten-australians/</a>   | <a href="mailto:info@helpinghand.org.au">info@helpinghand.org.au</a>                   |

| Topic   | Description of training   | Website link   |  |
|---|---|--|--|
|   | and support on navigating sensitive intake conversations.   |  |  |
| Trauma, grief and wellbeing                       | Webinars, factsheets and short videos for all aged care workers when delivering trauma informed care, supporting someone experiencing grief and supports to help staff look after their own wellbeing.  | <a href="http://www.phoenixaustralia.org/aged-care/aged-care-managers/">www.phoenixaustralia.org/aged-care/aged-care-managers/</a><br><a href="http://www.phoenixaustralia.org/aged-care/aged-care-workforce/">www.phoenixaustralia.org/aged-care/aged-care-workforce/</a>   | N/A  |
| <b>DEMENTIA CARE</b>                              |   |  |  |
| Dementia care                                     | Dementia Training Australia provides a range of online courses, modules and resources for all aged care workers to support the delivery of safe, high-quality care to people living with dementia.<br><br>Workers and providers can also identify and address their specific training needs by using the Learning Pathways tool and National Dementia Education and Training Standards Framework. | <a href="http://www.dta.com.au/online-dementia-courses/">www.dta.com.au/online-dementia-courses/</a><br><a href="http://www.dta.com.au/online-course-modules/">www.dta.com.au/online-course-modules/</a><br><a href="http://www.learningpathways.dta.com.au/">www.learningpathways.dta.com.au/</a><br><a href="http://www.dta.com.au/ndetsf/">www.dta.com.au/ndetsf/</a> | N/A  |
| Dementia Respite Education and Mentoring          | The University of Tasmania Wicking Dementia Research and Education Centre, in collaboration with Dementia Support Australia, provides free online modules, resources, networking support and coaching to support all aged care workers to deliver safe, high-quality dementia care.   | <a href="http://www.dream.utas.edu.au/">www.dream.utas.edu.au/</a>   | <a href="mailto:dream@utas.edu.au">dream@utas.edu.au</a>     |
| Training for interpreters on dementia assessments | The National Ageing Research Institute, in collaboration with MINDSET, provides training for interpreters on dementia to improve cognitive assessment for dementia of people from culturally and linguistically diverse backgrounds.  | <a href="http://www.naati.com.au/news/updated-free-training-to-interpreters-for-dementia-assessments-now-hosted-on-naati-learn/">www.naati.com.au/news/updated-free-training-to-interpreters-for-dementia-assessments-now-hosted-on-naati-learn/</a>   | <a href="mailto:mindset@nari.edu.au">mindset@nari.edu.au</a> |

| Topic  | Description of training  | Website link   |  |
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|  | The training includes information on the tools used to assess and diagnose dementia and provides strategies for cognitive assessments.   |  |  |
| <b>FOOD AND NUTRITION</b>                          |  |  |  |
| Food and nutrition                                 | <p>The Maggie Beer Foundation provides free education and training to improve food and nutrition experiences for older people in Australia.</p> <p>All aged care providers, chefs, cooks and food service staff are encouraged to take part in the training.</p>         | <a href="http://www.lms.maggibeerfoundation.org.au">www.lms.maggibeerfoundation.org.au</a>   | <a href="mailto:nutritioninagedcare@health.gov.au">nutritioninagedcare@health.gov.au</a> |
| Nutrition, dining and challenge support            | Education that covers key information on eating, drinking and nutrition in aged care and offers support on associated challenges.  | <a href="http://www.agedcarequality.gov.au/providers/education-training/online-learning-alis">www.agedcarequality.gov.au/providers/education-training/online-learning-alis</a>   | <a href="mailto:education@agedcarequality.gov.au">education@agedcarequality.gov.au</a>   |
| <b>GOVERNANCE AND LEADERSHIP</b>                   |  |  |  |
| Governance training for rural and remote aged care | <p>Free governance training and education sessions for rural and remote aged care providers, and First Nations aged care providers nationally.</p> <p>Training is delivered online and includes advice and information on corporate and aged care sector governance.</p> | <a href="http://www.consultations.health.gov.au/ageing-and-aged-care/governance-training-service-development-assistance/">www.consultations.health.gov.au/ageing-and-aged-care/governance-training-service-development-assistance/</a> | <a href="mailto:sdap@health.gov.au">sdap@health.gov.au</a>                               |
| Governing for Reform in Aged Care Program          | This Program provides online modules, resources and tools to support governing body members, leaders and emerging leaders to strengthen corporate and clinical governance capabilities and enact critical reform.  | <a href="http://www.agedcarequality.gov.au/for-providers/provider-governance/governing-reform-aged-care-program">www.agedcarequality.gov.au/for-providers/provider-governance/governing-reform-aged-care-program</a>                   | <a href="mailto:education@agedcarequality.gov.au">education@agedcarequality.gov.au</a>   |

| Topic   | Description of training  | Website link   |  |
|---|--|--|--|
| <b>INFECTON PREVENTION AND CONTROL</b>        |  |  |  |
| Infection prevention and control in aged care | This course introduces key information on infection prevention and control.  | <a href="http://www.agedcarequality.gov.au/providers/education-training/online-learning-alis">www.agedcarequality.gov.au/providers/education-training/online-learning-alis</a>   | <a href="mailto:education@agedcarequality.gov.au">education@agedcarequality.gov.au</a>   |
| National Hand Hygiene Initiative              | This training provides hand hygiene education for clinical, non-clinical and dental healthcare workers and students.   | <a href="http://www.agedcarequality.gov.au/providers/education-training/online-learning-alis">www.agedcarequality.gov.au/providers/education-training/online-learning-alis</a>   | <a href="mailto:education@agedcarequality.gov.au">education@agedcarequality.gov.au</a>   |
| <b>LITERACY AND NUMERACY</b>                  |  |  |  |
| Adult Migrant English Program                 | This Program provides free English language education to help eligible migrants and humanitarian entrants improve their English language skills. Classes are available face-to-face or online. | <a href="http://www.immi.homeaffairs.gov.au/settling-in-australia/amep/overview">www.immi.homeaffairs.gov.au/settling-in-australia/amep/overview</a>   | N/A  |
| Reading and Writing Hotline                   | A free service to help adults improve their reading, writing and basic maths.  | <a href="http://readingwritinghotline.edu.au">readingwritinghotline.edu.au</a>   | 1300 655 506   |
| Skills for Education and Employment Program   | This Program provides free language, literacy, numeracy and digital skill training to eligible Australians. Training is available face-to-face or online.                                      | <a href="http://www.dewr.gov.au/skills-education-and-employment">www.dewr.gov.au/skills-education-and-employment</a>   | <a href="http://www.dewr.gov.au/skills-education-and-employment/see-providers">www.dewr.gov.au/skills-education-and-employment/see-providers</a> |
| <b>MENTAL HEALTH</b>                          |  |  |  |
| Grief, bereavement and support                | Fact sheets and resources to support all Australians when navigating grief or supporting someone who is grieving.  | <a href="http://www.grief.org.au/ga/ga/Support/Resources.aspx">www.grief.org.au/ga/ga/Support/Resources.aspx</a><br><a href="http://www.grief.org.au/ga/ga/Support/My_Grief_App.aspx">www.grief.org.au/ga/ga/Support/My_Grief_App.aspx</a> | <a href="mailto:info@grief.org.au">info@grief.org.au</a>   |
| Intellectual disability mental health         | Online modules and resources for health professionals to build knowledge and skills to provide safe, high-quality care to people with an intellectual disability.                              | <a href="http://www.3dn.unsw.edu.au/resources/health-mental-health-professionals">www.3dn.unsw.edu.au/resources/health-mental-health-professionals</a>   | <a href="mailto:nceidh@unsw.edu.au">nceidh@unsw.edu.au</a>   |

| Topic  | Description of training  | Website link   |  |
|--|--|--|--|
| Mental Health Professional Online Development (MHPOD) Portal | This Portal provides free modules and resources for all aged care workers to build their knowledge and awareness of mental health when delivering care.  | <a href="http://www.mhpod.gov.au/learning-portal/">www.mhpod.gov.au/learning-portal/</a>   | <a href="mailto:help@mhpod.gov.au">help@mhpod.gov.au</a>                                 |
| Suicide Prevention for Seniors Program                       | Training for all aged care workers on how to support an older person experiencing thoughts of suicide.   | <a href="http://www.anglicare.org.au/community/events-courses-training/suicide-prevention-for-seniors-program/">www.anglicare.org.au/community/events-courses-training/suicide-prevention-for-seniors-program/</a> | N/A  |
| <b>NURSING PROGRAMS</b>                                      |  |  |  |
| Aged Care Transition to Practice Program                     | Provides nurses with mentoring, training and support at the start of their career. Nurses who take part in the program will receive specialist training in aged care and gerontological nursing, and mentorship from senior aged care nurses.                  | <a href="http://www.health.gov.au/our-work/aged-care-transition-to-practice-program">www.health.gov.au/our-work/aged-care-transition-to-practice-program</a>   | <a href="mailto:acworkforceprograms@health.gov.au">acworkforceprograms@health.gov.au</a> |
| <b>PALLIATIVE CARE</b>                                       |  |  |  |
| Palliative care  | A range of free resources, education and training programs for all aged care workers to increase their knowledge, skills and confidence to care for and communicate with people who have a life-limiting illness.  | <a href="http://www.health.gov.au/topics/palliative-care/palliative-care-education-and-training">www.health.gov.au/topics/palliative-care/palliative-care-education-and-training</a>                               | <a href="mailto:palliative.care@health.gov.au">palliative.care@health.gov.au</a>         |
| <b>SUPPORT AT HOME</b>                                       |  |  |  |
| Support at Home  | Free training modules to support aged care providers and their workers to understand their responsibilities in delivering Support at Home services.<br><br>This includes training on aged care assessment, care plans and management, and short-term pathways. | <a href="http://www.health.gov.au/our-work/support-at-home/transitioning/provider-training">www.health.gov.au/our-work/support-at-home/transitioning/provider-training</a>   | <a href="mailto:SAHimplementation@health.gov.au">SAHimplementation@health.gov.au</a>     |

| Topic  | Description of training  | Website link   |  |
|--|--|--|--|
| <b>SPECIALIST AGED CARE TRAINING</b>                             |  |  |  |
| Equip Aged Care Learning   | <p>The University of Tasmania Wicking Dementia Research and Education Centre provides a series of free, short online modules for all aged care workers.</p> <p>The modules cover a range of aged care topics, including dementia, palliative care, hearing health, oral health, wound management, cross-cultural awareness and the strengthened Aged Care Quality Standards.</p> | <a href="http://www.equiplearning.utas.edu.au">www.equiplearning.utas.edu.au</a>   | <a href="mailto:equiplearning@utas.edu.au">equiplearning@utas.edu.au</a>               |
| Better lives for residents through innovative education (BERTIE) | Highlights information on recognising early deterioration to help improve the wellbeing of residents in residential aged care.   | <a href="http://www.agedcarequality.gov.au/providers/education-training/online-learning-alis">www.agedcarequality.gov.au/providers/education-training/online-learning-alis</a>   | <a href="mailto:education@agedcarequality.gov.au">education@agedcarequality.gov.au</a> |
| <b>TELEHEALTH</b>  |  |  |  |
| Telehealth guidance  | Guidance for aged care providers and workers in residential aged care when working with telehealth services.   | <a href="http://www.agedcarequality.gov.au/providers/education-training/online-learning-alis">www.agedcarequality.gov.au/providers/education-training/online-learning-alis</a>   | <a href="mailto:education@agedcarequality.gov.au">education@agedcarequality.gov.au</a> |
| Telehealth training for residential aged care                    | Free online training for all aged care workers on the delivery of telehealth in residential aged care. Training covers the setup, governance, management and usage of telehealth.  | <a href="http://www.resiagedcaretelehealth.training/">www.resiagedcaretelehealth.training/</a>   | <a href="mailto:execoffice@phncooperative.org.au">execoffice@phncooperative.org.au</a> |
| <b>VOLUNTEER TRAINING</b>  |  |  |  |
| Aged care volunteer training                                     | Training, resources and support for volunteers in aged care to help them feel confident in their role.   | <a href="http://www.health.gov.au/topics/aged-care/volunteers">www.health.gov.au/topics/aged-care/volunteers</a><br><a href="http://www.health.gov.au/resources/publications/volunteers-in-aged-care-training-and-resource-kit-for-volunteers-and-volunteer-managers">www.health.gov.au/resources/publications/volunteers-in-aged-care-training-and-resource-kit-for-volunteers-and-volunteer-managers</a> | <a href="mailto:agedcarevolunteer@health.gov.au">agedcarevolunteer@health.gov.au</a>   |

## Government subsidised courses, Fee-Free TAFE, scholarships, apprenticeships and traineeships

The government offers programs enabling eligible students to undertake accredited diplomas, certificates, skill sets, or short course, including Nursing and Individual Support, with the goal of enhancing the aged care workforce.

The government provides subsidised support for the following courses. While scholarship or subsidised places exist for qualifying applicants, some participants may be required to pay a fee.

| Topic   | Description of training   | Website link   | Contact information  |
|---|---|--|--|
| Apprenticeships and traineeships advice and support | <p>Whether you're a recent school leaver, looking for work, or keen to upgrade your skills, apprenticeships and traineeships provide a practical, hands-on training pathway supported by formal study.</p> <p>With opportunities available across a wide range of industries, you can earn while you learn, gain nationally recognised qualifications, and build valuable skills for your chosen career.</p> <p>Many programs focus on high-demand fields, helping you set yourself up for long-term success.</p> | <a href="http://www.apprenticeships.gov.au">www.apprenticeships.gov.au</a>   | N/A  |
| ARIIA – Innovation Capability Program               | Provides aged care workers with the knowledge, skills and capability to solve problems, adapt to change and implement evidence-based innovation in their aged care organisations.   | <a href="http://www.ariaa.org.au/programs/workforce/innovation-capability-program">www.ariaa.org.au/programs/workforce/innovation-capability-program</a>                   | <a href="mailto:ariaa@ariaa.org.au">ariaa@ariaa.org.au</a> |
| ARIIA – LIFT Leadership Program                     | Equips aged care managers with essential skills and knowledge to lead their teams through innovation, implementation and change.  | <a href="http://www.ariaa.org.au/programs/workforce/lift-leadership-program">www.ariaa.org.au/programs/workforce/lift-leadership-program</a>                               | <a href="mailto:ariaa@ariaa.org.au">ariaa@ariaa.org.au</a> |
| ARIIA – Retaining your Aged Care Workforce          | A short online course for aged care leaders to learn about what affects workforce retention and   | <a href="http://www.ariaa.org.au/programs/workforce-capability-development-programs/short-">www.ariaa.org.au/programs/workforce-capability-development-programs/short-</a> | <a href="mailto:ariaa@ariaa.org.au">ariaa@ariaa.org.au</a> |

| Topic                                    | Description of training  | Website link  | Contact information  |
|--|--|---|--|
|  | <p>practical, research-backed methods to increase it.</p> <p>The course includes online modules and facilitated workshops on how to use data effectively, addressing challenges, and supporting diverse workforce groups.</p>  | <a href="#">courses/retaining-workers-aged-care</a>   |  |
| Fee-Free TAFE                            | <p>Fee-Free TAFE offers a variety of courses to those wanting to train, retrain or upskill.</p> <p>Eligible people can study an accredited diploma (for example, a Diploma of Nursing), certificate (for example, the Certificate III in Individual Support) skill sets (for example, the Entry into Care Roles Skill Set), or a short course without incurring a cost for the tuition fees.</p> | <a href="http://www.yourcareer.gov.au/fee-free-tafe">www.yourcareer.gov.au/fee-free-tafe</a>  | N/A  |
| Indigenous Employment Initiative Program | <p>This Program funds eligible aged care organisations to provide wages and training for Aboriginal and Torres Strait Islander workers in non-clinical aged care roles, including, for example personal care, food preparation and gardening.</p>  | <p><a href="http://www.health.gov.au/our-work/indigenous-employment-initiative-program">www.health.gov.au/our-work/indigenous-employment-initiative-program</a></p> <p><a href="http://www.health.gov.au/resources/publications/list-of-indigenous-employment-initiative-ie-providers?language=en">www.health.gov.au/resources/publications/list-of-indigenous-employment-initiative-ie-providers?language=en</a></p> | <a href="mailto:IEI.2024.2025.2026@health.gov.au">IEI.2024.2025.2026@health.gov.au</a> |
| Aged Care Nursing Scholarship Program    | <p>Provides the opportunity for aged care workers to complete formal qualifications in aged care nursing.</p> <p>Registered and enrolled nurses can also undertake training to develop their leadership skills and experience to progress their nursing careers in aged care.</p>  | <a href="http://www.acnp.org.au/ansp">www.acnp.org.au/ansp</a>  | <a href="mailto:agedcarescholarship@acnp.org.au">agedcarescholarship@acnp.org.au</a>   |

## Learn more about how we are supporting the aged care workforce

- Stay up to date on the latest news and information specifically for workers. Subscribe to *Working in Aged Care Update*, our newsletter for aged care workforce.



[health.gov.au/aged-care-newsletter-subscribe](https://health.gov.au/aged-care-newsletter-subscribe)

- Find out about career opportunities and various pathways to work in aged care



[health.gov.au/topics/aged-care-workforce](https://health.gov.au/topics/aged-care-workforce)



## Improving Australia's aged care system

The Australian Government has delivered major changes to improve aged care.



Visit [health.gov.au/aged-care-reforms](https://health.gov.au/aged-care-reforms)



Phone **1800 200 422** (My Aged Care's free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit [nrchat.nrscall.gov.au/nrs](https://nrchat.nrscall.gov.au/nrs) to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.