



DTC Solutions

Development - Training - Consultancy

January – June 2021

DTC Solutions delivers a range of professional development workshops including half day, one- and two-day workshops for more complex content and knowledge. The list below is not exhaustive, we are able to meet with you and your team to discuss and develop specific skills and knowledge training that may better suit organisational performance indicators and needs as well as supported individuals.

Development:

- **Policy and procedures**
 - review
 - training & implementation
- **Induction / Orientation**
 - customised for an organisation and work environment - for new employees
- **Annual refresher training**
 - We will work with you to develop your annual training calendar, develop and deliver the training. We focus on knowledge and skills development to meet specific needs of organisations and relevant policy, procedures, documentation and processes.

Training:

- **Active support**
 - **Two-day workshop** - “Train Champions” - (*first day theory / basics, second day – Documentation development, group work and planning facilitation*)
 - **One day workshop** - Refresher/Annual workshop - (*The basics of Active Support covered, ** Organisation and employees initiate and develop own documents and processes afterwards*)

Head trainer Heidi Duncan completed “Active Support – Train the Trainer” at the University of Sydney, Disability Studies Faculty with Professor Roger Stancliffe and Dr Edwin Jones from the UK.

Active Support encourages and facilitates a person-centred approach by increasing meaningful opportunities and activities for individuals who are ageing or with a disability. Active support is not a new concept or model of support; however, many organisations may not engage this particular

support model. Active Support can effectively increase quality of life as confidence and skills develop and the person is more able to exercise their rights and choices. An Active Support workshop will provide organisations and support workers with the principles of this person-centred model and some strategies to start the process in their planning and work with supported individuals.

Heidi has delivered a range of introductory “Active Support” workshops for several organisations and offers additional implementation and review.

The key to Active Support is that every moment has potential!

- **Behaviour Support – Introductory**

- **Half Day – Refresher/Annual** – only suitable for staff members/employees who are familiar with behaviour support strategies and policy of organisation.

4 hours (*inclusive of a morning tea break*) consisting of:

- Theory – 2 hrs;
- Group work activities – Documentation – Recording – 1.5hrs;
- 15mns – De-brief, further questions, discussion and training evaluation.

- **Full Day – “Behaviour Support” an Introductory to** – Suitable for NEW or inexperienced support staff employees

9.30am – 4pm (*Morning tea break -15mns, Lunch – 30-40 mins*) consisting of:

- Theory –2.5 hrs
- *After lunch*
- Theory continued - 1 hr
- Practical examples - Group Work – Documentation – Recording – 1.5hrs
- 15mns – De-brief, further questions, discussion and training evaluation.

Supporting “Behaviours of concern” is applicable to both the Disability and Aged Care sectors, with key concepts such as Positive Behaviour Support being the preferred and best practice method of managing and supporting behaviours of concern with the team. This workshop will cover the basics of behaviours of concern and understanding how functional analysis is an important step in ensuring that the function or need of the behaviour used is identified and the team is provided positive strategies and skills to do this effectively. The workshop then also provides knowledge and understanding in writing a functional analysis, pro-active and reactive strategies, ethical and legal considerations and quality of life measures for the individuals.

This workshop is one of the first steps to equipping employees to participate in and contribute to more positive, effective strategies and management of behaviours of concern.

- **Individual Planning – Person centred planning & Processes**

- One day workshop

Person centred services and individual planning should be at the core of Aged Care and Disability service delivery. This workshop explores person centred approaches and planning practices that guide organisations and employees in the planning and documentation principles that better meet individuals needs. A person-centred focus ensures successful outcomes for both individuals and also organisations meeting standard requirements and funding responsibilities. The workshop explores this and also provides group work that initiates teams to think differently and enhance outcomes that are individual needs driven.

Individual planning when implemented effectively increases positive workplace culture and positive outcomes for all involved.

- **The National Standards – How do we do it ? – (*Customised for environment of either Aged Care and/or Disability organisations*)**

- Half day workshop

This workshop delivers employees the knowledge and understanding of the various standards that apply to the service delivery setting along with links to the relevant legislative requirements.

The workshop also provides participants with hands on learning activities to understand the key performance indicators and how it relates to their roles and position duties. The workshop is ideal for positive attitudes and culture change as well as new employees and / or orientation/induction processes.

With a better understanding of the bigger picture, employees are equipped with the knowledge and know-how which encourages them to be more effective, motivated and accountable.

- **Work Health & Safety / Manual Handling**

- One-day workshop (*First half of day – Theory & second half of day – Practical skills*)
- Half Day – Annual Refresher Workshop

Health & Community Industry workers have a higher than average chance of being seriously injured at work, and manual handling and physical hazards are the largest cause of serious injuries. This workshop provides a strong basic platform of general Work Health and Safety knowledge for employees working within a variety of settings. Safe work practices as well as linking to relevant organisational policy and procedures provides participants with the knowledge of personal safety and duty of care. Within this workshop practical knowledge and skills in own personal safety awareness, equipment knowledge, duty of care, risk assessment, risk control measures, stress & fatigue awareness and reporting and recording responsibilities and skills are discussed.

- **Disability awareness and inclusion**

Knowledge and understanding displaces fear and exclusion and this in turn assists to prevent social isolation and prejudice. Inclusion is a term used widely but often misunderstood and not implemented effectively. This workshop is ideal for high school and college students as well as workplaces, businesses that are working towards inclusive practice and greater awareness.

The workshop discusses a brief history of disability in society, understanding disability causation and the models of support that have shaped more effective inclusion principles as well as how a school or workplace can be more welcoming, accessible and inclusive.

Consultancy & Development of:

- **Workforce professional development processes and yearly planning of**
 - **Organisational Induction / Orientation**
 - **Documenting individual planning**
 - **Implementation of Active Support and evaluation**
 - **Audit basics and preparation**
 - **Procedures and guiding documents for employeesⁱ**
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PO Box 5202 Braddon ACT 2612

Heidi.dtc.2020@gmail.com

Phone: 0448822445

ABN: 91 834 135 944