

ACSA CHSP PROVIDERS PACK

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INTRODUCTION TO THE QUALITY STANDARDS

Course Duration

15 Minutes

Subject Matter Expert

Melissa Sinfield - RN BHSc (Nursing) (Hons 1st class) PhD MACN

This course has been developed to provide learners with an understanding of the Aged Care Quality Standards.

Target Audience

This course has been designed to introduce you to the Aged Care Quality Standards and is aimed at leaders, managers, and other staff members responsible for the delivery of care and services to consumers receiving residential aged care and home care services.

The Aged Care Quality Standard Introduction course is a short course designed to give learners an overview of each Aged Care Quality Standard. Each Standard will be explored in further detail in individually available courses.

Learning Outcomes

This course features an animation introducing each of the following Aged Care Quality Standards available as standalone courses:

- Aged Care Quality Standard 1: Consumer dignity and choice
- Aged Care Quality Standard 2: Ongoing assessment and planning with consumers
- Aged Care Quality Standard 3: Personal care and clinical care
- Aged Care Quality Standard 4: Services and support for daily living
- Aged Care Quality Standard 5: Organisation's service environment
- Aged Care Quality Standard 6: Feedback and complaints
- Aged Care Quality Standard 7: Human resources
- Aged Care Quality Standard 8: Organisational governance.

FALL PREVENTION IN HOME CARE

Course Duration

45 minutes

Subject Matter Expert

Melissa Sinfield - RN BHSc (Nursing) (Hons 1st class) PhD MACN

This course has been developed to provide learners with an understanding of the serious repercussions of falls, and how to prevent them, in individuals receiving home care.

Target Audience

This course is suitable for staff working in Australian aged home care. It is especially useful for staff who interact directly with aged care consumers, the 'boots on the ground' who spend their days providing personal care. These are the staff who can identify changes in the health or mobility of people receiving care and report it so that falls prevention strategies can be put in place.

Learning Outcomes

Designed to provide personal care workers and other support staff with an understanding of the serious repercussions of falls, as well as:

- what can happen if a client has a fall
- how to identify factors that can increase a client's risk of falling
- the importance of falls prevention strategies, and
- how to identify what can be done to reduce the client's falls risk.

PRIVACY AND THE WORKPLACE

Course Duration

30 minutes

Subject Matter Expert

Thomson Geer

This Privacy and the Workplace course has been developed to provide organisations with an understanding of Australian privacy requirements. It is critical that organisations in Australia understand privacy rights and how the Australian law requires personal information to be protected.

Target Audience

The Privacy and the Workplace course has been designed to provide training for all staff in all Australian organisations. It is particularly relevant to client-facing staff members and those who handle information relating to real persons.

Content has been personalised for the following workers:

- Call centre workers
- Healthcare workers
- Teachers
- Carers
- Salespeople.

Learning Outcomes

This training program provides training in:

- The right to privacy and why it requires protection.
- What personal information is.
- How privacy is protected in Australia and how organisations can use personal information.
- What you can do to help protect your own - and other people's - privacy.

POSITIVE BEHAVIOUR SUPPORT

Course Duration

40 minutes

Subject Matter Expert

Cerebral Palsy Alliance (CPA)

This course has been developed to exemplify the positive behaviour support approach which focusses on addressing the needs of a person with a disability, and on improving their quality of life. The idea of the course is to introduce these concepts to disability support workers and to encourage them to use positive approaches to behaviour support in their work.

Target Audience

This course is designed for any person who may be supporting another individual with positive behaviour support.

Learning Outcomes

This course focusses on the following learning outcomes:

- the meaning of ‘quality of life’ and how to apply strategies to improve the quality of life for the people you support
- what the positive behaviour support framework is, why we use it and how to apply the framework in your everyday work life
- how to recognise and implement proactive strategies when presented with behaviours of concern, as well as analyse the function of the behaviour, and
- the impact of communication and the importance of understanding both verbal and non-verbal communication.

REPORTING ABUSE AND SERIOUS INCIDENTS IN AGED CARE

Course Duration

70 minutes

Subject Matter Expert

Melissa Sinfield - RN BHSc (Nursing) (Hons 1st class) PhD MACN

Reporting Abuse and Serious Incidents in Aged Care is Kineo’s elder abuse and neglect training course. This online course has been developed to provide caregivers with the tools to identify the signs and symptoms of abuse or neglect, and how to take action when abuse or neglect is identified. The course looks at the risk factors for older people, including those living independently whether in home care or in an assisted living facility.

Target Audience

This course is suitable for caregivers and other healthcare professionals who provide care to older people in Australia. This course functions as a part of a healthcare organisation’s duty of care and elder abuse training.

Learning Outcomes

This online course provides caregivers and other healthcare professionals with the following training.

This course provides an understanding of:

- background to and the definitions and prevalence of the abuse of older people in Australia
- types of abuse most commonly experienced by older people

- requirements for the reporting of abuse of an older person in your care
- roles and responsibilities of staff around the abuse of a person in their care
- barriers to staff reporting suspected and actual abuse, and
- actions to take if there is imminent threat to an older person.

MANUAL TASKS IN AGED CARE

Course Duration

45 minutes

Subject Matter Expert

PhysioLink

Kineo's Manual Tasks for Workers training course provides practical manual handling training and risk management training. The course covers risk factors associated with a variety of hazardous manual tasks. This is based on physical risk and an organisation's work health and safety responsibilities. This course is ideal training alongside an organisation's work processes and code of practice.

Target Audience

This manual tasks training course is designed for any worker who performs manual tasks. This includes workers who perform hazardous manual tasks, such as lifting heavy objects.

It may also be relevant for workers who perform other manual tasks. This includes those working with bulky loads, dangerous loads, vibrations, repetitive tasks, lifting people and handling animals.

Learning Outcomes

This course provides learners with behaviourally focused training and outline of risk factors related to manual tasks.

- Activities considered hazardous manual tasks and the associated risk factors.
- How to assess manual tasks.
- Risk management strategies.
- Techniques for performing manual tasks safely.
- The course encourages the use of mechanical aids, based on the hierarchy of hazard controls.

DRIVER SAFETY

Course Duration

20 minutes

Subject Matter Expert

Greencap

This course has been developed to provide car (C class) licensed drivers with an understanding of driver safety and how to follow driver management procedures in the workplace.

Target Audience

This course is designed for anyone who is required to drive as part of the workplace duties.

Learning Outcomes

This course provides an understanding of:

- why driver safety is important
- driving related risks and some of the causes of motor vehicle accidents, and
- how to maintain driver safety and manage driver fatigue.

Endorsed by the [NSCA Foundation](#).

The NSCA Foundation endorses this course as meeting its standards for educational quality and usability with the content having been developed by an appropriately credentialed subject matter expert.

HEALTH SERVICES INDUCTION

Course Duration

45 minutes

Subject Matter Expert

Sue Atkins, Victorian Department of Health and Human Services
Regional Infection Control Advisor

This course provides an understanding of some of the key requirements of workers in the health services industry.

Target Audience

This course is designed for workers in the health services industry.

Learning Outcomes

This course provides an understanding of:

- patient safety
- infection control
- workplace safety
- fire safety and emergency management
- infection prevention and control
- professional conduct in the workplace and what to do if you are being bullied or harassed
- managing occupational violence and aggression, and privacy and confidentiality.

Endorsed by the [Australian Healthcare and Hospitals Association \(AHHA\)](#).

The AHHA endorses this course as meeting AHHA's standards for educational quality and usability with the content having been developed by an appropriately credentialed subject matter expert.

UNDERSTANDING DEMENTIA - WHAT IS DEMENTIA?

Course Duration

20 minutes

Subject Matter Expert

Frontline Care Solutions

This course increases the learner's understanding of life with dementia and its impact. It also provides behavioural training in how to care for and support people living with dementia.

This online learning course is designed to align with the Aged Care Quality Standards. It has been developed in collaboration with experts, including Kineo clients working in the aged care sector, to ensure the course is fit-for-purpose.

Target Audience

The 'Understanding Dementia: What is Dementia?' Course is designed specifically for carers and other health professionals who provide care for a person/people living with dementia.

The online learning is applicable to learners in residential aged care services, home services and flexible care services. This course is suitable for new and experienced carers.

Learning Outcomes

This course provides aged care professionals with training in:

- What the term 'dementia' means.
- The impact on a person living with dementia.
- The need to provide a person-centred approach to care.

UNDERSTANDING DEMENTIA - PERSON-CENTRED CARE

Course Duration

20 minutes

Subject Matter Expert

Frontline Care Solutions

This course is designed to train the learner in how to provide good person-centred care to people living with dementia. It also provides behavioural training in how to care for and support people living with dementia.

Target Audience

The 'Understanding Dementia: Person-Centred Care' course is designed specifically for carers and other health professionals who provide care for a person/people living with dementia.

The online learning is applicable to learners in residential aged care services, home services and flexible care services. This course is suitable for new and experienced carers.

Learning Outcomes

This course provides aged care professionals with training in:

- What person-centred care is.
- The importance of practising person-centred care.
- What person-centred care might look like in practice.
- The importance of taking care of yourself.

UNDERSTANDING DEMENTIA - EFFECTIVE COMMUNICATION

Course Duration

20 minutes

Subject Matter Expert

Frontline Care Solutions

This course is designed to train the learner in how to communicate effectively with people living with dementia. It also provides behavioural training in how to care for and support people living with dementia.

Target Audience

The 'Understanding Dementia: Effective Communication' course is designed specifically for carers and other health professionals who provide care for a person/people living with dementia.

This online learning course is applicable to learners in residential aged care services, home services and flexible care services. This course is suitable for new and experienced carers.

Learning Outcomes

This course provides aged care professionals with training in:

- Ensuring the people you care for have their needs met and their dignity maintained.
- Recognising when a person living with dementia is communicating an unmet need.
- Helping meet the needs and requirements of the people you care for.

INTERCULTURAL COMMUNICATION IN AGED CARE: AGEING, COGNITIVE DECLINE, DEMENTIA AND COMMUNICATION

Course Duration

20 minutes

Subject Matter Expert

University of South Australia

The better we know the language and culture, the person and the situation, the better we are at intercultural communication and care.

Target Audience

This course is aimed at supervisory and direct care staff working in multicultural aged care environments.

Learning Outcomes

In this module we explore:

- perspectives on the behaviour and needs of people with cognitive decline or dementia
- how clinical variations between individuals and within individuals over time influence their behaviour and needs
- the role of our own behaviour and the environment
- strategies for communicating and providing safety and care through knowing the individual.

INTERCULTURAL COMMUNICATION IN AGED CARE - DIVERSITY, CARE AND COMMUNICATION

Course Duration

20 minutes

Subject Matter Expert

University of South Australia

This module has been developed to provide a contemporary understanding of linguistic, cultural and faith-based diversity in aged care and why and how it matters for care and safety.

Target Audience

This course is aimed at supervisory and direct care staff working in multicultural aged care environments.

Learning Outcomes

In this module we:

- consider the influence of diversity on perceptions
- explore understandings of risks and opportunities in diversity
- reconsider the CALD label
- develop strategies for doing safety and care in diversity.

INTERCULTURAL COMMUNICATION IN AGED CARE - KNOWING THE PERSON - PERSONAL HISTORIES, LIFE EXPERIENCES AND MEMORIES

Course Duration

25 minutes

Subject Matter Expert

University of South Australia

This module has been developed to provide a contemporary understanding of linguistic, cultural and faith-based diversity in aged care and why and how it matters for care and safety.

Target Audience

This course is aimed at supervisory and direct care staff working in multicultural aged care environments.

Learning Outcomes

In this module we consider the importance of:

- understanding the influence of the past on the present self
- exploring how residents' personal histories, life experiences and memories impact on their needs
- communicating the whole person in 'person-centred' care, and
- strategies for providing care and safety for the whole person.

INTERCULTURAL COMMUNICATION IN AGED CARE - OPTIMISING CARE THROUGH BEING AWARE OF LANGUAGE

Course Duration

45 minutes

Subject Matter Expert

University of South Australia

The better we know the language and culture, the person, and the situation, the better we are at optimising care through this knowledge.

Target Audience

This course is aimed at supervisory and direct care staff working in multicultural aged care environments.

Learning Outcomes

In this module we consider the importance of:

- understanding the influence of the past on the present self
- exploring how residents' personal histories, life experiences and memories impact on their needs
- communicating the whole person in 'person-centred' care, and
- strategies for providing care and safety for the whole person.