

ACCPA Learning & Professional Development

Product Catalogue

September 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.

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

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.

Advanced Care Management Skills for Home Care Providers

Course Duration

3.5 hours

Type

Interactive workshop

Category



Program Information

Care managers will play a central role in the new redesigned home support program. The role of care manager is a vital connection with clients, clinicians and the delivery of in-home services.

The primary goal of care management is to optimise client functioning by providing quality services in the most efficient and effective manner to individuals who sometimes have multiple and complex needs. A holistic assessment of care needs is foundational to good care planning and identifying the best options to meet individual needs and achieve goals.

Learning Outcomes

Module 4 – Clinical governance in care management

- Clinical issues in aged care
- What is clinical governance in a home care setting?
- Risk management
- Your role in clinical care
- Balancing duty of care with dignity of choice

Module 5 – Preparing HCP documentation

- Setting HCP fees and charges
- Understanding the Home Care Package agreement
- Developing the care plan budget
- Preparing Home Care Package Statements
- Progress notes – documentation requirements

Module 6 – Other HCP considerations

- Intersection of CHSP with HCP Program
- Partnering with care workers and carers
- Understanding excluded items from HCP
- Managing client complaints and feedback
- Supporting the self-managed client
- Monitoring progress and deterioration
- Tools for evaluating client outcomes

Target Audience

Care managers, case managers, care coordinators and those seeking care management roles.

Aged Care Quality Standards Masterclass

Course Duration

1.5 hours

Category**Type**

Webinar

Program Information

This provides an understanding of what the Aged Care Quality Standards are and demystifies how they apply to residential care settings. The workshop focuses on the key concepts of the standards, trends in which standards are regularly not being met and an introduction to the types of evidence that is required to show you are meeting requirements of the standards. An overview of SIRS and Restrictive Practices is also included ensuring further compliance with Standard 8.

Learning Outcomes

- Understand the key concepts of the Quality Standards
- Recognise how to apply the Quality Standards in everyday practice
- Introduce how the concepts of self-assessment, risk and continuous improvement align with the Quality Standards
- Overview of SIRS and Restrictive Practices

Target Audience

These information sessions are for employees of all levels within providers of residential care services, including frontline staff, new staff, managers and board members. They've been developed based on feedback received from the sector and will be particularly relevant to anyone new to the sector or seeking an introductory overview of the Quality Standards.

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.

AN-ACC Tool Basics “How it Works”

Course Duration

2 hours

Type

Interactive workshop

Category



Program Information

The Australian National Aged Care Classification (AN-ACC) care funding model will replace the Aged Care Funding Instrument (ACFI) from 1 October 2022. AN-ACC will provide more equitable care funding to providers that better matches resident funding with the costs of delivering care enabling a more efficient, transparent and sustainable system.

This workshop provides information on how AN-ACC will work. We will go through funding calculation examples to help providers estimate their future funding levels in advance of the new AN-ACC care funding model commencing on 1 October 2022.

Learning Outcomes

Participating in this workshop will provide you with an understanding of your care funding levels and care minute targets under AN-ACC and you will come away with a working knowledge of the following:

- Shadow Assessments
- AN-ACC Assessment Tool
- AN-ACC – the four funding elements
- The three-separate components of the AN-ACC care funding model
 - Fixed funding – Base Care Tariff (BCT)
 - Variable funding – AN-ACC classification level
 - One-off entry payment
- AN-ACC weightings (NWAUs)
- The AN-ACC classifications, starting price and care minutes
 - The 13 AN-ACC classifications and reclassification of a resident
 - Care minutes – How do I calculate my care minute targets and how will I report and be measured on these targets?
 - How can I calculate “a point in time estimate” of my AN-ACC funding?
- Transition planning
 - Transitioning from ACFI to AN-ACC
 - What is the AN-ACC Transition Fund?
 - Am I eligible?
 - When can I apply?
 - What is the process?
 - How will payments work

Target Audience

ACFI Teams – Coordinators, Officers. Facility Managers, RACF Consultants, Care Managers, RACF Executive Management Teams such as CFO's, CEO's and GM's

"Be Prepared" - Act with Confidence to an ACQSC (Aged Care Quality and Safety Commission) unannounced visit

Course Duration

2 hours

Type

Interactive workshop

Category



Program Information

Applying contemporary insights to regulatory compliance strategy and rules used by The Commission is essential for approved providers to respond effectively and appropriately to Commission functions such as assessment contacts etc. Anecdotal evidence suggests providers are often left frustrated and surprised with ACQSC assessment activities when things go wrong and not according to past patterns.

Sector performance data published quarterly by ACQSC indicates an increase to non-compliances in various standards/requirements. This training session is designed to inform how prior preparation and readiness influences assessment methodology and accreditation outcome.

Participate in a real-life simulation case study to assist your organisation with preparedness and readiness training, prior to, during and post assessment contact visits. Receive practical tips, network with others and secure quality compliance mentoring opportunities.

Learning Outcomes

- Understanding changes to regulatory strategy and risk profiling approach by ACQSC assessors
- Identify deviations to regulatory rules and demonstrate confidence in preparedness to respond
- Know how totality of evidence applied to identified risks, remaining transparent and accountable to consumer outcomes leads to a strong compliance defence position
- Participate in a Simulated case study of ACQSC assessment – learn practical tips from an assessor perspective
- How to manage disputes with assessor findings and support win / win outcomes

Target Audience

Board members, CEOs, Directors of Nursing/Facility Managers, Clinical/Care Managers, Quality Managers/Coordinators, Registered Nurses.

Board Governance for Smaller Providers

Course Duration

3 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 workshop 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 workshop 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
- Access to tools and resources to confidently plan for change and build your knowledge of organisational governance requirements under the Aged Care Quality Standards
- Learn 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
- Learn 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 Management Skills for CHSP Providers

Course Duration

4 hours

Type

Interactive workshop

Category



Program Information

Care management has an important role to play in supporting recipients to receive safe and quality aged care services whilst they continue to live independently in their home and community. 53.4% of consumers in the CHSP program only receive one service. Nevertheless, all providers are responsible under the Aged Care Standards for optimising the health and wellbeing of their clients in accordance with their needs, goals and preferences. Understanding and responding to the risks to client's health and wellbeing is essential to delivering safe and effective care and services.

Learning Outcomes

Legal Framework of aged care and services

- Overview of the Australian aged care industry
- About the Commonwealth Home Support Program
- Intersection of CHSP with HCP Program
- My Aged Care Provider Portal
- Consumer rights and responsibilities
- Understanding quality reviews – meeting the standards in CHSP

Client Communication

- Good telephone and home visiting protocols
- Building rapport with intentional listening
- Onboarding clients with six important questions to ask
- Partnering with care workers and informal carers
- Managing complaints and feedback, and open disclosure
- Monitoring progress and deterioration
- Progress notes and other legal documentation requirements

Care Management for CHSP Providers

- Goals of care management in CHSP
- Roles and responsibilities of care management
- Reviewing the support plan
- No decision about me, without me and other principles of care management
- Understanding diversity and cultural safety in care planning
- Reablement and restorative care planning
- Whose support plan is it anyway?
- Understanding consumer directed care for CHSP
- Supporting meaningful person-centred goals

Clinical and Care Governance

- Clinical issues in aged care
- Your role in supporting good clinical care
- What is clinical care governance for CHSP providers?
- Balancing duty of care with dignity of risk
- Making professional referrals
- Identifying and supporting vulnerable clients at risk
- Risk management in community care
- Incident management
- Working together as a team with other care providers

Target Audience

Managers new to the CHSP, support coordinators, team leaders, quality managers, those responsible for customer care.

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

Type

Interactive workshop

Category



Program Information

The purpose of 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 ACCPA 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.

Clinical Governance in Aged Care

Course Duration

2 x 4 hours

Type

Interactive workshop

Category



Program Information

The concept of Clinical Governance in aged care has a heightened profile in industry driven by greater demands for improved standards of clinical practice, expectations of consumers and revised legislation that requires the governing body to be accountable for a framework that drives this model.

Cases we have seen tabled at the Royal Commission have demonstrated significant issues and the need for a further understanding of governance in this area and the pillars required to ensure best care is achieved.

The workshop will be delivered in two modules over two weeks. Part A will address Clinical Governance – what it is and why it is important, and Part B will concentrate on Director and organisational governance responsibilities.

Learning Outcomes

- What is Clinical Governance and why it matters
- Insight into current challenges in industry
- Identify tools and data to assist with Governance.
- Requirements of Directors under the Aged Care Act and Standards
- Questions for the non-clinical Director
- Integrate Clinical Governance as core Board business

Target Audience

If you are responsible for Clinical Leadership, reporting to the organisations governing body or a Director or part of the Executive team, then this workshop is designed for you.

Comprehensive Leadership Program

Course Duration

11 x 2-hour sessions

Type

Interactive workshop

Category



Program Information

The ACCPA Comprehensive Leadership Program is designed for Level 2 and 3 leadership positions in aged care and is ideal for those transitioning to a leadership role.

This program enables participants to take a deep dive over six months of learning with online coursework and one-on-one coaching sessions. Each module must be completed as each module builds on the previous. Participants engage in an online Community of Practice throughout the program to network and build each other's capabilities and continues post program for Alumni.

Learning begins with a self-assessment tool, the CILCA 360, to help leaders better understand themselves, their leadership style, and capabilities. This is followed by four separate modules that will allow you to develop your skills, knowledge and capabilities so you can become a confident, purposeful and effective age services leader.

Completion of the Comprehensive Leadership Program can be used as supporting evidence against an application for Recognition of Prior Learning (RPL) in the Diploma of Leadership and Management.

This program also provides the opportunity for one successful participant in each program to be awarded a scholarship into the Diploma of Leadership and Management.

Module 1: Know My Self

Recognising personality traits leads to developing self-awareness. Using the CILCA 360 tool participants will gain a 360-degree view of their strengths and areas for development in their leadership skillset, both before they start and after completing the training program.

These results are shared confidentially with the qualified Program Facilitator who coaches the participant to identify goals for implementation in their learning journey.

This first section of the course will assist the participants to gain vital communication skills to engage their team members, as well as for good customer service and managing feedback and complaints—which are important for meeting Aged Care Quality Standards 1, 6 and 7.

Module 2: Know My People

Participants learn and practice skills in listening to improve understanding and engagement with their clients and be able to model this approach to their team. By understanding people, you can find new ways to enable teams to care for current clients and assist new clients to settle into new surroundings and situations and feel as though they really belong.

This module also delivers specific sessions on identifying changes and deterioration in the older person, emphasising the importance of quick and accurate response, including

escalation and referral to the appropriate health professional. This will help them meet Aged Care Quality Standard 3.

Module 3: Know My Team

As a leader, it is important to bring out the best in your team—and it starts with how you communicate.

For participants who have never had to lead a team of people, the ability to communicate effectively and have crucial conversations successfully is a vital skill—it can never be underestimated.

Teaching participants how to give genuine positive feedback to their team members on a regular basis allows them to develop a healthy team—and healthy teams deliver better quality care and better outcomes for residents, clients and their families. It is also crucial for aged care leaders to know when and how to have the more difficult conversations with staff who are under-performing or not aligned to the values of a provider.

This module supports Aged Care Quality Standard 7.

Module 4: Know My Business

More than ever, aged care leaders need to show a strong understanding of organisational management and be able to impart to each staff member their roles and responsibilities within a Governance Framework, as well as convey these boundaries to their teams and stakeholders.

The importance of good governance, accountability, open disclosure, leading within a budget, financial management, and managing change, are essential topics covered in Module 4.

Good managers also need to understand how to manage projects—from scoping out the project, to the business case, the financials, understanding and mitigating risk, establishing and managing a project team, scheduling and monitoring, scope creep and scope reviews. Other topics include business case writing and report writing, time management, prioritising and delegating.

Learning Outcomes

- Gain vital communication skills using practical skills and tools to engage team members, manage feedback and complaints and provide excellent customer service
- Enabling and modelling – learn and practice skills in listening to improve understanding and engagement
- Give genuine positive feedback but know when and how to have crucial and difficult conversations successfully
- Understand the importance of good governance, accountability, open disclosure, budgets and financial management
- Understand the principles of time management and how to implement – prioritise and delegate

Target Audience

Current and emerging leaders in **Levels 3 and 2** of the Aged Care Leadership Capability Framework, which defines the behavioural attributes necessary for effective leadership within aged care organisations.

Critical Reasoning and Clear Thinking

Course Duration

2 hours

Type

Interactive workshop

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

Type

Interactive workshop

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 | Category |
|----------------------|---|
| 2.5 hours | |
| Type | |
| Interactive workshop |  CHSP  Home & Community Care  Residential Aged Care  Housing & Retirement Living |

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.

Embedding a Peer Support Culture

Course Duration

2 x 1.5 hours

Type

Interactive workshop

Category



Program Information

The Embedding a Peer Support Culture workshop is designed to empower staff who are assigned the 'buddy' or peer support role in their workplace. Delivered over two workshops, it explores the expectations of the peer supporter role and guides participants on the practical skills and knowledge required to develop an effective and productive peer relationship.

Topics covered in the workshops include:

- Effective coaching relationships
- Qualities of an effective Peer Supporter
- 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 are in a peer supporter role and/or assist new employees or trainees. Also beneficial to those required to manage peer support relationships.

Employer of Choice (Under Development)

Course Duration

TBC

Type

Interactive workshop

Category



Program Information

Workforce Planning is more than 'attraction, recruitment and retention', and in a contested workforce market, it requires a holistic approach, with the adoption of innovative human resource strategies and an employee empowerment approach.

An Employer of Choice organisation creates meaningful experiences from onboarding through the lifespan of the employee's journey, fostering peer relationships, growing individual capacity, increasing productivity and enabling higher levels of employee satisfaction and workforce retention.

Target Audience

Suitable for all employees involved in the leading and/or the embedding of organisational culture, including HR Managers, Managers, Team Leaders, Organisational Cultural Leads and Change Management Leads.

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

Type

Interactive workshop

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.

Governance in Aged Care

Course Duration

4.5 hours

Type

Interactive workshop

Category



Program Information

The aged care sector has experienced over a decade of disruption in funding, clinical requirements and legislative changes amidst a background of changing consumer needs and expectations.

The learnings from the Royal Commission, highlight the importance of putting the consumer first and finding the right balance between societal purpose and sustainability. This workshop delivers on four key topics: Government Overview, Requirements of Directors, Risk and Effective Questioning & Case Studies.

Delivered in partnership with



Learning Outcomes

- Insight into your organisation's current and future challenges, Director requirements, key impacts of ACQS Standard 8, the royal commission and other government investigations, inquiries and reviews
- Tools to assist you identify key governance risks for the aged care sector
- Questions to help you evaluate the effectiveness of information given to the board

Target Audience

Board Members, Executive Directors.

Introduction to Care Management Skills for Home Care Providers

Course Duration

3.5 hours

Type

Interactive workshop

Category



Program Information

Care managers will play a central role in the new redesigned home support program. The role of care manager is a vital connection with clients, clinicians and the delivery of in-home services. The primary goal of care management is to optimise client functioning by providing quality services in the most efficient and effective manner to individuals who sometimes have multiple and complex needs. A holistic assessment of care needs is foundational to good care planning and identifying the best options to meet individual needs and achieve goals.

Learning Outcomes

Module 1 – Legalities of the Home Care Package Program

- Overview of the Home Care Package Program
- Goals of care management
- Role and responsibilities of a care manager
- Understanding duty of care
- Consumer rights and responsibilities
- Understanding quality reviews – meeting the standards

Module 2 – Developing the Care Plan

- “No decision about me, without me” and other principles of care planning
- Assessing needs to support good care planning
- Understanding diversity and cultural safety in care planning
- Reablement and restorative care planning
- “Whose care plan is it anyway?”
- Understanding consumer directed care planning
- Setting meaningful person-centred goals

Module 3 – Home Visits

- Good home visiting protocols
- Conversations with clients
- Intentional listing
- Six important questions to ask
- Advanced Care Management Skills

Target Audience

Care managers, case managers, care coordinators and those seeking care management roles.

Leadership Accelerator Program

Course Duration

6 x 2-hour sessions

Type

Interactive workshop

Category



Program Information

The ACCPA Leadership Accelerator 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 (AACLFCF)

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

Type

Interactive workshop

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 has 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

Type

Interactive workshop

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.

Preparing for your Quality review – A workshop for Home Care Providers

Course Duration

4 hours

Type

Interactive workshop

Category



Program Information

A quality review by the Aged Care Quality and Safety Commission, the regulators of home and community care providers, is conducted at least once every three years. It is the process of reviewing the quality of services delivered against the Aged Care Quality Standards.

Every aged care home provider has to show the Commission that it meets these Standards. This is assessed through monitoring visits, reviews, and feedback from those receiving care and services. The results are published in the Find a provider tool on the My Aged Care Website for consumers.

This workshop develops the competency of home and community care providers to conduct their own internal quality assurance activities in order to self-assess their preparedness for a quality review by the Commission. This workshop fine tunes the abilities of those with an interest in quality to initiate, lead and report on quality assurance activities.

Learning Outcomes

- Understand quality and safety compliance requirements of your organisation
- Understand why regular self-assessment of quality is important
- Conduct a self-assessment quality assurance project – on your own organisation
- Validate evidence of compliance against the Aged Care Quality Standards
- Identify the key barriers you may face in a quality reviews
- Understand what makes a good internal quality assurance review
- Understand the fundamental stages of the Commission's quality review process
- Understand how to work with the Commission during a quality review
- Understand how to respond to non-compliance identified by the Commission
- Contribute to your professional development in quality management

Target Audience

Home and community care board members, non-executive directors, and employees with responsibility for quality assurance processes and successful compliance outcomes.

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

Type

Interactive workshop

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.

Understanding Home Care Packages Expenditure and Excluded Items

Course Duration

2 hours

Type

Interactive workshop

Category



Program Information

The Aged Care Quality and Safety Commission is strengthening a focus on how providers are allowing home care package funds to be used. The rules have not changed, but there is increased scrutiny of 'grey' areas of expenditure. The Commission can direct providers to refund costs for purchases that are not permitted.

ACCPA presents a two-hour training course that dives into the scope of the Home Care Package program to build a deeper understanding of excluded items and the purpose of Home Care Package funding flexibility.

Learning Outcomes

- Understand the intent of the Home Care Package program and the Quality of Care principles
- Understand the types of care and support services that should be included in a care plan
- Learn why needs assessments and care goals are important to preparing a home care budget
- Learn 'the rules' that prohibit excluded items from being purchased and why
- Discover a tool that can assist you to assess and validate purchase decisions
- Discover strategies that will assist your communications with clients and carers and avoid complaints

Target audience

Home Care Managers, Case Managers, Consumers.

Understanding Restrictive Practices in Aged Care and How to Ensure Compliance

Course Duration

2 Hours

Type

Interactive workshop

Category



Program Information

This workshop provides an understanding of what restrictive practices are and how you can identify the practices needed to ensure your consumers are safe. It will focus on the key concepts of the legislation to ensure you and your teams have the right practices in place to avoid non-compliances to the Aged Care Quality Standards. We will walk-through real-life scenarios from industry and complex issues you need to be aware of to be successful in your practice.

Learning Outcomes

- Understand the key concepts regarding restrictive practices
- Recognise how to apply key concepts into everyday practice
- Decipher how aspects such as consent, risk, care planning and continuous improvement align with the Quality Standards

Target Audience

These workshops are designed for aged care employees of all levels within providers of aged care services, particularly Facility and Clinical Managers, Registered Nurses, front line and new staff. They have been developed based on feedback received from the sector and will be particularly relevant to anyone new to the sector or seeking an overview of the application of restrictive practices.

Work Health & Safety Governance in Aged Care

Course Duration

2.5 Hours

Type

Interactive workshop

Category



Program Information

This workshop has been specifically designed for the aged services industry by the C-Suite Safety Solutions, in collaboration with ACCPA to inform participants of their obligations as Officers and Directors of a Person Conducting a Business or Undertaking (PCBU).

The program is focused on Safety Governance that participants must be aware of as part of their legal duty of care as an Executive Director or Non-Executive Director of a corporation in Australia. Key topics discussed:

- Be introduced to your Work Health and Safety Duty of Care
- Examine the safety obligations of key people
- Examine the essential requirements of a Safety Management System (SMS)
- Discuss the factors that impact on culture
- Examine the various methods of reviewing your governance framework
- Discuss ways of working to establish a robust method of governance

Learning Outcomes

- Understand how to delegate responsibility to ensure you meet your legal obligations
- Employ the essential skills to meet your duty of care
- Establish objectives and key indicators for work health and safety Governance
- Establish a robust method to review work health and safety performance
- Be introduced to the ISO 45001:2018 Occupational Health and Safety Standard, and
- Identify the key factors that impact on safety culture

Target Audience

This program is suitable for Executive Directors, Executive Leadership or Non-Executive Director roles. Leaders of people in service roles who are attend this training will benefit from gaining a deeper insight into work health and safety best practice.

