

# ACCPA Learning & Professional Development

## Product Catalogue

June 2022



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## About ACCPA

Aged and Community Care Providers Association (ACCPA) is the national Industry Association for aged care providers offering retirement living, seniors housing, residential care, home care, community care and related services.

ACCPA exists to unite aged care providers under a shared vision to enhance the wellbeing of older Australians through a high performing, trusted and sustainable aged care sector. We support our members to provide high quality care and services while amplifying their views and opinions through an authoritative and comprehensive voice to the government, community and media.

Our sector serves to make better lives for older Australians, and so do we.

 <p>CHSP</p>	 <p>Home &amp; Community Care</p>	 <p>Residential Aged Care</p>	 <p>Housing &amp; Retirement Living</p>
<p><b>Webinar</b></p>	<p><i>Participants are engaged via the chat function for a Q&amp;A session.</i></p>		
<p><b>Interactive workshop</b></p>	<p><i>Participants are encouraged to have an active participation via camera and microphones, chat engagement, session polls, breakout rooms and whiteboard functions.</i></p>		

## Adopting Least Restrictive Practices (Restraint)

### Course Duration

2 hours

### Type

Interactive workshop

### Category



### Program Information

This workshop is designed to provide an understanding of what constitutes a restraint and how to apply least restrictive practices.

The application of restraints, for ANY reason, is an imposition on an individual's rights and dignity and, in some cases, may subject the person to an increased risk of physical and/or psychological harm. The inappropriate use of restraint may constitute assault, battery, false imprisonment or negligence. Staff need to identify, in a proactive approach with management, how to prevent situations that may lead to a perceived need for restraint.

With a restraint free approach, the use of any restraint must always be the last resort after exhausting all reasonable alternative management options. A way to ensure the safety of residents is not compromised, is to know what restraint free options are available.

### Learning Outcomes

- Increased understanding of what constitutes a restraint-free environment and why restraint is not appropriate (linked to the Department of Health and Ageing decision-making framework)
- Practical strategies for minimising the use of restrictive practices in residential aged care (workshop scenarios from case studies, may be reviewed and restraint free alternatives provided)
- Highlight common misunderstandings about the use of restraint e.g., for fall reduction
- Understand the impact of restraints on human behaviour
- Increased understanding where to seek assistance if they are concerned or have any questions.

### Target Audience

Front line workers to provide an understanding of what constitutes a restraint and how to apply least restrictive practices.

## Aged Care Quality Standards Webinar

### Course Duration

1.5 hours

### Type

Webinar

### Category



### Program Information

In the increasingly complex landscape of Aged Services, the Aged Care Quality Standards set the expectations of person-centred care, and the collective contribution and responsibility of the workforce - in meeting and exceeding the requirements for each standard. The Aged Care Quality Standards webinar challenges the participant to reconnect and apply the key principles that ensure that older Australians receive aged care services to suit their needs, interests and preferences.

The webinar is designed as both an introductory and a refresher session for all people involved in the delivery of quality and safe care, that all older Australians deserve. It will support your workforce to understand and implement the Aged Care Quality Standards effectively.

### Learning Outcomes

- Increase knowledge of the Aged Care Quality Standards and their application in the workplace.
- Increase understanding of the concept of person-centred care and its importance in service delivery.

### Target Audience

Front line workers. It may also be useful for coordinators of a volunteer workforce.

## Board Governance for Smaller Providers

### Course Duration

2 x 2 hours

### Type

Interactive workshop

### Category



### Program Information

As the home care sector moves closer toward the Support at Home Program, Boards and executive management will require a clearer understanding of their obligations across a range of key issues. The governance workshop series is designed specifically for Boards and executive management staff of Aged Service providers delivering care and support at home to older Australians.

The aim of this series of workshops is to assist providers to position themselves for reform, by exploring legal responsibilities, risk management, informed decision making, consumer experiences, strategic business models, and to build capacity and capability to navigate the unique challenges faced by small regional, rural and remote providers.

The workshops will engage Boards and the management of smaller organisations in understanding, preparing for, and acting on the requirements of the Aged Care Quality Standards and proposed regulations under the new Aged Care Act.

### Learning Outcomes

- A practical approach to understanding the interface between frontline service delivery and back-of-house organisational governance
- Gain access to tools and resources to confidently plan for change and build your knowledge of organisational governance requirements under the Aged Care Quality Standards
- Understand how to use consumer feedback to inform continuous improvement at all levels of your organisation
- Understand the impacts of future reforms on governance requirements in your organisation
- Explore adaptive service design concepts to stay ahead of Government reforms and prepare for change

### Target Audience

Board members, senior management, executive management, quality and risk managers.

## Care Planning & Defensible Documentation for the CHSP/Home Care Workforce

### Course Duration

2 hours

### Type

Interactive workshop

### Category



### Program Information

This workshop is designed to support the aged care workforce delivering Commonwealth Home Support Program (CHSP) and Home Care services in home and community settings. The workshop explores the relevance and principles of defensible documentation, care planning and assists participants to gain confidence to identify when issues of concern require reporting to supervisors and management.

### Learning Outcomes

- Increase understanding of the importance and relevance of documentation principles in relation to the Aged Care Quality Standards
- Practical application of the principles of documentation guidelines to support an older person's wellbeing
- Recognise why care planning is critical to reduce risk for the older person, the workforce and the organisation
- Strategies for identifying and escalating concerns

### Target Audience

Front line workers delivering CHSP and Home Care services in home and community settings.

## Clinical Care Planning Principles & Defensible Documentation for RNs and EENs in Aged Care

### Course Duration

2 hours

### Type

Interactive workshop

### Category



### Program Information

This workshop focuses on the Aged Care Quality Standards, in particular Standards 1, 2 and 3, and explores the importance of clinical care planning principles for 'person-centred' care, and the essential requirement of defensible documentation for client wellbeing, audit compliance and risk mitigation for team members and organisations.

The workshop focuses on the role Registered Nurses (RNs) and Endorsed Enrolled Nurses (EENs) have in meeting these requirements.

### Learning Outcomes

- Increase understanding of how the principles of defensive documentation guidelines support care recipients' wellbeing and mitigates risk for team members and organisations.
- Apply assessment, care planning, and documentation principles relevant to Aged Care Quality Standards 1, 2, and 3. (Using case studies provided in the workshop)

### Target Audience

Existing Registered Nurses (RNs) and Endorsed Enrolled Nurses (EENs) within aged care service settings, newly graduated RNs or EENs who have entered the Aged Service sector, or RNs/EENs working within aged care facilities under Australian Government Skills Migration arrangements.

## Clinical Governance: Getting from Here To There

### Course Duration

2 x 2-hour sessions

### Category



### Program Information

The purpose of a clinical governance is to provide structure and direction in the provision of safe high-quality care and delivery of services. Aged Care Quality Standard 8 requires the development of a clinical governance framework. In this workshop series we operationalise clinical governance using the core elements defined by the Aged Care Quality and Safety Commission that is simple, understandable, and practical. Delivered across two sessions, the ACSA Clinical Governance workshops gives your organisation the opportunity to develop and implement key elements to ensure effective clinical governance in your existing systems.

#### Session 1 –

- Explores the core elements of a clinical governance framework and how to establish it.
- Key areas include – clinical care, National Aged Care Quality Indicator Program, incident management, engagement/complaints/feedback, compliance audits.

#### Session 2 –

- Discusses how to build and implement a Just culture into workforce capability from policy to practice.
- Explores no-blame reporting and speaking up for safety

### Learning Outcomes

- Understand what is, and how to establish a clinical governance framework
- Understand how to address the Aged Care Quality Standards and Clinical Governance requirements using an effective Quality & Risk Management System.
- Understand the concept of a Just culture
- Learn how to lead a Just culture and establish a culture of care and resilient workforce.

### **Target Audience**

Front line leaders of organisations delivering services including CHSP, Home Care, and Residential Care, who are responsible for quality, compliance, clinical governance, clinical care and business operations.

## Critical Reasoning and Clear Thinking

### Course Duration

2 hours

### Category



### Program Information

This workshop introduces guiding principles and problem-solving strategies to help you think more clearly about new things and those inevitable workplace challenges, questions, and decisions. It is a reminder that we do not always pay attention to whether we are reasoning well and will provide some basic techniques to help you think in a more clear-headed and critical way, recognise unstated assumptions and bias, appraise and evaluate evidence, and communicate with greater clarity and confidence. Critical thinking keeps us open to the possibility that we are mistaken, so we don't allow blind emotion or unconscious bias to cloud our thought. This module will provide some simple frameworks to help you analyse information and consider any gaps or limitations so you can present well-developed reasons for your beliefs and conclusions as well as respond more effectively to questions or criticism.

### Learning Outcomes

- Improve your skills for reasoning, evaluation, communication and persuasion
- Question the status quo and create better workplace strategies and processes
- Quickly recognise what a problem is actually asking of you
- Feel more confident about how you process information and make decisions
- Identify misleading gaps or incomplete information and lessen their effects
- Recognise bias or assumptions that may distort your perspective
- Respond more effectively when faced with conflicting information
- Think more clearly and provide appropriate guidance for team success
- Make more timely and reasoned decisions for improved service delivery

### Target Audience

This training is suitable for everyone; however, it would particularly benefit those in leadership, managerial and/or supervisory roles, who are required to make informed and critical workplace decisions and who may be accountable, in their roles, for quality and safe care outcomes.

## CX – Customer Experience: Becoming A Provider of Choice

### Course Duration

2 hours

### Category



### Program Information

This workshop explores the key principles of CX – customer experience, which aims to engage the cognitive, affective, sensory and behaviour responses of consumers, during all stages of engagement with a service organisation – including pre-purchase, consumption and post-purchase stages.

### Learning Outcomes

- How to define your CX organisational goals
- Instilling a mind-set that all employees are customer-facing employees
- Six Pillars of Customer Experience Excellence – personalisation, time & effort, resolution, integrity, expectations and empathy.
- Building customer engagement and brand loyalty through effective communication
- The importance of integration across all front and back-office systems
- Why a data-driven mindset will reap rewards [customer/employee feedback]
- Digital tools and the ability to track a customer's digital journey
- Building customer engagement through effective communication

### Target Audience

Suitable for all employees within Aged Care organisations including executive and senior managers, managers, administration and those in direct roles that engage with prospective aged care recipients in the purchase of services.

## Dignity of Risk

### Course Duration

2.5 hours

### Type

Interactive workshop

### Category



### Program Information

Applying ‘dignity of risk’ principles to the provision of care for older Australians is essential in the delivery of person-centred care. The challenge for providers is to balance ‘duty of care’ while honouring the rights of the care recipient to self-determination, including to take on risk.

This workshop is designed to inform how dignity of risk influences quality of life for the care recipient and how to engage in negotiation in order that all parties are protected in the pursuit of individual choice and freedom. The workshop explores the importance of effective communication, workplace policies, procedures, and defensible documentation in maintaining the balance of choice and safety.

### Learning Outcomes

- Understand key concepts such as dignity of risk, duty of care, informed choice and reasonable risk
- Identify frameworks for mitigating risk and supporting choice and control for older people (Using workshop case studies)
- Apply negotiation and conflict management skills to support win / win outcomes

### Target Audience

Managers, supervisors, team leaders, front line workers including volunteers.

## EX - Employee Experience: Creating Employer of Choice Cultures

### Course Duration

2 hours

### Type

Interactive workshop

### Category



### Program Information

Being an employer of choice is more than just adopting the latest attraction, recruitment and retention strategies. It's about investing in people in ways that fully acknowledge and appreciate their individuality. From the moment someone looks at your job opening, to the time they leave your organisation, everything that person learns, does, sees, and feels contributes to their Employee Experience (EX). To ensure that experience is a positive one, we need to actively curate each stage of their employment lifecycle, listen to what matters most to them, and create personalised, 'in-the-moment' experiences that help them bring out their best.

People who enjoy going to work are more likely to be engaged and innovative. Ultimately, it's their experiences – positive and negative – that will influence how hard they work, how much they collaborate, and how invested they are in service quality, improving operational performance and your brand reputation. This workshop explores some of the key components of workplace and employee experience. Why they matter, and how to intentionally foster an employer of choice culture.

### Learning Outcomes

- Initiate personalised, journey-based approaches to EX
- Understand the Why behind the How of EX
- Create informal, localised action plans
- Foster an intentional and inclusive EX culture
- Make recruitment, retention and talent growth everyone's responsibility
- And build a strong reputable brand as an employer of choice

### Target Audience

Executive and senior managers, HR Managers

## Essential Clinical Leadership Skills

### Course Duration

2 hours

### Category



### Program Information

This workshop introduces a set of core clinical leadership skills designed to empower nurses to exert positive influence more confidently in team and organisational culture, so they are better able to promote implementation of improvements and new solutions for care recipients. You'll learn simple strategies to engage more effectively with colleagues, care recipients, their families, and key organisational stakeholders. You'll discover how to feel more confident in your role as a clinical leader, so you are better able to develop and implement change initiatives, promote treatment quality and foster safety excellence.

### Learning Outcomes

- Embrace your role as a clinical leader with greater confidence
- Improve communication and relationship-building
- Leverage your professional knowledge to help drive change and improvement
- Handle conflict and sensitive conversations with courage and compassion
- 'Manage up' and 'manage sideways' more effectively
- Use self-reflection to better manage priorities in a complex environment

### Target Audience

These workshops are suitable for Registered Nurses working in an aged care setting.

## First Nations Way of Being: Cultural Safety and Understanding in Aged Care (Module 1 & 2)

### Course Duration

2 x 1.5 hours

### Type

Interactive workshop

### Category



### Program Information

First Nations Ways of Being series is designed to increase the capability of Aged Services providers, to create service environments that attract and welcome First Nation peoples, both as care recipients and as employees.

The First Nations Ways of Being series' objective is to increase the application of the cultural nuances required to:

- Create a service environment that attracts First Nation peoples (clients and staff)
- Respond to the care needs of older First Nation peoples
- Support First Nation staff to deliver services

Cultural Safety and Understanding in Aged Care consists of 2 modules. During the workshops participants will explore the similarities and diversity of First Nation peoples' ways of communicating and learning and gain greater understanding of how to apply policy frameworks in alignment with First Nations peoples' approach to health and wellbeing.

### Learning Outcomes

- Increase understanding of First Nations ways of communicating and learning
- Recognise what is important to First Nations People in relation to health and wellness in aged care
- Identify the policy frameworks required to support leading practice
- Understand the importance of cultural connection for First Nations people
- Understand First Nations protocols around 'business'
- Recognise practical ways of creating an environment which promotes independence and wellbeing for First Nations people

### Target Audience

All Aged Care sector employees delivering care in any setting.

## First Nations Ways of Being: Practicalities of working with First Nation people in Aged Care (Module 3)

### Course Duration

1.5 hours

### Type

Interactive workshop

### Category



### Program Information

The Practicalities Of Working With First Nation People In Aged Care workshop is the third module in the First Nations Ways of Being series. This series is designed to increase the capability of Aged Services providers, to create service environments that attract and welcome First Nation peoples, both as care recipients and as employees.

The series' objective is to increase the application of the cultural nuances required to:

- Create a service environment that attracts First Nation peoples (the older person using services and staff).
- Respond to the care needs of older First Nation peoples.
- Support First Nation staff to deliver services.

Through discussion and the use of case studies, the Practicalities Of Working With First Nation People In Aged Care workshop, explores practical ways to support First Nation peoples, as care recipients and in their roles as employees in the Aged Services sector.

### Learning Outcomes

- Understand how to support the First Nation workforce with their cultural obligations (using workshop case studies)
- Understand how to assist the older person (care recipient) to return home (using workshop case studies)
- Apply knowledge and strategies learned to a workplace setting

### Target Audience

All Aged Care sector employees delivering care in any setting.

## Leadership Development Program

### Course Duration

6 x 2-hour sessions

### Type

Interactive workshop

### Category



### Program Information

The ACSA Leadership Development Program is ideal for new and emerging leaders who want to grow their professional leadership capacity quickly, simply, and practically. It's also a great way for seasoned professionals to refresh their understanding and update their leadership toolkit. The program is designed to cultivate key leadership criteria and skills outlined in the Australian Aged Care Leadership Capability Framework (AACLCF)

The series is just as suitable for those in operational and clinical roles who may be supervising others for the first time, as well as those in corporate roles who have more experience.

Participants will also have access to a toolkit of supporting materials and resources for ongoing personal reflection and development.

The entire program is packed with hands-on experiences and real-world applications that will enable frontline aged care leaders and managers to:

- Communicate with confidence and clarity
- Bring out the best in their people
- Reduce stress and resolve conflict
- Make positive, timely decisions
- Delegate with confidence
- Grow agile, high-performing teams
- Respond calmly in high-pressure and emotionally volatile contexts
- Maintain strategic focus and service delivery in periods of rapid change
- Value and appreciate diversity
- Foster a relaxed, resilient culture

### Module 1: Leading with Style

Great leaders know that leadership is a fluid practice. They understand the influence of personality and know how to leverage their go-to leadership style. They're also comfortable to flex and switch codes to fit alternative contexts. Effective leaders regularly adjust and improve the ways they serve their residents and care recipients and how they direct their

teams. They have a growing toolkit of tactical communication skills and know-how and when to apply them.

### **Module 2: Emotional Intelligence, Resilience and Confidence**

Great leaders have emotional intelligence. They understand that people respond differently to everyday challenges and the ebb and flow of aged care workplace interactions. Smart leaders know how to work well with others, manage stress, make effective decisions and inspire others to positive action. They know how to manage their own emotional profile and maintain their equilibrium and confidence in the face of an often complex, uncertain and ambiguous professional environment. And they know how to support and encourage their teams to do the same.

### **Module 3: Conflict Literacy**

Great leaders are confident in any context because they are conflict literate. They know how to navigate with grace and skill the tensions and disagreements that are inevitable with professional groups and teams. Especially in the rapidly growing Aged Care sector with high demand and constantly evolving consumer expectations. Effective leaders don't shy away from conflict as they understand that if we manage conflict constructively, we harness its energy for creativity and development. Conflict literate leaders have the ability to nurture the optimal amount of tension in a team to foster positive engagement and generate the best ideas and actions. They also know how to listen and respond more effectively to concerns and questions from care recipients and their support networks.

### **Module 4: Confident Conversations**

Great leaders know how to have courageous conversations. They know that open, transparent dialogue is a powerful problem-solving resource and a great way to grow confident, high-performing teams. Given high levels of volatility, uncertainty, and ambiguity in the Aged Care sector, the need for confident, positive, and practical communication has never been more vital. In this module, you'll discover how courageous conversations save you time, money and energy, and help you build trust through genuine, open communication. You'll find simple ways to master the art and heart of authentic feedback and grow your circle of influence.

### **Module 5: Decision Making and Delegation**

Great leaders know how to make decisions. They know how to choose the best way forward when faced with uncertainty, complexity, risk, and alternative opinions. They understand that timely, positive, and purposeful decisions encourage trust and collaboration. Smart leaders understand how people influence decisions and how decisions influence people. They harness that energy in productive ways to ensure the best outcomes for care recipients, their teams, and their organisation's broader strategic intentions. They are also comfortable encouraging their teams to step up more confidently into higher levels of decision-making for themselves.

### **Module 6: Strategic Doing**

Great Leaders know how to plan their actions and action their plans. They're more relaxed and get more done with less effort. They are clear on their vision, mission, values and purpose. They understand the unique demands and expectations in contemporary Aged Care. They set goals and measure progress and make sure they take into account the competing priorities of clinical, residential, and commercial imperatives. They understand the complex mix of compliance issues that govern their work. They also know the human factors

that contribute to the ongoing success and sustainability of any project or team. Smart leaders shift from outdated strategic planning to more effective strategic doing. In this module, you'll discover the only two problems you need to solve for a more balanced and productive life.

### **Learning Outcomes**

- Recognise and honour your natural leadership style
- Understand key elements of personality and how they affect communication
- Play to your strengths as well as adapt and stretch with other styles
- Respond more effectively to routine complaints and misunderstandings
- Create more pathways for team success
- Support and encourage other developing leaders in your team
- 'Manage up' and 'manage sideways' more effectively
- Work better with colleagues with alternate leadership styles
- Boost your leadership capacity and elevate your career growth

### **Target Audience**

Current and aspiring leaders in **Levels 3 and 2** of the AACLCF. **Level 1** leaders may also find the series a valuable refresher.

## Leading A Multi-Generational Workforce

### Course Duration

2 hours

### Category



### Program Information

This session proposes that the focus on assigning people into generational groups, such as 'boomers, Gen X, Gen Z, etc' is creating a 'great divide' and challenges participants to adopt a new approach to grow high performance teams by creating workplaces of choice where each individual is supported in their career growth.

The workshop explores how we can improve our understanding of workforce attitudes and values by moving beyond the constraints of a generational lens. It will examine common generational categories and why relying on these stereotypes can be misleading when it comes to designing strategies for attraction, recruitment and retention. It will outline important behaviour patterns and desires that cross all generational boundaries and recommend strategies to improve the way we pay attention to our blended workforce and their wants and needs in ways that are more meaningful to them and more beneficial to our organisations.

### Learning Outcomes

- The implications and limitations of generational trends
- Popular myths about Xers, Boomers, Millennials and Gen Z
- Fundamental workforce expectations that transcend all age cohorts
- Workforce planning needs in a blended workforce
- Communication needs across and among age groups

### Target Audience

HR Managers, Managers, Clinical Nurse Managers, Supervisors, Team Leaders – Home Care providers /residential care providers.

## Leisure, Wellness and Reablement: Getting the Foundations Right

### Course Duration

1.5 hours

### Type

Interactive workshop

### Category



### Program Information

The Leisure, Wellness and Reablement: Getting the Foundations Right workshop is designed to support aged care support workers (including volunteers) to enhance their interactions with older people in community and/or home settings. This workshop explores the fundamental approaches and policy frameworks that underpin leisure, wellness and reablement for the older person.

### Learning Outcomes

- Understand the connection between wellness and reablement & leisure and lifestyle activities when supporting older people
- Recognise the key legislative frameworks and documentation requirements of leisure, wellness and reablement
- Understand approaches and activities to support an older person's health and well-being

### Target Audience

Care Coordinators, front line workers including volunteers who support older people with leisure and wellness activities in home or community settings.

## Maintaining Connection: Building and Sustaining Older People From Diverse Backgrounds (CHSP/Home Care)

### Course Duration

1.5 hours

### Type

Interactive workshop

### Category



### Program Information

Humans are hardwired to connect with one another, and this connection affects our health. Research shows that when older people lack social connections or report frequent feelings of loneliness, they tend to suffer higher rates of morbidity and mortality, are prone to infection, depression, and cognitive decline. Meaningful connection is therefore a vital component to enable older people to maintain optimal health and a greater sense of well-being.

Frontline staff and volunteers in the home and community care sector play a key role in identifying social disconnection and implementing strategies to help combat perceived loneliness and social isolation faced by care recipients. This workshop will provide front line staff and volunteers, with the knowledge and tools to improve care outcomes for older people at risk of social isolation and loneliness. Participants will also have access to a toolkit of supporting materials and resources for ongoing personal reflection and development.

### Learning Outcomes

- Understand the impact of social connection on the ageing mind and body.
- Identify the different types of loneliness and strategies to overcome it.
- Utilise tools to identify social disconnection.
- Apply practical strategies to engage care recipients and their families to become more socially connected.
- Effectively use the 'Village Model' to enable care recipients' to build meaningful connections and maintain wellness

### Target Audience

Front line workers including volunteers working within CHSP and home care settings

## Maintaining Connection: Building and Sustaining Older People From Diverse Backgrounds (Residential/Retirement Living)

### Course Duration

1.5 hours

### Type

Interactive workshop

### Category



### Program Information

Humans are hardwired to connect with one another, and this connection affects our health. Research shows that when older people lack social connection or report frequent feelings of loneliness, they tend to suffer higher rates of morbidity and mortality, are prone to infection, depression, and cognitive decline. Meaningful connection is, therefore, a vital component in enabling older people to maintain optimal health and a greater sense of well-being.

Front line staff, nurses, and volunteers play a key role in the identification, planning, and implementation of interventions to address social disconnection and loneliness. This workshop is designed to give the residential and retirement living workforce the knowledge and tools to better understand their ageing resident, communicate effectively, connect and build a therapeutic relationship, identify risk behaviours and develop personalized interventions to facilitate healing, meaningful connection, and engagement. Participants will have access to a toolkit of supporting materials and resources for ongoing personal reflection and development.

### Learning Outcomes

- Understand the impact of social connection on the ageing mind and body.
- Learn to identify distinct types of loneliness and contributing behaviours associated with trauma and cognitive decline that lead to social isolation and loneliness.
- Utilise tools to identify social disconnection.
- Effectively use the 'Village Model' to develop and tailor personalized interventions that will enable residents to build meaningful connection, and engage in health and well-being activities

### Target Audience

Front line workers including volunteers and nurses working in residential and retirement living

## Managing Conflicts and Disputes

### Course Duration

2 x 2-hour sessions

### Type

Interactive workshop

### Category



### Program Information

This 2-module workshop equips front line workers with a thorough understanding of conflict dynamics to increase confidence to apply practical strategies and tools to manage disputes and navigate conflict to peaceful resolution. Blending relevant theory, simple to apply strategies and real-world examples, the workshop will enable front line care workers to reduce stress, resolve conflict, and communicate with confidence and clarity.

This workshop will enable participants:

- To better understand the conflict dynamics that operate between parties
- Be able to proactively address disputes and provide effective feedback including performance conversations.
- To apply self-care strategies and maintain personal wellbeing in times of stress.

### Module 1: Conflict Dynamics

A thorough understanding of conflict dynamics allows people to choose wisely the best strategy and to walk confidently through appropriate steps to resolution. It enables those involved to navigate with grace and skill the tensions and misunderstandings that are often unavoidable in care-giving services. Especially those where consideration must also be given to broader social and emotional impacts on families and support networks. This module unpacks the common elements of conflict, causes and contexts, why and how it occurs, and simple ways to the moment as an opportunity for relationship building.

### Module 2: Confident Communication

A deeper understanding of conflict dynamics enables people to have more confident conversations. They use open, genuine dialogue to build trust and are able to stay curious, calm and courageous under pressure. This module introduces simple strategies for self-awareness and self-management as well as a number of easy to use, solution-focussed, conversation frames. You'll learn how to use active listening, body language and silence to create space for better understanding and shared perspective. And you'll discover simple tips to help you confidently handle complaints, disputes, feedback and negotiations.

### Learning Outcomes

Module 1:

- Understand why conflict is a good problem to have
- Discern more easily the common types and causes for conflict
- Recognise and respond effectively to various conflict engagement styles
- Differentiate between levels and phases of conflict or disputes
- Consider unconscious bias and CALD needs
- Choose the most effective management approach
- Be more comfortable with uncomfortable conversations
- Improve assertiveness and navigate challenging issues with confidence
- Embrace productive tension with a growth mindset
- Avoid escalation and respond to aggressive or inappropriate behaviour
- Approach conflict as an opportunity for improved clarity, alignment and service quality

#### Module 2:

- Confront complex issues with confidence and skill
- Maintain psychological safety and open up space for important conversations
- Enrich relationships through honest, respectful discussion
- Use a simple 4-step framework for feedback conversations
- Know when to course-correct, when to coach and when to cheer people on
- Reduce stress and stay calm under pressure
- Use empathy and curiosity to adapt and find new solutions
- Use creativity and humour to maintain perspective, flexibility and wellbeing
- Use simple negotiation skills to convert conflict into positive communication

#### **Target Audience**

The Aged Services workforce who have direct contact with recipients of care and/or their families. It is ideal for front line workers including volunteers, middle managers, new managers, complaints coordinators, volunteer coordinators, etc., who are seeking to refresh their understanding of contemporary approaches to dispute and conflict management.

## Managing Transition: The Effects of Grief and Loss When Moving From Home To Residential Care

### Course Duration

2 hours

### Category



### Program Information

The psychologic context of loss is different for older Australians, compared with that for younger people. As one naturally ages, loss becomes inevitable as changes occur, and grief is experienced. Loss occurs at the death of loved ones, friends, and acquaintances, however older people also experience loss and grief as they begin to have diminished ability in daily living activities and a reduced sense of a purpose.

These feelings of loss and grief are further compounded when an older person, can no longer live independently. This can include the loss of their familiar living arrangements, assets like a home or car, the culling of possessions in readiness for moving to residential living, loss of health and mobility, vocational identity and autonomy, as they transition into residential care.

Front line workers within the home and community care setting and aged care workers in residential facilities, play a key role in identifying grief and loss and can implement strategies to assist older people to manage these emotions.

This workshop will provide workers the knowledge, and tools to help older people in their care, to deal with grief and loss and tap into their built-in inner resilience to find healing. Participants will be provided a toolkit of supporting materials and resources for ongoing personal reflection and development.

### Learning Outcomes

- Understand grief and loss experienced by the elderly and its effect on the ageing mind and body.
- Explore the different types of grief and loss elderly people experience.
- Identify the different ways grief and loss is presented in the elderly.
- Learn the nine stages to healing grief.
- Apply practical strategies to engage care recipients to deal with their grief and loss and support them through their transition into residential care.
- Learn how to create environments that enable care recipients to tap into their inner resilience to heal their feelings of grief.

### Target Audience

Front line workers, chaplains and volunteers working within home and community care settings, and residential facilities.

## Professional Boundaries and Working Within Scope of Practice Webinar

### Course Duration

1.5 hours

### Type

Webinar

### Category



### Program Information

This webinar is designed to support the front line aged care workforce delivering Commonwealth Home Support Program (CHSP) services and delivering care in home and community settings. The workshop includes information about professional boundaries and how front line staff identify situations that challenge their understanding of scope of practice.

### Learning Outcomes

- Demonstrate an understanding of professional boundaries
- Identify the impact of the home as the workplace
- Understand what constitutes professional behaviour
- Clarify the difference between friend and friendly
- Identify scope of practice situations

### Target Audience

Front line workers delivering CHSP services and delivery of care in home care and community settings.

## Serious Incident Response Scheme (SIRS) – How to Conduct a Critical Analysis and Report (CAR) - Managers & Supervisors

### Course Duration

1.5 hours

### Type

Interactive workshop

### Category



### Program Information

Meeting compliance with Aged Care Quality Standard 8 (Clinical Governance), requires effective systems and processes that engage with care recipients, identify abuse and neglect, manage and prevent incidents, and use a robust incident management system approach.

The SIRS workshop provides the opportunity to explore the practicalities of analysing a reportable event and provides a template to use to determine requirements against the SIRS legislation. A Critical Analysis Report (CAR) uses systems and techniques to respond, record, report, analyse, develop and implement recommendations and to 'close the loop' by sharing what has been learned and by demonstrating a reduction in rates of harm.

### Learning Outcomes

- Develop an understanding of standardised resources and tools, to meet compliance requirements, for those involved in managing, analysing and learning from reportable events in aged care settings.
- Develop an understanding of methods, tools and templates for incident investigations using systems analysis techniques such as human factors, just culture and safety II principles (*what we did well.*)
- Understand and apply 5-step principles of effective incident management.
- Understand how to maintain defensive documentation to support Aged Care Quality and Safety Commission audit compliance

### Target Audience

Managers, supervisors, and clinical care leads, responsible for analysing and managing reportable events (Priority 1 events) in residential care settings. It will also assist to inform others, in preparation for SIRS in 'Support at Home' policy implementation.

## The Art of Management in Aged and Community Services

### Course Duration

2 hours

### Category



### Program Information

This workshop introduces essential practices for managers newly promoted within or recently recruited to aged and community services contexts. The aim is to help you better understand how to align your management practices with the often complex and dynamic needs unique to working in aged and community services.

The workshop highlights basic management skills and strategies for effective business planning and execution, as well as important skills for relating to others, how to grow effective teams and foster a learning culture. You will learn how to balance the drive for performance and outcomes with the needs and capabilities of a diverse and interdependent workforce.

### Learning Outcomes

- Manage yourself and others with greater confidence
- Improve communication and relationship-building
- Be an agent for positive change and improvement
- Manage up, down and sideways more effectively
- Align daily priorities and actions with key organisational goals and aspirations
- Think more clearly and provide the right guidance for team success
- Foster trust and a positive workplace culture for better service delivery

### Target Audience

Staff newly promoted to management roles as well as managers newly recruited to aged and community services organisations from other business sectors.

## Workplace Buddying Using a Coaching Approach

### Course Duration

2 x 1.5 hours

### Type

Interactive workshop

### Category



### Program Information

The Workplace Buddying Using a Coaching Approach workshop is designed to empower staff who are assigned the buddy role in their workplace. Delivered over two workshops, it explores the expectations of the 'buddy' role and guides participants on the practical skills and knowledge required to develop an effective and productive buddying relationship.

Topics covered in the workshops include:

- Effective Coaching Relationships
- Qualities of an Effective Buddy
- A Coaching Approach to Communication
- Giving Effective Workplace Instructions
- Cross Cultural Communication
- Giving Feedback to new staff
- Sharing Feedback with your Mentors

### Learning Outcomes

- Understand the roles, responsibilities and boundaries of being a workplace 'buddy'
- Recognise how individual learning style preferences can be utilised to advance knowledge and develop confidence in task applications
- Understand how the application of effective communication can build relationships of trust and respect
- Increase ability to manage difficult situations with confidence, clarity and calmness
- Develop strategies to deal with the expression of difficult emotions in others

### Target Audience

Front line workers, Registered Nurses, and/or Endorsed Enrolled Nurses, that either buddy up and/or assist new employees and/or trainees or those required to manage buddying relationships.