



ABSOLUTE
— CARE & HEALTH —

Learning & Development




ABSOLUTE
— CARE & HEALTH —

Learning Lab

Learning and development at Absolute

There are three key pillars to Learning and Development at Absolute.

1

INDUCTION & ORIENTATION

Effective and thorough orientation can make all the difference when starting a new role. Our goal is to ensure new team members not only fully understand their role and how Absolute works but just as importantly, that they feel supported and able to seek help if needed.

2

INDUSTRY EXPECTED TRAINING

This ensures team members maintain currency in their knowledge and skills and that their competence in a range of key areas stays up to date.

This education can consist of short programs that may be undertaken through an e-learning platform or a face to face session.

3

APPLIED SKILL DEVELOPMENT & ENHANCEMENT

This pillar aims to enhance and facilitate the professional growth and development of team members beyond the minimum expectations required. This training may focus on more complex care needs, understanding specific disease or more focussed subject areas.

Our training facilities

THE ABSOLUTE LEARNING LAB

This is our dedicated training and learning space, created especially for our team to offer tailored training options and experiences for our support workers, carers and nurses.

The Learning Lab is fitted out with a wide range of equipment including various hoists and hospital beds as well as training mannequins to learn and practice some of the core skills required when supporting people in their home.

There's also desk stations where you can complete online learning and training modules in a quiet and peaceful environment!



Pillar 1: Induction and orientation

SUPPORTING YOU FROM THE GET-GO

We know how important the first few days are in any new role and we want to make sure that you feel supported from the get-go.

Our orientation programme includes a full day paid induction held in our Learning Lab where you will;

- hear about Absolute, the way we work and the types of clients we work with
- review key policies and procedures that you will need to be familiar with
- learn how to use our digital app to manage your shifts, lodge your shift notes and report incidents
- meet the coordination team who will be matching you with clients and allocating shifts
- review and undertake some key competencies
- discuss any further training support you need with our Learning & Development Manager

After your induction, you will be mentored by our Onboarding Manager who is there to support you through your first few weeks at Absolute, to make sure your roster is being filled with suitable clients and to help solve any issues.

Pillar 2: Industry expected training

In order to ensure that your knowledge and skills remain up to date, it is expected that you undertake ongoing training within your scope of practice. This is an industry requirement and generally you will not be able to continue working without current training in these areas.

We deliver this training free, either in our Learning Lab for practical in-person training or via our online learning system.

**Every
12 months**

- Basic life support
- Infection control (basic & advanced)
- Workplace safety (safety in the home)
- Documentation/progress notes writing
- Fire safety in the home & office space
- Medication administration
- Manual handling
- Falls management
- Safety hazards in the home
- Privacy and confidentiality
- Incident reporting

**Every
3 years**

- First aid*
- NDIS/Aged Care Code of Conduct
- Abuse and neglect
- Person-centred care
- Cultural sensitivities

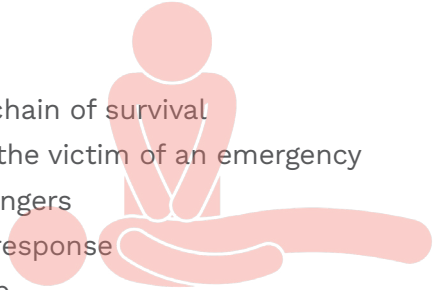
At this stage Absolute is not a Registered Training Organisation (RTO) and therefore the courses and training you complete through the Absolute Learning Lab are not endorsed for use out side of Absolute. This bears no reflection on the quality of the training you will receive.

1. Basic life support

CPR training provides the knowledge, confidence, and skills to stay calm in a medical emergency and help a person in need until advanced medical support arrives.

what's covered?

- Defining CPR
- Explaining the chain of survival
- Biding time for the victim of an emergency
- Checking for dangers
- Checking for a response
- Sending for help
- Maintaining a person's airway
- Assessing for breathing
- Providing cardio-pulmonary resuscitation



2. Documentation/progress notes writing

This training supports frontline workers with understanding the requirements for documenting clear, accurate descriptions of support activities, care interventions, changes in client conditions, and all necessary information to support optimal communication, collaboration, and continuity of care.

what's covered?

- Common mistakes when documenting
- Consequences of poor documentation
- Importance of contemporaneous documentation
- Minimum requirements of documentation
- Examples of high-quality documentation



3. Infection control

Basic infection control training explains the standard precautions of infection control with an aim to prevent modes of transmission in the homecare setting. This training supports Absolute staff to maintain an awareness of how to implement infection control standards and practices in the care environment for protection of self, the client, and other related parties from unnecessary exposure to infection and infectious agents.

what's covered?

- Hand hygiene
- Sneezing, coughing and respiratory hygiene management
- Environmental cleaning
- Transmission based precautions and airborne pathogens
- Management of bodily fluid
- Managing sickness
- PPE usage
- Waste management
- Sharps disposal
- Management of occupational exposure
- Working while immunocompromised
- Working with skin conditions

Advanced infection control and use of tier-3 PPE has been rolled out in response to the Covid-19 pandemic and supports frontline health workers to mitigate risks associated with highly infectious diseases in the workplace

what's covered?

- Monitoring, managing and reporting symptoms of an infectious disease
- Client pre-screening
- Recognising when tier-3 PPE is required
- Donning and doffing tier-3 PPE
- Rules and requirements while wearing tier-3 PPE

4. Medication administration

This training provides nurses, carers and support workers with the knowledge, skills, and safe practices to support individuals who require assistance with medication administration. Participants completing this course will also learn the importance of complying with legislative guidelines, working within their scope of practice and processes required to manage and mitigate incidences that may result in medication administration errors.

what's covered?

- The prescribing–dispensing–administering process
- The ‘7 rights’
- Scope of practice
- Webster packs
- Medication error management and response



5. Manual handling

The purpose of this training is to ensure workplace health and safety requirements are known and adhered to by all employees who work for Absolute Care & Health, thereby protecting staff, clients, and others from unnecessary exposure to workplace related risks.

what's covered?

- Risk prevention in the home - Home Site Safety Check
- Risk identification, assessment and control
- Patient handling
- Manual handling equipment
- Injury reporting
- Returning to work



6. Falls management

The purpose of this training is to provide Absolute frontline workers with the knowledge required to respond appropriately to a fallen person, to ensure the best possible prognosis and outcomes.

what's covered?

- Assessing for danger
- Not moving the victim
- Sending for help
- Communicating with head office staff
- Documenting details of the fall
- Informing next of kin
- Incident reporting

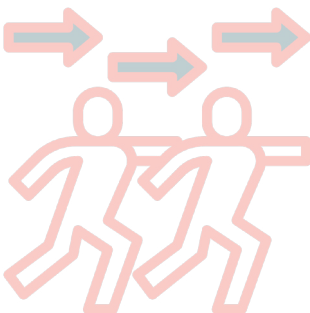


7. Managing emergencies in the home

The purpose of this training is to ensure you have knowledge and understanding of how to respond to situations in the clients home, that are considered to be an emergency.

what's covered?

- Defining what constitutes an emergency
- Outlining the general response of Absolute to an emergency
- Discussing appropriate responses to each type of emergency
- Indicating appropriate evacuation routes and evacuation area



8. Safety hazards in the home

This training supports frontline health workers to be aware of and know how to prevent injury through exposure to workplace hazards and the associated risks, identify the roles and responsibilities of Absolute and other associated parties in relation to hazard identification and the appropriate assessment and management of identified risks.

what's covered?

- Home site safety checks
- The risk management process
- Australian workplace health and safety regulations
- Flagging, documenting, and notifying management of identified risks
- Levels of risk control
- Potential consequences of a failure to report risks



9. Incident reporting

The purpose of this training is to identify, define, outline, and inform staff who work for Absolute, the required steps for the reporting of incidents, accidents and adverse events.

what's covered?

- What constitutes an incident or adverse event?
- Mechanisms for identifying when an incident or adverse event has occurred
- Process of reporting an incident or adverse event including how to rate the severity
- How an adverse event or incident can impact the staff involved. The importance of supporting staff through this process
- The importance of organisation culture and how this can be a barrier to staff reporting incidents or adverse events
- Key requirements and process of a Root Cause Analysis



10. Privacy and confidentiality

The purpose of this training is to identify, define, outline, and inform staff who work for Absolute, appropriate process ensure the confidentiality and privacy of our clients is maintained.

what's covered?

- To identify the roles and responsibilities of Absolute in relation to confidentiality and privacy of our clients
- To ensure employees are aware of and know how to implement confidentiality and privacy requirements
- Defining what is meant by privacy and confidentiality
- Stating people's rights to privacy and confidentiality of information
- Identifying useful strategies to respect privacy and confidentiality
- Demonstrating understanding of how personal information should be stored

11. Abuse and neglect

The purpose of this training is to identify, define, outline, and inform staff who work for Absolute Care & Health of appropriate and expected behaviours when working with vulnerable people and children.

what's covered?

- To identify roles and responsibilities in relation to allegations of abuse and neglect
- To ensure employees are aware of, and know how to respond appropriately if they suspect abuse and neglect in a client's home



12. Person-centred care

This training allows Absolute staff to demonstrate and deliver care that is respectful of, and responsive to, the preferences, needs and values of the individual patient.

what's covered?

- Involvement of carers and family, and access to care
- Person-centred approaches to care can lead to improvements in safety, quality, and cost effectiveness, as well as improvements in client and staff satisfaction
- Establishing mutual respect and working together to share decisions and plan care



13. Cultural sensitivities

The purpose of Cultural sensitivity training is to highlight and explain the importance of accepting and respecting people with cultures and cultural identities that differ from their own.

what's covered?

- What is cultural sensitivity?
- Understanding the benefits of an inclusive and respectful approach, without bias towards other staff, colleagues, stakeholders, volunteers, clients and their associates, regardless of their cultural background, values, and beliefs.



Pillar 3: Skills enhancement

Current and upcoming opportunities

We currently provide further skills enhancement training ‘as-needed’ for support workers who are working with clients who have specific or complex needs. This may be provided in the client’s home or in our Learning Lab as appropriate.

From the end of 2023, all support workers and carers will have the opportunity to access additional free, skills-specific training to further your knowledge and skills.

The courses we will offer include the following and will be available based on interest and demand from the end of 2023.

- Diabetes management (Blood glucose monitoring)
- Continence care and catheter management
- Advanced bowel care
- Epilepsy management
- Dysphagia management
- Tracheostomy management
- Enteral feeding management
- Personal care





A

AIRWAY

Check the airway is clear and perform the head-tilt, chin lift manoeuvre.

B

BREATHING

Look, listen and feel for signs of breathing.

C

COMPRESSIONS

If the person is not breathing or has no pulse, perform chest compressions immediately.

DEFIBRILLATION

Use an Automated External Defibrillator (AED) as soon as possible to restore the person's heart rhythm. Follow the AED's instructions.



The Learning Lab
Level 1, 199 Toorak Rd
South Yarra 3141, VIC

It's your life

— Live it. Love it. Own it. —

1300 030 032

absolutetraining@absolutecarehealth.com.au