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**CHCDIV001**

# Work with diverse people

This unit of competency focuses on developing the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.

It emphasises the understanding of diversity, recognising personal values and biases, and promoting inclusive and culturally safe practices in the workplace.

## What you'll learn

- Understanding diversity and its impact in the workplace, including culture, language, religion, age, gender, disability, and sexuality.
- Reflecting on, and managing, personal attitudes, values, and beliefs to ensure non-discriminatory practice and interactions.
- Communicating respectfully and effectively with people from diverse backgrounds, using effective verbal/nonverbal strategies, bridging language barriers, including with interpreters if needed, and building trust.
- Supporting inclusion, equity, and access while complying with organisational requirements, Australian laws and standards related to diversity, inclusion and ethical standards.
- Responding appropriately to discrimination, barriers to participation, and cultural misunderstandings.

This unit is one of three short-course units offered by Orygen, designed to assist students who want to pursue further education or a career in the mental health sector. The unit is commonly required in community services, health, aged care, disability, and education settings, in supporting workers to deliver inclusive, respectful, and person-centred services.

## How will it be delivered?

The unit is delivered online in a classroom setting which includes group discussion and activities to enhance the learning experience. Students are also provided with Learner Guides that provide additional content and learning activities which are undertaken in a self-paced mode to reinforce learning.

## How am I assessed?

The assessment process includes written questions, case studies, and the use of a reflective journal to enable students to demonstrate their understanding of the knowledge and practical requirements of the unit and their own perspective on diversity.

To be deemed competent for this unit, students will be required to provide evidence of three different examples that demonstrate their skills in verbal and nonverbal communication; as well as examples of recognised situations where misunderstandings from diversity have occurred and how they responded appropriately.

**For more details on the unit of competency, refer to [training.gov.au](https://training.gov.au)**



Orygen acknowledges the Traditional Owners of the lands we are on and pays respect to their Elders past and present. Orygen recognises and respects their cultural heritage, beliefs and relationships to Country, which continue to be important to the First Nations people living today.

## GET IN TOUCH

IF YOU'D LIKE MORE INFORMATION ABOUT ORYGEN, PLEASE CALL **+61 460 432 745** OR SEND AN EMAIL TO **RTO.STUDENT@ORYGEN.ORG.AU**

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