

Inclusive Language

Standards Mapping & Compliance Guide

This document provides aged care and NDIS providers, support workers and auditors with a summary of how the Inclusive Language course supports respectful, person-centred communication. The course focuses on dignity, trust, belonging, choice, identity, inclusive terminology, respectful questioning, objective documentation and communication across everyday care and support.

Aged Care Standards Alignment

- Person-centred care and support
- Dignity, respect and individual identity
- Choice, independence and autonomy
- Respectful communication and relationships
- Culturally safe and inclusive practice
- Respectful communication with older people, families and carers
- Objective, respectful documentation and handover communication

NDIS Practice Standards Alignment

- Person-centred supports
- Individual values, beliefs, preferences and identity
- Privacy, dignity and respect
- Independence and informed choice
- Respectful and responsive communication
- Cultural diversity and inclusion
- Objective documentation and communication between workers

Course Learning Outcomes

- Explain what inclusive language is and how words influence dignity, trust and belonging
- Explain how inclusive language supports respectful, person-centred relationships
- Identify outdated, stigmatising or disrespectful words and use more inclusive alternatives
- Ask respectful questions, avoid assumptions and adapt communication to individual preferences
- Use inclusive and respectful language in interactions, documentation and communication with participants, families and colleagues
- Recognise different forms of diversity and use respectful language when supporting people from varied backgrounds and identities
- Reflect on communication habits, identify opportunities for improvement and demonstrate understanding of inclusive language

Course Content Mapping

- **Module 1 - What Is Inclusive Language?** Respectful language, dignity, trust, belonging, individual preferences and asking rather than assuming.

- **Module 2 - Why Inclusive Language Matters:** Trust and rapport, reducing stigma, person-centred care, autonomy, choice and emotional safety.
- **Module 3 - Common Words to Avoid:** Inclusive alternatives across disability, mental health, ageing and dementia, gender and sexuality, and culture and identity.
- **Module 4 - Ask, Don't Assume:** Respectful questions, names and pronouns, neutral language, culture, family, identity and individual preferences.
- **Module 5 - Inclusive Language in Everyday Care:** Respectful participant interactions, objective progress notes, family and carer communication, team handovers, choice and autonomy.
- **Module 6 - Quick Guide to Diversity and Inclusion:** Disability and neurodiversity, gender and pronouns, Aboriginal and Torres Strait Islander peoples, cultural diversity, mental health and ageing.
- **Module 7 - Reflection and Quiz:** Reflection on assumptions and communication habits, respectful terminology, objective language and demonstration of course knowledge.

Organisational Benefits

- Supports respectful, person-centred communication
- Promotes dignity, choice, autonomy and individual preferences
- Helps reduce stigmatising, judgemental and outdated language
- Supports inclusive communication across diverse identities and backgrounds
- Promotes factual, objective and respectful documentation
- Strengthens respectful communication with participants, older people, families, carers and colleagues
- Encourages workers to ask, listen, respect preferences and reflect on their own communication

Evidence for Audits

- Staff education in inclusive and respectful language
- Person-centred communication education
- Dignity, choice and autonomy learning
- Diversity and inclusion education
- Objective documentation and handover education
- Reflection activities
- Module knowledge checks and final knowledge quiz

Auditor Summary

The course provides a structured learning experience that strengthens worker understanding of inclusive, respectful and person-centred communication. It addresses dignity, trust, belonging, autonomy, individual preferences, diversity, objective documentation and respectful interactions with people receiving support, families, carers and colleagues. Practical examples, reflection activities and knowledge checks reinforce application of inclusive language in everyday aged care and disability support.

Source note: Course content reflected in this guide is limited to the supplied Inclusive Language course. The standards-alignment headings identify areas to which the course content relates and do not state that course completion alone establishes organisational compliance.