



Royal Commission
into Aged Care Quality and Safety

Training options to address Royal Commission into Aged Care Recommendations





Training options to address Royal Commission Recommendations

1. About this information

Royal commission into Aged Care Quality and Safety

We have used the [Royal Commission into Aged Care Quality and safety final report summary](#) (Royal Commission Report) to identify targeted areas and suggest training strategies.

Page numbers in the document refer to the relevant pages Royal Commission Report. Text in italics are quotes from the Report.

Funding link

Government incentives are available to encourage eligible students to develop skills in areas of demand, such as ageing and disability.

More information is on our website <https://daisylearning.com.au/funding-options/>. Daisy Learning staff would be happy to assess funding eligibility with you.

Delivery

We will be flexible to meet your needs. Options are:

- Join regularly scheduled courses at Maroochydore.
- If you can provide the space, we will happily train onsite.
- RPL (Recognition of Prior Learning) Is available for accredited training for candidates who, as a rule of thumb, have more than 3 or more years of **recent** (within the previous 2 years) experience working in the community services sector in a role where you would have gained knowledge and practical skills required in the qualification.
- We can customise a package to meet your requirements and budget.
- Schedules can be arranged to accommodate staff availability.
- Our trainers are all passionate about our industry.

We are here to help

We would be happy to come onsite to talk to staff at breaktimes about how they could upskill and about funding availability if that would help.

Any questions, please contact Tiffany on 07 5479 6301 or email tiffanys@daisylearning.com.au



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2. Complex Care

Identified training need	Pages	Suggested training	Training type <i>Accredited OR Professional Development (not accredited)</i>
<p>1.1 Mental Health</p> <p><i>Issues with older people are not being adequately addressed. Depression is very common and dementia care was a persistent theme in the inquiry.</i></p> <p><i>We are deeply concerned that so many aged care providers do not seem to have the skills and/or capacity required to care adequately for people living with dementia. Furthermore, many staff members working in aged care are not sufficiently skilled or trained to identify and support people living with mental health conditions.</i></p>	66; 69; 127; 155; 172	CHC43315 Certificate IV in Mental Health	Accredited
<p>1.2 Accredited qualifications:</p> <p>Funding increase to support education and training to improve the quality of care.</p> <p><i>Lack of investment in staff and in particular staff training; limited opportunities to progress or be promoted.</i></p> <p>Encouraging staff to update or complete additional qualifications would help to address this.</p>	126; 127; 155	CHC33015 Certificate III in Individual Support CHC43015 Certificate IV in Ageing Support CHC43415 Certificate IV in Leisure and Health Recognition of Prior learning / gap training is available to update students from earlier qualifications.	Accredited

3. Core requirements

Identified training need	Pages	Suggested training	Training type <i>Accredited OR Professional Development (not accredited)</i>
2.1 Dementia Care <i>Mandatory dementia training is recommended so that there is the right number and mix of staff who are trained in dementia care, having the right physical environment, and having the right model of care.</i>	68; 69; 92; 155	CHCAGE005 Provide support for people living with dementia	Accredited
		Positive Dementia Support	Professional Development
2.2 Palliative Care <i>There are requirements for regular staff training to ensure the right to fair, equitable and non-discriminatory access to palliative and end-of-life care.</i>	68; 69; 94; 155	CHCPAL001 Deliver care services using a palliative approach	Accredited
		Palliative and end of life care	Professional Development

4. Routine Care - Activities of Daily living

Identified training need	Pages	Suggested training	Training type <i>Accredited OR Professional Development (not accredited)</i>
3.1 Oral and Dental Care and Hygiene	69; 70; 127; 155	Provide or assist with Oral Hygiene (includes denture care)	Professional Development
3.2 Skin Care <i>Skin Care, especially prevention and poor treatment of pressure injuries and wound management.</i>	68; 70; 155	Skin and Wound Care (includes prevention of pressure injuries)	Professional Development

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Identified training need	Pages	Suggested training	Training type <i>Accredited OR Professional Development (not accredited)</i>
3.3 Continence management <i>Continence management is required to preserve dignity quality of life and wellbeing.</i>	70	Continence management	Professional Development
3.4 Assisting clients with medication	69; 71; 95; 117; 127;	HLTHPS006 Assist clients with Medication	Accredited
		CHCSS00070 Assist clients with Medication Skill Set	
3.5 Infection prevention and control <i>central to all care services</i> <i>All residential care homes should have one or more trained infection prevention and control officers.</i> This is now a required unit for CHC33015 Certificate III in Individual Support	71; 172; 173	Assist clients with medication refresher	Professional Development
		Assist clients with medication in the client's home	Professional Development
		HLTINF001 Comply with infection prevention and control policies and procedures	Accredited
3.6 Cultural Safety and Trauma-Informed service delivery <i>There can be a lack of understanding and respect for people's culture, background and life experiences</i>	71; 98	HLTSS00064 Infection Control Skill set	Free training - Funding available for Skill Set
		Infection Control Refresher	Professional Development
3.7 Elder Abuse <i>The abuse of older people in residential care is far from uncommon. In 2019–20, residential aged care services reported 5718 allegations of assault under the</i>	68, 80; 105; 126;	CHCDIV001 Work with diverse people	Accredited
		CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety	Accredited
		Cultural Safety and Trauma-informed service delivery	Professional Development
		Elder abuse	Professional Development

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Identified training need	Pages	Suggested training	Training type <i>Accredited OR Professional Development (not accredited)</i>
<i>mandatory reporting requirements of the Aged Care Act.</i>	140; 141		
3.8 Falls prevention Falls is mentioned in relation to other areas e.g. <i>Poor nutrition, unsuitable housing</i> And can be a result of many other conditions.	70; 92; 95; 107; 127	No recommendation at this stage. Training in other areas can help with falls.	Not available
3.9 Dysphagia Management	127	Nutrition and Hydration (includes dysphagia)	Professional Development
3.10 First Aid	127	HLTAID011 Provide first aid (previously HLTAID003) HLTAID009 Provide Cardiopulmonary resuscitation (Previously HLTAID001)	Accredited

5. Volunteers

Identified training need	Pages	Suggested training	Training type <i>Accredited OR Professional Development (not accredited)</i>
4.1 Volunteer Training <i>Providers should also give induction and ongoing training to volunteers in caring for and supporting older people, diversity and inclusion, complaints management, and reporting abuse or neglect.</i>	104; 105	Elder abuse	Professional Development

6. Training options summary

Accredited training

SELECT	REF	QUALIFICATION	FEE FOR SERVICE		FUNDED CO-CONTRIBUTION		GST	
			UNITS	TOTAL	NON-CONC	CONC		
	1.2	CHC33015	Certificate III in Individual Support	14	\$3250	\$260	\$130	N
	1.2	CHC43015	Certificate IV in Ageing Support	18	\$3700	\$360	\$180	N
	1.2	CHC43115	Certificate IV in Disability	14	\$3700	\$280	\$140	N
	1.2	CHC43415	Certificate IV in Leisure and Health	17	\$3700	\$340	\$170	N
	1.1	CHC43315	Certificate IV in Mental Health	15	3700			N
	3.4	CHCSS00070	Assist clients with medication Skill Set (HLTHPS006)	2	\$550	\$50	\$25	N
	3.5	HLTSS00064	Infection Control Skill Set (HLTINF001)	1	0	0	0	N
	3.6	CHCDIV001	Work with diverse people	1	\$310			N
	3.6	CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	1	\$310			N
	2.1	CHCAGE005	Provide Support for People living with dementia	1	\$310			N
	2.2	CHCPAL001	Deliver Care Services using a palliative approach	1	\$310			N
	3.0	HLTAID009	Provide Cardiopulmonary resuscitation (Previously HLTAID001)	1	60			N
	3.10	HLTAID011	Provide First Aid (Previously HLTAID003)	1	120			N
<i>Minimum class numbers are required for skill sets and individual units. Learners may be included with scheduled Daisy Learning groups.</i>								



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Professional Development training

SELECT	REF	COURSE		ONLINE	COST INC GST	FACE TO FACE DAYS	COST INC GST	GST
	2.1	DLDEM03	Positive Dementia Support	YES	\$30	.5		
	3.7; 4.1	DLELDA01	Elder abuse	YES	FREE			Y
	3.4	DLMEDH03	Assist with Medication in the client's home	YES	\$30	.5	\$220	Y
	3.4	DLMEDR03	Assist with Medication refresher			1	\$270	Y
	2.2	DLPAL03	Palliative and end of life care	YES	\$30	.5	\$220	Y
In Development								
	3.2	DLSKW04	Skin and Wound care (including pressure injuries)			.5	\$220	Y
	3.3	DLCONM02	Contenance management			.5	\$220	Y
	3.6	DLCULS01	Cultural Safety and trauma-informed delivery service			.5	\$220	Y
	3.1	DLORAH02	Provide and assist with Oral Health			.5	\$220	Y
	3.9	DLNUTH02	Nutrition and hydration (includes dysphagia)			.5	\$220	Y



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