

Statement of Community Care Education and Training Priorities

The Victorian Community Care Education and Training Service is jointly funded by the Commonwealth Department of Health and Victorian Government Department of Health and Human Services
September 2018

Introduction

The Commonwealth Department of Health and the Victorian Department of Health and Human Services acknowledge the importance of education and training for the community care sector and are committed, through the Bilateral Agreement to jointly fund education and training delivery through the Victorian Community Care Education and Training Service until June 2019.

Purpose and scope

The purpose of the Victorian Community Care Education and Training Service is to provide strategically directed and coordinated education and training to support the community care workforce across Victoria.

The Education and Training Service supports providers to respond effectively to community needs, ensuring client and carer needs are met through the provision of appropriate, well-managed services, delivered by staff with relevant skills and knowledge. This includes providing both paid and volunteer staff at all levels with the opportunity to expand on and improve their knowledge and skills.

This statewide training service enables training to be delivered across sectors, across the State, promoting consistency in knowledge and application of the delivery of services in line with program policy and priorities.

The scope of the training will focus on knowledge and/or practical skills required to deliver services, for example:

- embedding a wellness, person and family centred capacity building and restorative care approach;
- respond to changing service delivery models and changing populations; and
- develop a skilled workforce to meet the needs of the Commonwealth Home Support Programme and Home and Community Care Program for Younger People population.

Target workforce

The Commonwealth Home Support Programme (CHSP) and the Home and Community Care Program for Younger People (HACC PYP) is a diverse workforce, ranging from allied health professionals, nurses to direct care workers with Certificate III in Individual Support or equivalent as a desirable qualification, delivering in home services such as personal care and centre based services like day therapy centres.

Training will predominately target direct care workers and the community care workforce engaged in providing in home personal care, domestic care and support provided in centre based social support settings. Training will be targeted to the main job roles in the CHSP and HACC PYP:

- manager
- coordinator
- nursing, allied health
- community care worker
- social support Coordinator
- property maintenance staff

Staff and volunteers are expected to have current skill and knowledge relevant to the safe delivery of their roles and services.

The State-wide training service does not provide qualification training to staff, as this is the responsibility of the education system, individuals and employers. It does provide courses that may be linked to applicable national units of competency. Refer to section 5 for training topics out of scope.

Training Priorities

The education and training program will reflect the priorities areas of the community care sector for the CHSP and HACC PYP priority areas. This includes supporting the workforce to deliver a person centred and strength based, wellness and reablement model of care, working effectively with diverse social and cultural groups and situations and change management.

Attachment 1 is part of the Community Services Training Package elective and core units that the contracted Victorian Community Care Education and Training Service provider is to have in its scope of registration.

Training topics

The training service will offer a range of education and training topics linked to applicable national units of competency which have been identified as critical in supporting quality delivery of aged and community services provided by both the CHSP and HACC PYP.

Training is a valuable way of increasing staff knowledge and skills and can be delivered in a range of formats and methods. Not all these topics will be appropriate for all staff and relevant topics may change over time. However the focus on practical skills and knowledge of the client group is constant.

Below is the list of relevant knowledge and skills for CHSP and HACC-PYP staff:

- Skills for person centred building on strength, capacity and goals of the individual, wellness and reablement approach, including goal directed care planning, taking a strength based approach, active listening, reflective practice;
- Understanding of common health conditions for the CHSP and HACC PYP target group: e.g. Arthritis, dementia, diabetes, stroke, cognition and dementia, mental health, vision, continence, nutrition and hydration, palliative care;
- Social and emotional well-being including: family friends and community, supporting care relationships, carer health and well-being. elder abuse;
- Ability and restorative care, including building capacity in activities of daily living, personal care, mobility, falls prevention, physical activity, use of aids and equipment, working with allied health practitioners;
- Diversity in practice, including:
 - cultural competence and culturally sensitive service provision, Culturally and Linguistically Diverse(CALD) clients, Aboriginal and Torres Strait Islander clients,
 - housing and homelessness,
 - people with dementia and their carers;
 - gender and sexually diverse clients,
 - people who are financially or socially disadvantaged / isolated,
 - people who are Veterans,
 - care leavers and parents separated from children and forced adoption or removal
 - support and respite, including social support group activity ideas workshop; promoting physical activities ideas and method, program planning with participants
- Skills and knowledge relevant to management of the CHSP and HACC PYP services, including change management, identifying staff training needs, diversity planning, wellness and reablement planning, implementing Home Care Standards / Aged Care Quality standards; and
- Disability awareness: physical, sensory and intellectual.

The topics may have a different focus or emphasis depending on the target audience. For example, content relevant to nurses or allied health staff will be significantly different to social support group staff or community care workers.

Out of scope topics

The following topics are out - of- scope for the ***Victorian Community Care Education and Training Service*** as in many cases these are employer or individual responsibility:

- Management skills:
 - staff supervision, finance*, planning, submission and other writing, evaluation, project management, team building, employee job role.
- Administrative and related skills:
 - computer software, report writing, presentations/public speaking, case notes and record keeping, time management.
- Continuing professional education requirement
- Employer related training:
 - Induction, occupational health and safety, first aid, CPR, employer policies and procedures and complaints policy, emergency procedures.

Attachment 1

Victorian Community Care Education & Training Service

Part of the list of elective and core units the contracted Victorian Community Care Education and Training Service provider has in scope of its registration

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| CHC33015 | Certificate III in Individual Support |
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| Competency Unit Code | Elective Unit |
|-----------------------------|---|
| CHCDIV001 | Work with diverse people |
| HLTHPS006 | Assist clients with medication |
| CHCPAL001 | Deliver care services using a palliative approach |
| CHCAGE005 | Provide support to people living with dementia |
| HCCCSO15 | Provide Individualised support |
| CHCPALO01 | Deliver care services using a palliative approach |
| CHCPRPO03 | Reflect on and improve own professional practice |
| CHCGRPO01 | Support Group Activities |
| CHCHCSO01 | Provide Home and Community Support Services |
| HLTAAP002 | Confirm physical health status |
| CHCHCSO11 | Meet personal support needs |
| CHCCCS023 | Support independence and wellbeing |
| CHCCOMO02 | Use communication to build relationships |
| CHCMHS001 | Work with people with mental health issues |
| CHCPRP003 | Reflect on and improve own professional practice |
| CHCLEG001 | Work legally and ethically |
| HLTAAP001 | Recognise healthy body systems |
| CHCAGE001 | Facilitate the empowerment of older people |
| CHCCCSO25 | Support relationships with carers and families |

Note: These are units from the Community Services Training Package or the Health Training Package and could change in the future.