



**NORTHERN METROPOLITAN REGION  
HACC TRAINING CALENDAR  
January – June 2012**



Learn new tricks, gain  
new knowledge and  
work skills



Free training for staff &  
volunteers of HACC funded  
agencies & pension only  
SRs



Training  
Registration Form  
[HERE](#)



A3 workshops at a  
glance available  
[HERE](#)





## NORTHERN METROPOLITAN REGION HACC TRAINING REGISTRATION FORM

1. Please complete this form to register for all Northern Metropolitan Region HACC training workshops/courses.\*
2. See the relevant workshop flyer for details of where to send your completed registration form.
3. **Failure to cancel a registration at least 2 days prior to workshop date may incur a fee to your organisation of \$65.00 per person per workshop.**

### Personal Information

First Name	Surname	Date Of Birth	M/F
Position/role			
HACC Organisation Name			
HACC Organisation Address			
Suburb	Postcode	DH Region	
Work Phone	Mobile	Home Phone	
Email Address			
Do You have any specific learning and/or other support needs?			
Do you have any special dietary requirements?			

### Workshop/Course Details

Workshop/Course Name	Date
Venue	Course Code (if applicable)

### Authorisation

Name of your Manager	Work Phone
Manager's Email Address	
Address (if different from above)	
Have you received authorisation to attend this training?	Yes/No

**\*Please note that information provided may be used for statistical and planning purposes.**

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This calendar has been developed and produced by the Northern metropolitan region HACC Training Coordinator in consultation with HACC funded agencies in the sector and with oversight of the Northern Metropolitan Region HACC Training Advisory Committee. To contact the HACC Training Coordinator please email [hacctraining@mchs.org.au](mailto:hacctraining@mchs.org.au)

# PERSONAL CARE SKILLS REVISION

Wednesday 1 & Thursday 2 February 2012

9.30 am - 4.00 pm

## Workshop Description

This course is run over 2 days and aims to provide knowledge and skills required by staff to support or assist the older person with their personal care needs within the framework of an individualised care support plan.

## Key Concepts

- Supporting and assisting the older person to meet their personal care needs including foundational communication processes
- Infection control
- Client transfers
- Comprehensive overview of bed baths, showering, skin and foot care, oral care, dressing and grooming
- Meeting nutritional and hygiene needs
- Assistance to manage continence needs

## Target Audience

All HACC staff that provide direct personal care to clients and who have already attained a relevant personal care competency unit.

## Assessment

Attendance and participation in session activities on both days.

## Workshop Provider

Helen Macpherson Smith Institute of Community Health  
VET Education & Consultancy Administration Officer  
Royal District Nursing Service  
31 Alma Road  
ST KILDA VIC 3182  
P: 9536 5251  
F: 9536 5300

## Venue

Bell Motor Inn,  
Corner Bell & Patterson Streets  
PRESTON VIC 3072  
Limited parking on site  
Free on street parking available.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **forward to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# MANAGING DRIVER STRESS

Tuesday 7 February 2012

9.30 am - 4.30 pm

## Workshop Description

Managing Driver Stress is a one day workshop that provides an understanding of driver values, attitudes, beliefs and motivations through a variety of educational strategies. It provides participants with the information, knowledge and skills to manage their own emotional reactions to driver frustrations and strategies to manage other road users aggressive driving.

## Key Concepts

- Using an individual behaviour awareness approach to develop positive driver attitudes and driving behaviours
- Identifying common beliefs and values about road use and how such beliefs and values can create stressful driving
- Strategies to identify, control and defuse potential 'road rage' incidents with other road users

## Target Audience

Direct care workers, social support staff, and volunteers, assessment and care coordinators. This workshop caters for both mini bus and car transportation situations.

## Workshop Provider

Shane Wells

LINK Community Transport

P: 9355 8484

F: 9355 8385

E: [swells@lct.org.au](mailto:swells@lct.org.au)

## Venue

LINK Community Transport

5/105 Newlands Road

COBURG NORTH VIC 3058

Parking available the car park in front of United Tools, Trade Place (nearest cross street) approx. 100m from LINK Community Transport.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# CLIENT OBSERVATION & MONITORING

Thursday 9 February 2012

9.30 am - 4.00 pm

## Workshop Description

This one day workshop aims to provide an overview of key concepts related to observing and monitoring a client.

## Key Concepts

- Purposes of client observation
- Types of client observation and monitoring
- Vital sign observations
- Normal and abnormal results

## Target Audience

All HACC staff that provide direct personal care to clients

## Workshop Provider

Helen Macpherson Smith Institute of Community Health  
VET Education & Consultancy Administration Officer  
Royal District Nursing Service  
31 Alma Road  
ST KILDA VIC 3182  
P: 9536 5251  
F: 9536 5300

## Venue

Bell Motor Inn,  
Corner Bell & Patterson Streets  
PRESTON VIC 3072  
Limited parking on site  
Free on street parking available.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **forward to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# WRITING EFFECTIVE BUSINESS REPORTS

Thursday 9 February 2012

8.30 am - 4.30 pm

## Workshop Description

This program will focus on skills needed in planning, writing and editing clear and comprehensive annual reports. Throughout the workshop participants will have the opportunity to review. The workshop will be interactive and will be customised by utilising modified workplace documents organisational documents and practice their skills.

The main aims of this program are to further improve participants' skills and confidence in writing these documents and the efficiency with which these documents are written.

## Key Concepts

At the end of this program, participants will return to the workplace with improved skills to:

- Clarify the main communication objective
- Meet the reader's needs by clearly focusing the report
- Highlight key information and select an appropriate level of detail and organise this in a logical manner
- Identify appropriate information for different sections of a report
- Use plain English so that documents are clear and concise
- Write explicit, precise recommendations
- Apply strategies for developing a positive, polite tone

## Target Audience

This workshop will specifically target those coordinators, managers and health professionals who may be required to prepare arrange of written reports as part of their role.

## Workshop Provider

Sheryl Ward

Training Works

P: 0412 315 099

F: 9500 1934

Email: [sherylward@trainingworks.com.au](mailto:sherylward@trainingworks.com.au)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON VIC 3072

Parking is free and plentiful on site.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# APPLY FIRST AID HLTF301C – BEGINNERS SPECIAL!

Monday 13 & Tuesday 14 February 2012

9.00 am - 4.30 pm

## Workshop Description

This course is run over 2 days; participants must attend and complete both workshops to gain their First Aid Certificate. The course is designed to provide the knowledge and skills required to provide first aid response, basic life support and management of casualty(s) until the arrival of medical or other assistance.

## Key Concepts

This program includes first aid concepts relating to:

- Assessing the situation of accident, injury or emergency
- Applying first aid principles and procedures
- Communicating details of the incident
- Evaluating your own performance

## Target Audience

This course is especially designed for new learners or beginners in first aid. This course is **not open to volunteers** or others who are not required to have VET qualifications for their HACC role.

## Assessment

- Completion of a written assessment
- Competency based assessment of CPR
- Competency based assessment of choking management

## Workshop Provider

Helen Macpherson Smith Institute of Community Health  
VET Education & Consultancy Administration Officer  
Royal District Nursing Service  
31 Alma Road  
ST KILDA VIC 3182  
P: 9536 5241  
F: 9536 5300

## Venue

Hume Global Learning Centre  
Seminar Room 4/Seminar Room 5  
1093 Pascoe Vale Road  
BROADMEADOWS VIC 3047  
Call 9356 6999 to inquire about an all day car parking permit.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **forward to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# APPLY FIRST AID –VOLUNTEERS & OTHER BEGINNERS

4 Evening Sessions

Monday 13 & 20 and Thursday 16 & 23 February 2012

6.00 pm – 9.30 pm

## Workshop Description

This workshop is run over 4 evenings for your convenience. Participants need to attend every session to complete this workshop.

The course is designed to provide the knowledge and skills required to provide first aid response, basic life support and management of casualty(s) until the arrival of medical or other assistance.

## Key Concepts

This program includes first aid concepts relating to:

- Assessing the situation of accident, injury or emergency
- Applying first aid principles and procedures
- Communicating details of the incident
- Evaluating your own performance
- acquire and/or update knowledge and skills to provide first aid, including CPR
- coordinate first aid until the arrival of medical assistance
- effectively communicate and document the incident.

## Target Audience

This session is suitable for first time participants and those updating their skills

## Workshop Provider

Premium Health

Mark Ford

P: 1300 72 12 92

F: 9596 1766

E: [info@premiumhealth.com.au](mailto:info@premiumhealth.com.au)

## Venue

LINK Community Transport

5/105 Newlands Road

COBURG NORTH VIC 3058

[Map](#)

## Refreshments

Light refreshments provided.

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# CARERS ARE CLIENTS TOO – FAMILY & THE ASM APPROACH

Tuesday 14 February 2012

10.00 am– 1.00 pm

## Workshop Description

Service provision focuses on the client, and their family can sometimes be forgotten. However, working within ASM guidelines means making sure carers too are included in planning and service delivery. Carer- friendly practice leads to better outcomes for all involved.

## Key Concepts

Participants in this workshop will have the opportunity to explore

- What's going on for carers
- What carers want from service providers
- Why it is important to support the carer
- Some practical strategies for busy workers.

## Target Audience

Direct client service workers, case managers, service coordinators.

## Workshop Provider

Denise Whimpey

Carers Victoria

P: 9396 9513

F: 9396 9555

E: [Denise.Whimpey@carersvictoria.org.au](mailto:Denise.Whimpey@carersvictoria.org.au) or [Kate.Cleaves@carersvictoria.org.au](mailto:Kate.Cleaves@carersvictoria.org.au)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON VIC 3072

Parking is free and plentiful on site.

[Map](#)

## Refreshments

Afternoon tea will be provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# MANAGING CHALLENGING CLIENT BEHAVIOUR

Wednesday 22 February 2012

9.30 am – 4.00 pm

## Workshop description

A one-day, interactive workshop to assist lead staff to build skills in dealing effectively with challenging client behaviour. Participants will gain skills to understand and deal with the challenges of modern day client centred care and acquire the knowledge to build a “therapeutic alliance” between HACC clients and carers for a consistent team approach.

Participants will have opportunities through case examples to link theory with practice and discuss applications in a safe environment.

## Key Concepts

- Understanding of the principles used to manage and remain resilient in confronting situations
- Ability to develop a non threatening therapeutic alliance and foster team work
- Practice in developing techniques to ensure consistency in professional client approaches
- Confidence in maintaining safe limits and set client expectations
- Ability to develop effective listening skills and assist clients to develop new skills in communication
- Understanding of the barriers to effective communication and how to effectively maintain limits on client behaviour using an assertive style of relating to others
- Capacity to recognise and deal with clients effectively when you feel like you are being provoked.

## Target Audience

Suitable for Team leaders, Case managers, Assessment officers, Care Coordinators and other lead staff.

## Workshop Provider

Darren John

DJ Group Management

Suite 140 Marigold Crescent

GOWANBRAE VIC 3043

P: 0439 437 231

F: 9338 4718

E: [darren@djgroupmanagement.com.au](mailto:darren@djgroupmanagement.com.au)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON VIC 3072

Parking is free and plentiful on site.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **email or post to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# CARE PLANNING AND GOAL SETTING FOR ASSESSMENT STAFF

Tuesday 28 February 2012

1.00 pm – 4.00 pm

## Workshop Description

This session is designed to provide participants with a clear view of the theory and practice of care planning using the SMARTER goals concept.

The processes of "paper to practice" strategies that are required to achieve person centred care are reviewed.

## Key Concepts

- Identify the SMARTER goals concept
- Assessments and care coordination - ASM approach
- Clients- Care plans and clients rights
- ASM approach - Person centred goals and realistic objectives
- Communication with staff and meeting the care plan objectives

## Target Audience

Case Managers, Assessment staff & Allied Health staff

## Workshop Provider

Tricia Miller

IQ Enterprises

Tel: 0417 320 823

Email: [tmiller@iqenterprises.com.au](mailto:tmiller@iqenterprises.com.au)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON VIC 3072

Parking is free and plentiful on site.

[Map](#)

## Refreshments

Afternoon tea provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# BASIC DIGITAL LITERACY - WORK & PLAY COMPUTING

Thursday 1 & 8 March 2012

9.00 am – 4.30 pm

## Workshop Description

This 2 day course is designed to provide individuals with the knowledge and skills to function at a basic level of IT competency in the information society. It will enable a person to undertake basic IT functions using a personal computer and to engage in fundamental online activities.

The training is designed to give the user an introduction into Digital Literacy and is based on topics from Certificate 1 in Information Technology ICA10105.

## Key Concepts

- Operating a personal computer, using the internet for searching information and making on-line transactions.
- Logging on and setting up basic email account, send and receive information using web browsers and email
- Transferring photos from a camera or phone and emailing to others
- How to access eBay
- Log on, prepare a password and understand the importance of first line security
- Introduction to basic anti-virus protection

## Target Audience

This is a workshop especially for beginners and those with minimal computing skills. This workshop is open to all HACC staff and volunteers of HACC funded organisations.

## Workshop Provider

Kangan Institute

Tel: 9279 2222

Fax: 9279 2590

Email: [aoneill@kangan.edu.au](mailto:aoneill@kangan.edu.au)

## Venue

Kangan Institute

Building I Broadmeadows Campus

Pearcedale Pde

BROADMEADOWS VIC 3047

Parking available on campus.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# DISABILITY AWARENESS

Thursday 8 March 2012

9.30 am – 4.00 pm

## Workshop Description

To provide an understanding of a range of disorders or conditions experienced by clients with a disability and the support strategies and aids to manage behaviours of concern and assist them to maintain independence and dignity.

## Key Concepts

This workshop will provide participants with an overview of

- Autism Spectrum Disorder, Down's Syndrome, Acquired Brain Injury, Cerebral Palsy and Intellectual Disability
- Impact of disability on clients, families, carers and support workers
- Aids, resources and support strategies
- Behavioural management strategies

## Target Audience

This workshop is suitable for all HACC staff that provide direct personal care to clients.

## Workshop Provider

Helen Macpherson Smith Institute of Community Health  
VET Education & Consultancy Administration Officer  
Royal District Nursing Service  
31 Alma Road  
ST KILDA VIC 3182  
P: 9536 5251  
F: 9536 5300

## Venue

Bell Motor Inn,  
Corner Bell & Patterson Streets  
PRESTON VIC 3072  
Limited parking on site  
Free on street parking available.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **forward to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# PROJECT MANAGEMENT DEMYSTIFIED

Mondays 19 & 26 March 2012

9.00 am – 5.00 pm

## Workshop Description

Delivered over 2 days, these workshops use practical applications of management principles and theory using a humorous and theatrical style to ensure that trainees enjoy their learning experience and are able to translate their newly acquired skills to the workplace and demystify project management.

## Key Concepts

This workshop will cover Introduction to Project management, initiating projects, project planning, project communication, monitoring projects and project team building.

At the end of this program participants will:

- Be able to identify and discuss the unique nature of projects
- Be able to discuss and apply project management principles
- Know how to undertake a simple cost benefit analysis
- Know the elements to include when writing a project brief
- Be able to use a work breakdown structure and Gantt charts
- Be able to undertake a risk analysis and prepare a contingency plan
- Know when and how to set up and use continual project monitoring systems
- Have an opportunity to plan the development of project areas in their own workplace.

## Target Audience

This workshop is especially designed for beginners and those with minimal project management skills and knowledge.

## Workshop Provider

Adam Le Good

Fundamental Training & Development

Tel: 9844 0064

Email: [adam@ftd.com.au](mailto:adam@ftd.com.au)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON VIC 3072

Parking is free and plentiful on site.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# PROVIDE EMOTIONAL FIRST AID

Tuesday 20 March 2012

9.30 am - 4.00 pm

## Workshop Description

This full day workshop focuses on the emotional needs that may affect people as they age. Experiential learning through the use of case studies is used to highlight the need for support and the skills required to provide emotional first aid.

## Key Concepts

- Recognising the need for 'emotional support' as we age e.g. incidence of depression, loss of function and bereavement
- Basic awareness of the range of grief & loss issues experienced by people across the life span
- Responding to emotional needs - 'Active listening' to show empathy and support
- Assessment of emotional needs - knowing when to refer on e.g. GP for depression
- Services & information available

## Target Audience

Suitable for all staff or volunteers working in direct contact with HACC clients individually or in a group setting

## Workshop Provider

Kim Repcak

Sensory Education & Advocacy Services

Mob: 0458 447 701

Email: [krtraining@bigpond.com](mailto:krtraining@bigpond.com)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON VIC 3072

Parking is free and plentiful on site.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# MANAGING CHANGE IN THE HACC ENVIRONMENT

Monday 26 March 2012

10.00 am – 4.30 pm

## Workshop Description

The HACC environment continues to present a number of changes including the implementation of the Active Service Model. Managing change and leading continuous improvement are critical competencies for HACC leaders. This one day workshop provides an opportunity for lead staff to gain further insight into change management.

## Key Concepts

- Guiding principles for planning and managing change
- Change management models
- Approaches for introducing change and measuring its impact
- Communicating change
- Encouraging debate and discussion
- Managing resistance
- Trialling, monitoring and evaluating
- Reporting and communicating your experiences

## Target Audience

This workshop is especially designed for managers, team leaders, coordinators, assessment staff and allied health staff in lead roles.

## Workshop Provider

Clare Keating

Effective Change

Tel: 9388 1661

Fax: 9388 1984

Email: [clarekeating@effectivechange.com.au](mailto:clarekeating@effectivechange.com.au)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON VIC 3072

Parking is free and plentiful on site.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# MANAGING INAPPROPRIATE SEXUAL BEHAVIOUR

Tuesday 27 March 2012

10.00 am – 1.00 pm

## Workshop Description

This workshop will focus on direct care workers within the HACC sector organisations and communities. Participants will gain knowledge through activity based exercises.

## Key Concepts

- What constitutes inappropriate sexual behaviours
- Strategies for managing and responding to clients who display inappropriate sexual behaviour

## Target Audience

This workshop is designed for direct care workers, staff and volunteers that work at HACC (Home & Community Care) organisations.

## Workshop Provider

Action on Disability in Ethnic Communities (ADEC)

PH: 9480 1666

FAX: 9480 3444

E: [training@adec.org.au](mailto:training@adec.org.au)

## Venue

ADEC

175 Plenty Road

PRESTON VIC 3072

(Cnr Plenty Road and Garnett Street)

Mel Ref Map 30 G1

Tram 86 Tram Stop No. 44 or 45 on Plenty Road

Bell Railway Station on Epping Line.

[Map](#)

## Refreshments

Morning tea provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# RECOGNISE HEALTHY BODY SYSTEMS IN A HEALTH CARE CONTEXT - HLTAP301B

Wednesday 28 March & 18 April 2012

9.30 am – 4.00 pm

## Workshop Description

This nationally accredited unit provides an introduction to the way the human body works. Participants will develop a basic knowledge of the human body and learn the structure and function of each of its systems. Upon completion of this course, carers will be able to recognise body systems and their components, and be able to identify and monitor any changes associated with the functioning of the human body in the context of their work.

## Key Concepts

- Basic structure and functions of the body systems.
- Health terminology related to human anatomy and physiology.
- Basic understanding of the principles of maintaining a healthy body.

## Target Audience

All HACC staff that provide direct personal care to clients.

**N.B. This unit is the pre-requisite unit for those wishing to undertake 'CHCCS305B Assist Clients with Medication'**

## Assessment

Attendance and participation in all unit activities, completion of self directed learning activities and on the job assessment.

## Workshop Provider

Helen Macpherson Smith Institute of Community Health  
VET Education & Consultancy Administration Officer  
Royal District Nursing Service  
31 Alma Road  
ST KILDA VIC 3182  
P: 9536 5241  
F: 9536 5300

## Venue

Hume Global Learning Centre  
Seminar Room 4/Seminar Room 5  
1093 Pascoe Vale Road  
BROADMEADOWS VIC 3047  
Call 9356 6999 to inquire about an all day car parking permit.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **forward to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# UNDERSTAND & MANAGE EPILEPSY FOR DCWs

This workshop is aligned to CHCICS408A *Provide Support to People with Chronic Disease* and CHCDIS409A *Provide Services to People with Disabilities with Complex Needs*.

Wednesday 28 March 2012

9.30 am – 12.30 pm

## Workshop Description

Participants will learn strategies to help them better understand and support the individual living with epilepsy using a person-centred approach

This workshop has been designed in consultation with people with a disability, carers, service providers, support workers and neurologists. Participants overwhelmingly rate this workshop as highly relevant, practical and comprehensive. Support workers are actively involved in the workshop through case study exercises, DVDs and a comprehensive workbook. A person-centred approach emphasises the importance of involving the person and their circle of support.

## Key Concepts

- The impact of epilepsy
- The facts about epilepsy
- Different types of seizures
- Seizure triggers
- Medication and treatment
- Safety
- Co-existing conditions
- Seizure first aid
- Epilepsy management plan and records.

## Target Audience

This workshop is targeted to HACC support workers and has a lesser emphasis on clients with intellectual disability.

## Workshop Provider

Janita Keating  
Epilepsy Foundation of Victoria  
M: 0427 612 310  
E: [jkeating@epilepsy.asn.au](mailto:jkeating@epilepsy.asn.au)

## Venue

Darebin Arts & Entertainment Centre  
Corner Bell St & St Georges Rd  
PRESTON VIC 3072  
Parking is free and plentiful on site.

[Map](#)

## Refreshments

Morning tea provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# BETTER QUESTIONS ARE THE ANSWER

Tuesday 17 April 2012 9.30 am – 3.30 pm

&

Tuesday 8 May 2012 9.30 am – 11.00 am & 11.00 - 12.30 pm

## Workshop Description

This workshop will be delivered over 2 days and is designed to challenge individuals mindsets so that they are more open to asking themselves better questions.

## Key Concepts

Participants will learn how to:

- Recognise habitual patterns of response in our conversations
- Understand the impact of asking versus telling and the principles of asking better questions
- Distinguishing between hearing and listening and being able to demonstrate empathic listening
- Improve your ability to ask better questions
- Experience using powerful questions to empower people to tap into their creativity and potential

## Target Audience

This workshop is especially for those who manage others and other staff in leading roles. Participants must complete day 1 in preparation for day 2.

## Workshop Provider

Margaret Smith

Inspirational Coaching

P: 1300 671 077

F: 1300 678 477

E: [info@icoachu.com.au](mailto:info@icoachu.com.au)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON VIC 3072

Parking is free and plentiful on site.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# RECOGNISING & RESPONDING TO FAMILY VIOLENCE FOR DIRECT CARE WORKERS

Thursday 19 April 2012

9.30 am – 4.30 pm

## Workshop Description

Recognising and Responding to Family Violence for DCWs provides an introduction for those who have no specific family violence training but who support women who have experienced family violence. The training is interactive and includes a participant handbook.

## Key Concepts

- Definition, statistics, prevalence of FV
- Impact of FV
- Common beliefs about FV
- What makes it difficult to leave a violent partner?
- Indicators of FV
- Asking questions about FV
- Responding to Disclosures
- Risk assessment & safety planning
- Referrals and resources

## Target Audience

This workshop is especially for direct care workers and volunteers in HACC roles.

## Workshop Provider

Lorraine Yeomans

Domestic Violence Resource Centre Vic

P: 9486 9866

F: 9486 9744

E: [lyeomans@dvrcv.org.au](mailto:lyeomans@dvrcv.org.au)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON VIC 3072

Parking is free and plentiful on site.

[Map](#)

## Refreshments

Morning and afternoon teas and light lunch provided.

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# HORTICULTURAL THERAPY ACTIVITIES & THE ASM

Thursday 26 April 2012

9.30 am – 4.30 pm

## Workshop Description

This program provides an overview of practical gardening and horticultural related activities that can be used as therapeutic tools for a range of clients. The benefits of the activities are explained using examples relating to specific client groups. Many activities are very simple and require only a basic understanding of horticulture. This form of Therapy integrates the principles of the Active Service Model and illustrates practical applications in a wide range of interactions with clients. Participants receive a comprehensive program manual, potted plant, and other resources.

## Key Concepts

- Therapeutic benefits of gardening
- Basic gardening Skills
- Range of gardening activities used as therapy
- How to structure your activity sessions using ASM principles
- Hands on practical exercises incorporating ASM approaches
- Case studies of successful outcomes (Community gardens, garden kitchens, rehab, disability and aged-care services)

## Target Audience

PAG staff, Social Support staff and those working with a range of HACC clients and special needs areas including: Aged Care, Mental Health, Disability sector and, Rehabilitation.

## Workshop Provider

Paul and Karen de la Motte  
Beau Jardin Pty Ltd  
M: 0425 810 749  
E:delamotte@tpg.com.au

## Venue

Darebin Arts & Entertainment Centre  
Corner Bell St & St Georges Rd  
PRESTON VIC 3072  
Parking is free and plentiful on site.

[Map](#)

## Refreshments

Morning and afternoon teas and light lunch provided.

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# CONFLICT MANAGEMENT IN COMMUNITY WORK

Monday, 30 April 2012

10.00 am – 1.00 pm

## Workshop Description

This workshop will help participants understand that conflict is not all bad! Conflict can be uncomfortable for many people, but if managed effectively, conflict can lead to greater understanding and better communication.

## Key Concepts

- What conflict is and why it happens
- Ways to avert conflict situations
- How to effectively manage disagreements so that all parties are satisfied with the outcomes

## Target Audience

This workshop is open to all HACC staff and volunteers of HACC funded organizations.

## Workshop Provider

Denise Whimpey

Carers Victoria

P: 9396 9513

F: 9396 9555

E: [Denise.Whimpey@carersvictoria.org.au](mailto:Denise.Whimpey@carersvictoria.org.au) or [Kate.Cleaves@carersvictoria.org.au](mailto:Kate.Cleaves@carersvictoria.org.au)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON VIC 3072

Parking is free and plentiful on site.

[Map](#)

## Refreshments

Morning tea will be provided.

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# UNDERSTAND CARE PLANS & IMPLEMENTATION STRATEGIES FOR DIRECT CARE WORKERS

Tuesday 1 May 2012

9.30 am – 4.00 pm

## Workshop Description

This one day workshop provides an introduction to the Active Service Model and Person Centred Care Goals.

## Key Concepts

- Comprehension of instructions from the care plans –
- Implementation with confidence
- What's your role? Gathering Information and Reportable Issues/
- Documentation /Reporting and Recommendations
- Time Management and Focus
- Professional Boundaries

## Target Audience

This workshop is open to all HACC staff and volunteers of HACC funded organizations who provide direct care to clients.

## Workshop Provider

Tricia Miller

IQ Enterprises

Tel: 0417 320 823

Email: [tmiller@iqenterprises.com.au](mailto:tmiller@iqenterprises.com.au)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON VIC 3072

Parking is free and plentiful on site.

[Map](#)

## Refreshments

Morning and afternoon teas and light lunch provided.

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# EFFECTIVE GROUP FACILITATION USING ASM

Thursday 3 May 2012

9.30 am – 4.00 pm

## Workshop Description

This full day interactive session is designed to assist HACC workers to develop skills to balance member and group needs effectively. Participants will have the opportunity to workshop relevant group dilemmas such as: how to deal with the silent, dominant, emotional, angry and more challenging group members.

## Key Concepts

- Understanding group dynamics
- Key features of effective groups
- Using the ASM approach to facilitate effective groups
- Identifying difficult group situations e.g. challenging members
- Strategies to balance member needs with group needs
- Setting limits with destructive members
- Debriefing & self-care

## Target Audience

Suitable for staff/ volunteers involved in planned activity or support groups.

## Workshop Provider

Sensory Education and Advocacy Services

Kim Repcak

M: 0458 447 701

E: [krtraining@bigpond.com](mailto:krtraining@bigpond.com)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON. VIC 3072.

Parking is free and plentiful on site.

## Refreshments

Morning tea will be provided.

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# EFFECTIVE MANAGEMENT OF CLIENTS WITH DUAL DIAGNOSIS

Wednesday 9 May 2012

9.30 am – 4.00 pm

## Workshop Description

This 1 day interactive workshop aims to build on skills to effectively plan care for a client with mental health and drug and alcohol problems. This program focuses on the delivery of the underlying principles which are imperative to consider and how we can work towards integrated treatment options.

## Key Content

- What is dual diagnosis and what are the signs and symptoms of dual diagnosis?
- What is its prevalence and impact on our client group and society?
- Why dual diagnosis clients use substances and what are the increased risks to the individual?
- The complexity of dealing with dual diagnosis and what are the barriers in care planning
- The fragmentation of the service system and how this impacts client choice in treatment
- The Mental Health System and current principles of care including the core elements
- Harm minimization approaches for drug and alcohol dependency and the 'Stages of Change'
- Videos and case scenarios of current dual diagnosis treatments
- The integrated treatment approach and how to formulate an integrated care plan
- How to navigate a complex service system and make a referral
- Contemporary assessment tools used for screening mental health and alcohol and other drugs and their application.
- Current treatment and recovery options, as well as barriers in treatment and future directions in the mental health sector.

## Workshop Provider

Darren John  
DJ Group Management  
Suite 140 Marigold Crescent  
GOWANBRAE VIC 3043  
P: 0439 437 231  
F: 9338 4718  
E: [darren@djgroupmanagement.com.au](mailto:darren@djgroupmanagement.com.au)

## Venue

Darebin Arts & Entertainment Centre  
Corner Bell St & St Georges Rd  
PRESTON VIC 3072  
Parking is free and plentiful on site.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **email or post to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# DEMENTIA EDUCATION FOR DIRECT CARE WORKERS

Thursday 10 May 2012

9.30 am – 12.30 pm

## Workshop Description

The aim of the session is to increase general knowledge of dementia, including effective communication with a person with dementia and dealing with behaviours of concern.

## Key Concepts

- The nature of dementia
- Effective communication
- The problem solving approach to address behaviours of concern
- Identify the five symptoms of dementia
- Identify six different types of dementia
- Implement strategies for communicating effectively with persons with dementia
- Acknowledge that changes in behaviour are linked to damage to particular areas of the brain and that this damage varies between individuals
- Be able to understand the Problem Solving Approach in dealing with behaviours of concern in people with dementia.

## Target Audience

Suitable for HACC workers and volunteers who provide direct care service to clients.

## Workshop Provider Contact Details

Andrew Italia

Alzheimer's Association Victoria

P: 9815 7816

F: 9815 7887

M: 0448 816 552

E: [aitalia@alzvic.asn.au](mailto:aitalia@alzvic.asn.au)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON VIC 3072

Parking is free and plentiful on site.

[Map](#)

## Refreshments

Morning tea provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# WHY THE ACTIVE SERVICE MODEL IS A GOOD IDEA (WS1)

Monday 14 May 2012

9.30 am – 12.30 pm

## Workshop Description

This three hour workshop presents the principles and core concepts as well as the skills needed to implement the Active Service Model. This training provides an opportunity for participants to explore their initial reactions to the Active Service Model – to voice endorsement and problem solve any concerns relating to their work role. This learning workshop has an important role in generating new ideas, enthusiasm and better understanding of the benefits of the Active Service Model.

## Key Concepts

At the completion of this workshop participants will have increased skills and understanding of:

- Principles of the Active Service Model
- Core concepts of the Active Service Model
- Core skills to work in the ASM approach
- Active ageing
- Ageism
- Duty of care in the Active Service Model
- Person centred goal setting
- Capacity building – Doing with – not just - Doing for
- Maintaining work role boundaries

## Target Audience

Direct Support Workers, Rostering, Reception and Support Staff.

## Workshop Provider

Val O'Brien. Talking Solutions Pty Ltd.

P: 9579 2437

F: 9579 2431

M: 0400 159 551

E: [talksols@optusnet.com.au](mailto:talksols@optusnet.com.au)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON VIC 3072

Parking is free and plentiful on site.

[Map](#)

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# MOTIVATIONAL INTERVIEWING

Monday 14 & Tuesday 15 May 2012

9.30 am - 4.30 pm

## Workshop Description

This two day, two part workshop is highly interactive, with a focus on practical skill development. Motivational Interviewing is a dynamic, constantly evolving approach to working effectively with ambivalence to increase the likelihood of clients engaging in positive behaviour change. The approach is relevant for a wide range of presenting issues and settings, including addictions, sexual health, chronic disease management, treatment adherence, and healthy behaviour change.

## Key Concepts

- Gain a clear understanding of MI – what it is and how it works
- Increase understanding of the change process from resistance to action
- Review and practice the core skills
- Apply the skills to the change process
- Increase ability to work effectively with resistance and ambivalence
- Develop strategies to continue learning MI after the workshop is over.

## Target Audience

This workshop is suitable for workers with no knowledge of Motivational Interviewing through to those with prior learning and experience in this area, who want to deepen their understanding and practice.

## Workshop Provider

Helene Mentha

Mentha Consulting

M: 0410 847 151

E: [helen@menthaconsulting.com.au](mailto:helen@menthaconsulting.com.au)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON VIC 3072

Parking is free and plentiful on site.

[Map](#)

## Refreshments

Refreshments and light lunch provided.

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# PROVIDE BASIC FOOT, SKIN & NAIL CARE - CHCICS 306B

Tuesday 15 May 2012

9.30 am – 4.00 pm

## Workshop Description

To explore the issues related to the care of the feet in elderly clients, including care strategies.

## Key Concepts

- Understanding basic anatomy and circulation of the foot & aged related changes
- Assessment of feet and carer responsibilities
- Measures to assist clients to care for their feet
- Foot care of clients with diabetes
- Foot care of clients with arthritis
- Completion of a written assessment, class participation and practical skill demonstration

## Target Audience

All HACC staff that provide direct personal care to clients

## Workshop Provider

Helen Macpherson Smith Institute of Community Health  
VET Education & Consultancy Administration Officer  
Royal District Nursing Service  
31 Alma Road  
ST KILDA VIC 3182  
P: 9536 5241  
F: 9536 5300

## Venue

Hume Global Learning Centre  
Seminar Room 4/Seminar Room 5  
1093 Pascoe Vale Road  
BROADMEADOWS VIC 3047  
Call 9356 6999 to inquire about an all day car parking permit.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **forward to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# ESTABLISH AN EVIDENCE BASE & MEASURE PERFORMANCE

Wednesday 23 May 2012

9.00 am -5.00 pm

## Workshop Description

This workshop is designed to assist those who run and report on funded programs and those managing activities and resources within a budget how to decide on what is to be measured, how it is to be measured and how outcomes will be reported upon.

## Key Concepts

- An introduction to performance measurement and the objectives of measurement
- Preparing for measurement and setting up work practices to measure
- Gathering evidence and establishing assessment methods re performance and effort
- Reporting on performance to individuals & management & giving positive or corrective feedback.

## Expected Outcomes

At the end of this program participants will:

- Know why performance is measured
- Know how to ensure performance can be measured before it has commenced
- Know the three types of performance measures and how to use them
- Be able to effectively gather performance evidence in terms of outcomes & effort
- Be able to effectively report on performance to individuals and management.

## Target Audience

This workshop is for lead staff who need to measure and report on individual and or program performance.

## Workshop Provider

Adam Le Good  
Fundamental Training & Development  
P: 9844 0064  
E: [adam@ftd.com.au](mailto:adam@ftd.com.au)

## Venue

Darebin Arts & Entertainment Centre  
Corner Bell St & St Georges Rd  
PRESTON VIC 3072  
Parking is free and plentiful on site.

[Map](#)

## Refreshments

Morning & afternoon tea and light lunch provided.

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# CONTINENCE WORKSHOP IN AN ASM MODEL

Thursday 24 May 2012

9.30 am – 1.30 pm

## Workshop Description

This course explores issues relating to continence including interventions relevant to continence within a community setting and sensitivities with communication.

## Key Concepts

- Types of incontinence
- How to identify incontinence
- An active service model approach to the management of continence
- Treatment and management options
- Communication strategies for discussing and monitoring client incontinence
- Contextualisation communication specific to situations of depression, fear, anger, language barriers and cognitive impairment in relation to continence management
- Resources to support clients and carers

## Target Audience

All HACC staff that provide direct personal care to clients with continence issues in the community care setting.

## Workshop Provider

Helen Macpherson Smith Institute of Community Health  
VET Education & Consultancy Administration Officer  
Royal District Nursing Service  
31 Alma Road  
ST KILDA VIC 3182  
P: 9536 5241  
F: 9536 5300

## Venue

Bell Motor Inn,  
Corner Bell & Patterson Streets  
PRESTON VIC 3072  
Limited parking on site  
Free on street parking available.

[Map](#)

## Refreshments

Morning tea provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **forward to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# PUTTING THE ACTIVE SERVICE MODEL INTO PRACTICE (WS2)

Monday 28 May 2012

9.30 am – 12.30 pm

## Workshop Description

This three hour workshop is designed to be presented to participants who have already attended Active Service Model: Why Active Service is a Good Idea WS1. The focus of this workshop is the practice skills relating to the Active Service Model. It is expected that participants would already have introductory knowledge about the Active Service Model principles and core concepts prior to attending.

## Key Concepts

Upon completion of this workshop participants will have an increased understanding and competence in the following skill areas relating to implementing the Active Service Model

- Motivation
- Self Efficacy
- Stress Reduction
- Communication
- Learning Methods

## Target Audience

Direct Support Workers, rostering, reception and support staff who have already attended Active Service Model: Why Active Service is a Good Idea WS1

## Workshop Provider

Val O'Brien,  
Talking Solutions Pty Ltd  
P: 9579 2437  
F: 9579 2431  
M: 0400 159 551  
E: [talksols@optusnet.com.au](mailto:talksols@optusnet.com.au)

## Venue

Darebin Arts & Entertainment Centre  
Corner Bell St & St Georges Rd  
PRESTON VIC 3072  
Parking is free and plentiful on site.

[Map](#)

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# KOORI AWARENESS LEVEL 2

Tuesday 5 June 2012

9.00 am – 1.00 pm

## Workshop Description

During this workshop, attendees will review statistical data to demonstrate Indigenous disadvantage with regards to mortality rates, life expectancy and health risk factors. Participants will gain an understanding as to what the barriers are, how they have come about and why they manifest themselves as well as reflect on how the effects of post-colonisation are still evident within modern day Indigenous communities.

Case studies and activities are used to build the participant's capability to engage and interact with Indigenous clients and stakeholders in a culturally appropriate manner. Included in this training session will be an overview of the organisations and services within the Indigenous community.

## Key Concepts

- Recap on previous cultural training session
- Closing the Gap health data
- How history has contributed to health and mortality gaps
- Barriers for Aboriginal People Accessing Services
- Building culturally appropriate communication and interactive skills
- Structures within the Community
- Do's and don'ts when working with Indigenous clients
- Future Directions – What can I do now?

## Target Audience

All HACC staff and volunteers, in particular those who have completed Koori Awareness Level 1.

## Workshop Provider

Kangan Institute

Tel: 9279 2222

Fax: 9279 2590

Email: [tdouglas@kangan.edu.au](mailto:tdouglas@kangan.edu.au)

## Venue

Kangan Institute

Building I Broadmeadows Campus

Pearcedale Pde

BROADMEADOWS VIC 3047

[Map](#)

## Refreshments

Morning tea provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# PERFORM CPR HLTCP201B

Thursday 7 June 2012

9.30 am – 12.30 pm

## Workshop Description

This unit of competency provides participants with the knowledge and skills required to manage a life-threatening emergency and deliver rescue breathing and cardiopulmonary resuscitation to an unconscious person.

## Key Concepts

- Assessment of an emergency situation
- Assessment of a casualty's vital signs
- Recognition and management of an unconscious casualty
- Perform cardiopulmonary resuscitation (CPR) - adult, children and infant variations
- Understanding the use of an Automated External Defibrillator (AED)
- Cultural awareness & sensitivity
- Infection control principles and procedures
- Critical incident stress management
- Obtaining emergency services or medical assistance
- Communication and documentation of the incident details

## Target Audience

The workshop is suitable for all HACC staff. No prerequisite skills or knowledge required.

## Assessment

To be judged competent in this unit, participants are required to:

- Demonstrate competent CPR performance on an adult, child and infant manikin in line with the CPR checklist.
- Participate in a problem solving scenario exercise and demonstrate the required knowledge and skills specified for this unit.

## Workshop Provider

Helen Macpherson Smith Institute of Community Health  
VET Education & Consultancy Administration Officer  
Royal District Nursing Service  
31 Alma Road  
ST KILDA VIC 3182  
P: 9536 5241  
F: 9536 5300

## Venue

Bell Motor Inn,  
Corner Bell & Patterson Streets  
PRESTON VIC 3072  
Limited parking on site  
Free on street parking available.

[Map](#)

## Registrations

Complete the Northern Region HACC Training Registration Form and **return to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# WEEKEND FIRST AID UPDATE

Saturday 16 June 2012

9.00 am – 5.00 pm

## Workshop Description

This is a 1 day workshop comprising face to face training and assessment.

## Target Audience

This workshop is suitable for HACC staff and volunteers of HACC funded organisations who have completed a level 2 or Senior first aid course within the last 6 years, or who can present evidence of equivalent training/or experience.

## Expected Outcomes

Participants will develop knowledge and skills to provide first aid until the arrival of medical assistance and effectively communicate and document the incident.

## Workshop Provider

Premium Health

Mark Ford

P: 1300 72 12 92

F: 9596 1766

E: [info@premiumhealth.com.au](mailto:info@premiumhealth.com.au)

## Venue

Bell Motor Inn,

Corner Bell & Patterson Streets

PRESTON VIC 3072

Limited parking on site

Free on street parking available.

[Map](#)

## Refreshments

Morning and afternoon tea and light lunch provided.

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# ACTIVE CLIENTS – ACTIVE CHOICES

Tuesday 19 June 2012

9.30 am – 4.00 pm

## Workshop Description

This workshop explores the restorative approach to service delivery, which underpins the Active service model. The workshop focuses on how to deliver support services in a way which increases client self-efficacy and decision-making while discouraging dependency.

## Key Concepts

Participants will gain an understanding of how to provide aged care and disability services in a person centred manner without 'taking over'.

- Active ageing
- Restorative versus dependency models of community care
- Principles, core concepts and work skills of the Active service model
- Capacity building approaches to community care
- Self-efficacy sources, benefits and relationship to active life choices
- Tools to increase client self efficacy, decision making and motivation

## Target Audience

Assessment workers, co-coordinators, team leaders, case managers, allied health staff and nursing staff with little knowledge or experience of ASM.

## Workshop Provider

Val O'Brien.

Talking Solutions Pty Ltd.

P: 9579 2437

M: 0400 159 551

F: 9579 2431

E: [talksols@optusnet.com.au](mailto:talksols@optusnet.com.au)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON VIC 3072

Parking is free and plentiful on site.

[Map](#)

## Refreshments

Light lunch provided.

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# TRANSPORTING PEOPLE SAFELY USING HOISTS & RESTRAINTS

Tuesday 19 June 2012

9.15 am – 4.30 pm

## Workshop Description

Participants gain knowledge of and practical experience in safe work practices for assisting people in wheelchairs and using vehicle hoists, and occupant restraint systems.

Participants gain knowledge of relevant legislation and standards, and safe work practices when transporting people, and applying an Active Service Model approach.

Participants will explore ways to safely store cargo, the correct use of seat belts, and when to use specialised equipment.

Participants gain practical experience using wheelchair hoists and restraints, child restraints, and assisting people in wheelchairs, as well as experiencing what it is like to be a passenger with a disability.

## Key Concepts

- Relevant legislation, standards and safe work practices relevant to wheelchair hoists
- occupant restraint systems
- Transportation of wheelchair users , transportation of children plus duty of care re Active Service Model
- Strategies for overcoming challenges with seatbelts and safe stowage of cargo.
- Practical experience in using wheelchair hoists, wheelchair restraints, child restraints and assisting clients in wheelchairs

## Target Audience

Direct care workers, social support staff, and volunteers, as well as assessment and care coordinators. This workshop caters for both mini bus and car transportation situations.

## Workshop Provider

Shane Wells

LINK Community Transport

P: 9355 8484

F: 9355 8385

E: [swells@lct.org.au](mailto:swells@lct.org.au)

## Venue

LINK Community Transport

5/105 Newlands Road

COBURG NORTH VIC 3058

Parking available the car park in front of United Tools, Trade Place (nearest cross street) approx. 100m from LINK Community Transport.

[Map](#)

## Refreshments

Light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# LOSS & GRIEF WORKSHOP

Wednesday 20 June 2012

9.30 am – 4.00 pm

## Workshop Description

This workshop provides an understanding of, and strategies to support people experiencing grief and loss.

## Key Concepts

- Overview of different types of loss and grief
- Stages of loss and grief cycle
- Common symptoms of grief and loss
- Impact of losses on families and carers of persons experiencing loss
- Role of the carer to support people experiencing loss
- Strategies for the care of the person experiencing a loss including support services and resources

## Target Audience

The workshop is suitable for all staff and volunteers involved in caring for HACC clients.

## Workshop Provider

Helen Macpherson Smith Institute of Community Health  
VET Education & Consultancy Administration Officer  
Royal District Nursing Service  
31 Alma Road  
ST KILDA Vic 3182  
P: 9536 5241  
F: 9536 5300

## Venue

Bell Motor Inn,  
Corner Bell & Patterson Streets  
PRESTON VIC 3072  
Limited parking on site  
Free on street parking available.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **forward to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# COMMON HEALTH CONDITIONS OF THE FRAIL AGED FOR ASSESSMENT STAFF

Thursday 21 June 2012

9.30 am – 4.00 pm

## Workshop Description

This workshop is designed to provide an understanding of a range of health problems commonly experienced by the aged client.

## Key Concepts

- Respiratory conditions including asthma, chronic bronchitis, emphysema and COPD
- Neurological conditions including stroke, MS, Parkinson's Disease and sensory loss
- Musculo-skeletal conditions including osteoarthritis and osteoporosis

## Target Audience

All HACC Assessment, Case Management and Supervisor Staff.

## Workshop Provider

Helen Macpherson Smith Institute of Community Health  
VET Education & Consultancy Administration Officer  
Royal District Nursing Service  
31 Alma Road  
ST KILDA VIC 3182  
P: 9536 5241  
F: 9536 5300

## Venue

Bell Motor Inn,  
Corner Bell & Patterson Streets  
PRESTON VIC 3072  
Limited parking on site  
Free on street parking available.

[Map](#)

## Refreshments

Light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **forward to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# ASSIST CLIENTS WITH MEDICATIONS - CHCC305B

Thursday 21 & Thursday 28 June 2012

9.30 am – 4.30 pm

## Workshop Description

This is a 16 hour workshop that runs over 2 days. Each unit describes and builds the knowledge and skills required to assist clients to self-medicate in a home or community setting.

## Key Concepts

This workshop will teach participants how to

- Preparing the environment and client to assist with medicines
- Assisting clients with self administration of different types of medicines and assistive devices according to prescription instructions
- Complying with the organisation's policies and procedures for handling the range of contingencies which may arise

## Assessment

Participants will be required to:

- Complete a written assessment
- Demonstrate practical skills in the key elements listed above
- Provide a clinical report to RDNS 4 weeks following the completion of the course

## Target Audience

All HACC workers that provide direct personal care to clients, however, evidence of completion of HLTAP301A - Recognise Healthy Body Systems in a Health Care Context is required.

## Workshop Provider

Helen Macpherson Smith Institute of Community Health  
VET Education & Consultancy Administration Officer  
Royal District Nursing Service  
31 Alma Road  
ST KILDA VIC 3182  
P: 9536 5241  
F: 9536 5300

## Venue

Bell Motor Inn,  
Corner Bell & Patterson Streets  
PRESTON VIC 3072  
Limited parking on site  
Free on street parking available.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **forward to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.

# PROFESSIONAL BOUNDARY SETTING - PRIVACY & CONSENT CONCEPTS

Thursday 28 June 2012

9.30 am – 4.00 pm

## Workshop Description

This full day workshop aims to provide workers with strategies to be able to establish and maintain professional boundaries when working with clients and families. Participants will be given the opportunity to discuss and reflect on a range of complex issues using work place examples to address dilemmas in setting professional boundaries

## Key Content

- Using professional boundaries to encourage client independence
- The dangers of over stepping your professional boundary e.g. attachment, dependency
- What are the difficulties in keeping & maintaining boundaries? e.g. wanting to help
- Obligations and responsibilities maintaining privacy and obtaining consent
- Working within your role & maintaining service priorities
- Tools to use to maintain effective boundaries e.g. assertiveness

## Target Audience

All staff and volunteers involved with HACC clients

## Workshop provider

Kim Repcak

Sensory Education & Advocacy Services

Mob: 0458 447 701

E: [krtraining@bigpond.com](mailto:krtraining@bigpond.com)

## Venue

Darebin Arts & Entertainment Centre

Corner Bell St & St Georges Rd

PRESTON VIC 3072

Parking is free and plentiful on site.

[Map](#)

## Refreshments

Morning & afternoon teas plus light lunch provided

## Registrations

Complete the Northern Region HACC Training Registration Form and **fax or email to the Workshop Provider above**. Notify cancellations to training provider at least 2 days prior to workshop commencement date to avoid fee for non-attendance.