SSD CONNECT Alliance

Essential Knowledge under the Aged Care Act 2024

A guide to workforce training and resources

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About the SSD Connect Alliance

The SSD Connect Alliance is a partnership of local government and community health Sector Support and Development providers across North Metro and West Metro Melbourne and the Loddon Mallee region of Victoria.

The Alliance includes:

- Banyule City Council
- Brimbank City Council
- City of Darebin
- City of Whittlesea
- cohealth
- Maribyrnong City Council
- Merri-bek City Council
- Moonee Valley City Council
- Omnia Community Health.

For more information, contact

SSD Connect Alliance
ssdsupport@omniach.org.au
ssdconnect.org.au

Disclaimer

This guide has been developed by the SSD Connect Alliance to assist registered aged care organisations, particularly CHSP-funded providers. It's based on current guidance from the Aged Care Quality and Safety Commission and the Department of Health, Disability and Ageing.

It is a general resource only and does not constitute legal or professional advice. You must adapt the information to align with your organisation's policies and procedures. Every effort has been made to provide accurate and current information at the time of publication. However, the SSD Connect Alliance accepts no responsibility for any loss, damage or consequence arising from the use of this guide.

Acknowledgements

We acknowledge the traditional Aboriginal and Torres Strait Islander Custodians of Country throughout Victoria. We pay our respects to them, their culture and their Elders past and present. The regions we work in include people from diverse cultures with diverse beliefs, abilities, bodies, sexualities, genders and ages. We're committed to access, equity, participation and rights for everyone.

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01

Introduction

The Aged Care Act 2024 (the Act) requires registered aged care providers and associated providers to show that all staff, including responsible persons, understand their obligations under the Act and can deliver high-quality care and services appropriate to their role.

In addition to being compliant with the Act, providers must ensure they are meeting the **strengthened Aged Care Quality Standards**. Outcome 2.9.6 of the Standards requires providers to ensure that workers are provided with training and supervision to effectively perform their roles. At a minimum, this includes:

- person-centred, rights-based care
- culturally safe, trauma-aware and healing-informed care
- caring for people living with dementia
- responding to medical emergencies
- the Code of Conduct, Serious Incident Response Scheme, the Quality Standards and other requirements relevant to the worker's role.

Keeping accurate records of completed training or education helps demonstrate that an organisation is meeting its obligations under the Act. These records may support audit and registration renewal processes.

This guide supports registered aged care organisations, particularly CHSP-funded providers. It will help you identify:

- the essential knowledge staff and responsible persons need
- who needs to complete particular training or education
- where to find relevant training, resources and further information.

02

How to use this guide

Matrix 1: Key activity areas and suggested knowledge levels

The key activity areas listed in Matrix One are grouped under three headings:

- general Aged Care Act requirements
- governance
- quality and safe care and services.

Matrix 1 brings together four key elements:

- staffing groups that describe common roles across organisations
- suggested knowledge levels for each staffing group
- how key activity areas apply across different registration categories
- when this knowledge should be acquired and refreshed.

The list of key activity areas is extensive and may exceed what some providers can deliver within available budgets and staffing.

Your organisation should develop a training plan that reflects the needs of the older people who use your services and the experience of your staff.

Staffing groups

The guide uses the following staffing groups to describe common roles across aged care organisations. Job titles vary between organisations, so use the group that best reflects a worker's responsibilities.

STAFFING GROUP	EXAMPLES OF ROLES INCLUDED
Responsible persons	CEO, board members, committee of management members, executive staff, clinical leads
Middle management	Program managers, People and Culture, IT, finance, marketing and communications
Clinical and allied health	Nursing, allied health, therapy services

STAFFING GROUP	EXAMPLES OF ROLES INCLUDED
Indirect program staff	Team leaders, care partners, coordinators, intake and access teams, administration support
Direct program staff	Social support workers, support workers, allied health assistants
Other program staff	Home maintenance, paid meal deliverers, paid community transport drivers
Volunteers	All unpaid workers

Knowledge level

Not all staffing groups require the same depth of knowledge for each topic. The matrix uses the following ratings to indicate the suggested level of knowledge:

✓✓✓

Full understanding of the topic and the ability to apply this knowledge in practice

✓✓

Demonstrated practical understanding of the topic

✓

Awareness of the topic

Registration categories

An organisation's registration category influences which requirements apply to the services it delivers. The registration categories are:

- **Category 1:** Home and community services, including domestic assistance, home maintenance and repairs, meals and transport
- **Category 2:** Assistive technology and home modifications, including equipment, products and home adjustments
- **Category 3:** Advisory and support services, including hoarding and squalor assistance, social support and community engagement
- **Category 4:** Personal care, care support in the home or community, respite, allied health and therapy, therapeutic services for independent living, care management and restorative care management
- **Category 5:** Nursing care and assistance with transition care
- **Category 6:** Residential care.

The key activity areas in Matrix 1 apply across Categories 1–6 unless the matrix indicates otherwise.

Timing

People in each staffing group should receive the knowledge relevant to their role at induction, with regular updates provided. Some topics require regular refresher training. In Matrix 1, (A) identifies key activity areas recommended for annual completion or refresher training.

Matrix 2: Key training and resources

Matrix 2 provides suggested online training and resources for key activity areas in Matrix 1.

This matrix draws heavily on information from the Aged Care Quality and Safety Commission and the Department of Health, Disability and Ageing.

MATRIX 1

Matrix 1: Key activity areas and suggested knowledge levels

Bold activity areas are priority topics. "(A)" indicates recommended annual completion or refresher training.
Rating key: ✓ awareness · ✓✓ demonstrated practical understanding · ✓✓✓ full understanding and ability to apply in practice.

General Act requirements

SUGGESTED KNOWLEDGE LEVEL BY STAFFING GROUP

KEY ACTIVITY AREA	STAFFING GROUPS						
	RESPONSIBLE PERSONS	MIDDLE MANAGEMENT	CLINICAL & ALLIED HEALTH	INDIRECT PROGRAM	DIRECT PROGRAM	OTHER PROGRAM	VOLUNTEERS
Aged Care Act 2024	✓✓✓	✓✓✓	✓✓	✓✓	✓✓	✓	✓
Aged Care Rules 2025	✓✓✓	✓✓✓	✓✓	✓	✓	✓	✓
Aged care audits	✓✓	✓✓✓	✓✓	✓✓	–	–	–
Associated providers	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓	✓	–
Child safety (A)	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓	✓✓	✓✓
Code of Conduct (A)	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓
Complaints, feedback and whistleblowers (A)	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓	✓✓	✓✓
Data Exchange (DEX)	✓	✓✓✓	✓	✓✓✓	✓	✓	✓
Eligibility requirements	✓✓✓	✓✓✓	✓✓✓	✓✓✓	–	–	–
Extreme weather conditions (A)	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓

KEY ACTIVITY AREA	STAFFING GROUPS						
	RESPONSIBLE PERSONS	MIDDLE MANAGEMENT	CLINICAL & ALLIED HEALTH	INDIRECT PROGRAM	DIRECT PROGRAM	OTHER PROGRAM	VOLUNTEERS
Financial and prudential standards (excluding government and local government)	✓✓✓	✓✓✓	–	–	–	–	–
Funding and fees	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓	✓	_
Governing for reform	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓	✓✓	✓
Government Provider Management System	✓✓✓	✓✓✓	✓	✓	–	–	–
Incident management (A)	✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓	✓
Key personnel suitability (A)	✓✓✓	✓✓✓	✓✓✓	✓✓✓	–	–	–
Open disclosure (A)	✓✓✓	✓✓✓	✓✓	✓✓	✓	✓	–
Privacy and confidentiality (A)	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓	✓✓
Provider registration	✓✓✓	✓✓✓	✓✓	✓	–	–	–
Provider reporting	✓✓✓	✓✓✓	✓✓	✓✓	✓	–	–
Provider supervision	✓✓✓	✓✓✓	–	–	–	–	–
Registered supporters	✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓	✓	–
Responsible persons	✓✓✓	✓✓✓	✓✓	✓✓	✓	✓	–
Risk management (A)	✓✓✓	✓✓✓	✓✓	✓	✓	✓	✓
Serious Incident Response Scheme (SIRS) (A)	✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓	✓

KEY ACTIVITY AREA	STAFFING GROUPS						
	RESPONSIBLE PERSONS	MIDDLE MANAGEMENT	CLINICAL & ALLIED HEALTH	INDIRECT PROGRAM	DIRECT PROGRAM	OTHER PROGRAM	VOLUNTEERS
Service agreements	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓	✓	–
Statement of Principles (A)	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓	✓
Statement of Rights (A)	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓	✓
Strengthened Aged Care Quality Standards	✓✓✓	✓✓✓	✓✓✓	✓✓	✓✓	✓✓	✓
Work health and safety (A)	✓✓	✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓
Workforce capability and readiness (A)	✓	✓✓✓	✓✓	✓✓✓	✓✓	✓	✓
Workforce screening and obligations (A)	✓✓	✓✓✓	✓✓	✓✓✓	✓✓	✓✓	✓✓

Governance

SUGGESTED KNOWLEDGE LEVEL BY STAFFING GROUP

KEY ACTIVITY AREA	STAFFING GROUPS						
	RESPONSIBLE PERSONS	MIDDLE MANAGEMENT	CLINICAL & ALLIED HEALTH	INDIRECT PROGRAM	DIRECT PROGRAM	OTHER PROGRAM	VOLUNTEERS
Aged care data and digital systems	✓✓✓	✓✓✓	✓✓	✓✓	✓	✓	✓
Clinical governance (Categories 5 and 6 only)	✓✓✓	✓✓✓	✓✓	✓	✓	–	–
Compliance and enforcement	✓✓✓	✓✓✓	✓✓	✓	✓	✓	✓
Consumer Advisory Body (non government or local government categories 5 and 6 only)	✓✓✓	✓✓✓	✓	–	–	–	–
Conflict of interest (A)	✓✓✓	✓✓✓	✓✓	✓✓	✓✓	✓✓	✓
Provider governance	✓✓✓	✓✓✓	✓✓	✓✓	✓	✓	✓
Quality Care Advisory Body (non government or local government categories 5 and 6 only)	✓✓✓	✓✓✓	✓✓	–	–	–	–

Quality and safe care and services

SUGGESTED KNOWLEDGE LEVEL BY STAFFING GROUP

KEY ACTIVITY AREA	STAFFING GROUPS						
	RESPONSIBLE PERSONS	MIDDLE MANAGEMENT	CLINICAL & ALLIED HEALTH	INDIRECT PROGRAM	DIRECT PROGRAM	OTHER PROGRAM	VOLUNTEERS
Advance care planning	✓	✓✓	✓✓✓	✓✓✓	✓✓	✓	✓
Care and services planning	✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓	–	–
Carers	✓	✓	✓✓✓	✓✓✓	✓✓	✓	✓
Dementia and changed behaviours	✓	✓	✓✓✓	✓✓✓	✓✓	✓✓	✓
Dignity of risk	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓	✓✓	✓
Diversity and inclusion	✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓	✓✓	✓
Documentation in aged care	✓	✓✓	✓✓✓	✓✓✓	✓✓	✓✓	✓
Elder abuse (A)	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓	✓✓	✓
End-of-life care	✓	✓✓	✓✓✓	✓✓✓	✓✓	✓	✓
First aid and CPR (A)	✓	✓	✓✓✓	✓✓	✓✓✓	✓✓✓	✓✓✓
Hoarding and environmental neglect (squalor)	✓	✓✓	✓✓✓	✓✓✓	✓✓	✓✓	✓
Infection prevention and control (A)	✓	✓✓	✓✓✓	✓✓✓	✓✓	✓✓	✓✓
Manual handling (A)	✓	✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓

KEY ACTIVITY AREA	STAFFING GROUPS						
	RESPONSIBLE PERSONS	MIDDLE MANAGEMENT	CLINICAL & ALLIED HEALTH	INDIRECT PROGRAM	DIRECT PROGRAM	OTHER PROGRAM	VOLUNTEERS
Medication safety	✓✓	✓✓✓	✓✓✓	✓✓	✓✓✓	✓✓	✓
Person-centred and rights-based care (A)	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓	✓✓	✓
Professional boundaries	✓✓✓	✓✓✓	✓✓	✓✓	✓✓	✓✓	✓✓
Restrictive practices (A)	✓✓	✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓
Trauma-aware and healing-informed care	✓	✓✓	✓✓✓	✓✓✓	✓✓	✓✓	✓✓
Understanding ageism	✓	✓✓	✓✓✓	✓✓✓	✓✓	✓✓	✓
Wellness and reablement	✓	✓✓✓	✓✓✓	✓✓✓	✓✓	✓	✓

03

Matrix 2: Key training and resources

Training

The SSD Connect Alliance publishes a regular training calendar on the SSD Connect website. Subscribe to the keeping you connected newsletter for updates on upcoming training, events and resources.

The following on-demand training options can help organisations and staff build the required knowledge:

- **Alis** – participants must register. Access to many modules is free for registered providers, while some modules require a small fee. Certificates can be downloaded on completion.
- **Equip Aged Care Learning** – participants must register. Training is free and certificates can be downloaded on completion.
- **OPAN** – offers online training and recorded webinars. Free training requires registration and provides a certificate on completion.
- **Ausmed** – a fee-based online training platform with reporting features to support training compliance.

Resources

The SSD Connect website brings together a range of resources to support aged care organisations and staff. Matrix Two also includes additional resources relevant to each key activity area.

Training and guidance continue to be developed and updated. When looking for current information, training and supporting resources, also check:

- Department of Health, Disability and Ageing
- Aged Care Quality and Safety Commission
- Training checklist – aged care workers and volunteers
- Training checklist – aged care providers

MATRIX 2 · CONTINUED

Key training and resources

General Act requirements

KEY ACTIVITY AREA	TRAINING	RESOURCES
Aged Care Act 2024	Aged Care Act 2024 (Equip) Program: The new Aged Care Act (Alis)	About the new rights based Aged Care Act
Aged care audits	Program: Auditing the strengthened Quality Standards (Alis)	Audit process, guidance and resources
Aged Care Rules 2025		The Aged Care Rules
Associated providers		Associated providers – SSD Connect Reforms Hub Changes to associated providers
Child safety (A)		Commonwealth Child Safe Framework Child safety requirements for aged care providers
Code of Conduct (A)	Aged Care Code of Conduct (Alis) The code of conduct for aged care (Ausmed)	Code of Conduct – SSD Connect Reforms Hub
Complaints, feedback and whistleblowers (A)	Better practice complaints and feedback handling (Alis) Understanding complaints, open disclosure and more (OPAN)	Complaints, feedback and whistleblowers – SSD Connect Reforms Hub
Data Exchange (DEX)		DEX reporting – SSD Connect Reforms Hub Data Exchange

KEY ACTIVITY AREA	TRAINING	RESOURCES
Eligibility requirements		Who is eligible for aged care services
Extreme weather conditions (A)		Planning for extreme heat and heatwaves Working in hazardous weather Extreme weather
Financial and prudential standards (excluding government and local government)	Understanding the new financial and prudential standards webinar recording (Aged Care Quality and Safety Commission)	Financial and Prudential Management – SSD Connect Reforms Hub Financial and prudential standards
Funding and fees		Charging for CHSP Support at Home participant contributions
Governing for reform	Program: Governing for reform in aged care (Alis)	The governing for reform in aged care program, guides and resources Aged care regulation and governance
Government Provider Management System		Government Provider Management System (GPMS)
Incident management (A)		Effective incident management systems: best practice guidance Reportable incidents
Key personnel suitability (A)		Responsible person screening – SSD Connect Reforms Hub Aged Care Worker Screening Guidance Material

KEY ACTIVITY AREA	TRAINING	RESOURCES
Open disclosure (A)	Open disclosure and apology (Ausmed) Understanding complaints, open disclosure and more (OPAN)	Open disclosure – rebuilding trust after something goes wrong
Privacy and confidentiality (A)	Privacy, confidentiality, dignity and personal information in aged care (Ausmed)	Protecting information
Provider registration	Obligations and accountabilities (Alis)	Provider registration and renewal processes, resources and fees Change in circumstances to registration
Provider reporting		Provider reporting
Provider supervision		Provider supervision
Registered supporters	Embedding best practice in the aged care system: Embedding rights in practice (Alis) Supported decision making (OPAN)	Registered supporters – SSD Connect Reforms Hub Registering a supporter
Responsible persons		Responsible persons – SSD Connect Reforms Hub Responsible person duty in aged care governance
Risk management	Obligations and accountabilities: Rethinking risk (Alis)	Risk management
Serious Incident Response Scheme (SIRS) (A)	Serious Incident Response (Alis) Serious Incident Response Scheme (Ausmed)	Incident Management and SIRS – SSD Connect Reforms Hub Managing and reporting serious incidents in aged care
Service agreements		Service agreements – SSD Connect Reforms Hub

KEY ACTIVITY AREA	TRAINING	RESOURCES
Statement of Principles (A)		Statement of Principles
Statement of Rights (A)	Working in aged care – an overview of rights and regulation: Introduction to the statement of rights (Alis) Statement of Rights (OPAN)	Statement of Rights — SSD Connect Reforms Hub Statement of Rights
Strengthened Aged Care Quality Standards	Program: Strengthened Aged Care Quality Standards (Alis) Aged Care Act 2024 (Equip) Strengthened Aged Care Quality Standards: home care (Ausmed)	Training checklist – aged care workers and volunteers Training checklist – aged care providers Strengthened Quality Standards – SSD Connect Reforms Hub
Work health and safety (A)	Work health and safety (Ausmed) Manual handling safety (Ausmed)	Aged care – WorkSafe Access your relevant state or territory workplace requirements. For Victoria: Occupational health and safety: home care industry WorkCover Discrimination Privacy Act Dangerous goods Hazardous manual handling Psychological health

KEY ACTIVITY AREA	TRAINING	RESOURCES
Workforce capability and readiness (A)		Training checklist – aged care providers Training and professional development opportunities for aged care workers
Workforce screening and obligations (A)	Knowledge, skills and experience (Alis)	Workforce screening and registration – SSD Connect Reforms Hub Workforce obligations Appendix D – CHSP worker screening guidelines

Governance

KEY ACTIVITY AREA	TRAINING	RESOURCES
Aged care data and digital systems	Obligations and accountabilities: Information management (Alis) Obligations and accountabilities: Data driven decision making (Alis) Cyber Security (Ausmed)	Aged care data and digital strategy 2024–2029 Digital platform operators New aged care act: A guide to digital changes for providers
Board and committee of management governance	Program: Governing for reform in aged care (Alis)	Governing bodies – SSD Connect Reforms Hub Governing for Reform in Aged Care - For the Board Kit
Clinical governance	Knowledge, skills and experience: Clinical Governance (Alis)	Clinical governance
Compliance and enforcement	Obligations and accountabilities (Alis)	Compliance and enforcement
Conflict of interest (A)		Responsible Persons Toolkit: Conflict of interest declaration form Independence and conflict of interest Conflict of interest policy
Consumer Advisory Body (non government or local government categories 5 & 6 only)		Governing bodies – SSD Connect Reforms Hub Provider governance obligations

KEY ACTIVITY AREA	TRAINING	RESOURCES
Provider governance	Knowledge, skills and experience: Effective Governance (Alis) Leadership and culture: Leading the Transformation (Alis)	Governing bodies – SSD Connect Reforms Hub Provider governance obligations
Quality Care Advisory Body		Governing bodies – SSD Connect Reforms Hub Provider governance obligations

Quality and safe care and services

KEY ACTIVITY AREA	TRAINING	RESOURCES
Advance care planning	Online learning in advance care planning (Advance Care Planning Australia)	Advance care planning – SSD Connect Good Practice Hub Advance Care Planning Australia
Care and services planning		Care and services plans – SSD Connect Reforms Hub Assessment and planning
Carers		Carer Gateway Carers Victoria Carers of Older People
Dementia and changed behaviours	Placing older Australians at the centre of care: Partnering with people living with dementia (Alis) Dementia and understanding behavioural changes (Ausmed) Supporting people living with dementia (Equip) Online dementia training (Dementia Australia) Trauma and dementia (Phoenix Australia)	Dementia Australia
Dignity of risk	Dignity of risk (Ausmed) Respecting choice, reducing fear – making sense of dignity of risk (Thrive) Dignity of risk in aged care (Russell Kennedy)	What is dignity of risk? Dignity of risk

KEY ACTIVITY AREA	TRAINING	RESOURCES
Diversity and inclusion	Placing older Australians at the centre of care Inclusive and culturally safe governance (Alis) Everyone has a story – delivering culturally inclusive care (Alis) Cross cultural awareness (Equip) Aboriginal and Torres Strait Islander cultural awareness (Equip) Who's missing from your aged care service? (OPAN) Sensitive conversations toolkit (SSD Connect Alliance) Culturally safe, trauma-aware and healing-informed care (Ausmed) LGBTIQ inclusive online training (Rainbow Health Australia)	SSD Connect Good Practice Hub Working with diverse groups in aged care Diversity standards and initiatives in aged care First Nations Hub LGBTI ageing and aged care
Documentation in aged care	Documentation in Aged Care (Ausmed)	Outcome 2.7: Information management Information Management
Elder abuse (A)	Elder abuse learning hub (Victorian Department of Families, Fairness and Housing) Abuse of the older person (OPAN)	Abuse of the older person

KEY ACTIVITY AREA	TRAINING	RESOURCES
End-of-life care	Palliative and end of life care (Equip) Home care toolkit videos (ELDAC)	End of life directions for aged care Palliative care in aged care What is palliative care?
First aid and CPR (A)	Available from a range of registered training providers such as Australian Red Cross or St John Ambulance	
Hoarding and environmental neglect (squalor)	Helping older people who hoard (Ageing Australia)	Make Safe: Guidance for services working with people living with hoarding and environmental neglect Hoarding
Infection prevention and control (A)	Hand hygiene and infection prevention and control (Alis) Antimicrobial stewardship and quality improvement for aged care leaders (Alis) Infection prevention and control (Ausmed)	Infection prevention and control Infection control guidelines
Manual handling (A)	Manual handling safety (Ausmed)	Hazardous manual handling Complete guide to manual handling in aged care: Safe transfers, hoists, team lifts and injury prevention
Medication safety	Medication safety principles (Ausmed)	CHSP 2025-27 manual: Personal care, Page 86 Medication management in the community – guiding principles Medication – It's your choice Restrictive practices in aged care – a last resort

KEY ACTIVITY AREA	TRAINING	RESOURCES
Person-centred and rights-based care (A)	Placing older Australians at the centre of care (Alis) Person centred, rights based care for the older person (Ausmed) Person centred care (Equip)	Person centred care Practical tips for rights based person centred care – A guide for aged care workers
Professional boundaries	Professional boundaries and ethics in aged care (Ageing Australia)	Aged care code of conduct Managing volunteers in aged care – A guidance handbook for Volunteer Managers
Restrictive practices (A)	Obligations and accountabilities: Restrictive practices (Alis) Restrictive practices: what older people need to know and why it matters – webinar recording (OPAN)	Restrictive practices in aged care- a last resort Restrictive practices provider resources
Trauma-aware and healing-informed care	Sensitive conversations toolkit (SSD Connect Alliance) Culturally safe, trauma-aware and healing-informed care (Ausmed) Trauma informed care (Equip) A series of freely accessible videos and webinars (Phoenix Australia)	Trauma and aged care – support and information hub
Understanding ageism	Recognising and reducing ageism in aged care (Alis)	The ongoing issues with ageism
Wellness and reablement	Wellness and reablement series (Keep Able)	Wellness and reablement – SSD Connect Good Practice Hub