

S3G “Tools of the Trade” Workshop Series

The Systems 3 Group Pty Ltd

S3G

>Consulting
>Training
>Diagnostics

Understanding the Accreditation Standards

- A one (1) day program for Support Staff in Residential Aged Care (MA08)

Course Description

Don't underestimate your support staff! Support staff are an integral part of quality service and resident care. Sometimes there is an over-emphasis on the clinical side, and the training of the clinical staff. Yet support staff have equal interaction, if not more interaction, with residents. There are Expected Outcomes in the Accreditation Standards which have a direct impact on the support staff. As in the past, Agency Assessors will need to talk to your support staff to gain information on resident care. The question is - how prepared are they?

This program is all about building knowledge – the knowledge your support staff need to understand what has to be done by them to support your service in meeting the Accreditation Standards. This is not the usual chemical, manual handling or infection control training. This program aims to provide an uncomplicated appreciation of where management are coming from when services are required to be delivered in a certain way.

What does the course include?

- Resident Focus
 - ❖ Getting the fun back into aged care
- Continuous improvement systems
 - ❖ Systems maintenance
 - ❖ Pro-active CI systems
- Education and staff development
 - ❖ Setting up skills and knowledge systems
 - ❖ Teamwork
- Information systems
 - ❖ Staff meetings / handovers
 - ❖ Policies and procedures
- Support Services
 - ❖ Resident needs from support services
 - ❖ Administration, maintenance aspects.
 - ❖ Catering, cleaning and laundry aspects. Assessment pathways.
- Monitoring Support Services
 - ❖ Resident surveys, meetings, etc.
 - ❖ Resident incidents / accidents /infections
 - ❖ Staff complaints, incidents and accidents
- Audits
- Risk assessment



Who should do this course?

This is not a broad based course. This highly interactive 1 day program focuses on how the Accreditation Standards relate to support staff i.e.

- catering staff
- cleaning staff
- maintenance staff
- administration staff.

Cost

\$ 286.00 (incl GST). Fees include course materials, lunch and refreshments

Discount Policy

One – two participants – no discount from scheduled fee

Three – four participants from the same organization, booked on the same course – 5% discount

Five or more participants from the same organization, booked on the same course – 10% discount.

Discounts only apply if training fees are received in a single payment. Discounts do not apply retrospectively.

Course Pre-Requisites

Nil

In-house Options

Why should you consider it? Some reasons are:

- It is usually more cost effective to train 5 or more people in-house rather than place them on a public training program.
- This will maximise the benefits of the training as the skills learnt can be implemented immediately. Course participants are not required to "translate" the information to their site after a public training program.
- The training program can be easily modified to concentrate on topics of your choice
- The timing of the program is your choosing

