



2021 Cerebral Palsy Alliance Staff Training Guide

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REGISTER NOW	 Register: trainingalliance.edu.au  Call: 02 9975 8715  Email: training@cerebralpalsy.org.au

Tips for using this Training Guide

TIPS FOR FACE TO FACE LEARNING

- ✓ Go to the Training Alliance website at <https://trainingalliance.edu.au> and click on **Find a Course** to register for face to face training.
- ✓ We provide training in different locations. Please check the location before registering.
- ✓ Try to book two half day trainings on the same day - morning and afternoon.
- ✓ Bring your lunch as locations may not be close to shops.
- ✓ For all queries about face to face courses, please contact: training@cerebralpalsy.org.au

TIPS FOR ONLINE LEARNING

- ✓ Go to the Training Alliance website at <https://trainingalliance.edu.au> and click on **Online Learning Login** to access your online learning courses.
- ✓ You have access when you log in. You do not need to register for online courses.
- ✓ For all queries about login details and the Online Learning System, please contact: onlinelearning@cerebralpalsy.org.au

Cancellation of Training Bookings:

To cancel your registration for a face to face course, **email training@cerebralpalsy.org.au (and include your manager) and please provide the reason for cancellation.**

If your cancellation is within 48hrs, please also phone Training Alliance 02 9975 8715.

Go to the Training Alliance website to rebook training for a different date.

Recognition of Prior Learning:

Application for recognition of prior learning (RPL) can be made to the Training Alliance Learning and Development Manager as per the Professional Development policy.

BLENDED LEARNING

At Training Alliance we have a blended approach to learning which means there may be a pre-requisite to complete online learning before coming along to a face to face session.

EXAMPLE: PRACTICAL SKILLS TRAINING FOR DISABILITY SUPPORT PRACTITIONERS

- ✓ Online learning:
3 courses – Back Yourself; Assist with Medication and Infection Prevention and Control
- ✓ Face to face Practical skills workshop
1 day including manual handling, medication, infection prevention and control and Epilepsy

EXAMPLE: WHS PRACTICAL WORKSHOP FOR ALLIED HEALTH THERAPISTS AND ASSISTANTS

- ✓ Online learning:
1 course – Back Yourself
- ✓ Face to face WHS Practical workshop
Half day including manual handling



Cerebral Palsy Alliance Orientation Program

All Cerebral Palsy Alliance employees

Course	Face to Face or Online	Compulsory activity for	Completion
Corporate orientation	Face to face	All Cerebral Palsy Alliance employees	First day
Back yourself: Unpacking manual tasks	Online	All Cerebral Palsy Alliance employees	First month
Fire, safety and emergency response	Online	All Cerebral Palsy Alliance employees	First month
WHS awareness and duty of care	Online	All Cerebral Palsy Alliance employees	First month
Infection prevention and control for Disability Support OR Infection prevention and control	Online	All Disability Support & Youth services employees All other Cerebral Palsy Alliance employees, excluding Disability & Youth	First month
Whistleblower (Protected Disclosure) Policy	Online	All Cerebral Palsy Alliance employees	0-3 months
Delivering an unrivalled customer experience	Online	All Cerebral Palsy Alliance employees	0-6 months
DisabilityAware: An awareness and inclusion program	Online	All Cerebral Palsy Alliance employees	0-6 months
Good working relations OR Good working relations for managers and supervisors*	Online	All Cerebral Palsy Alliance employees	0-6 months

* *Good working relations for managers and supervisors* is provided to Managers with direct reports and Clinical Consultants, Clinical Educators and Clinical Nurse Specialists.

NDIS Worker Orientation Module

Course	Face to Face or Online	Compulsory activity for	Completion
NDIS Worker Orientation Module 'Quality, Safety and You' Access via: https://training.ndiscommission.gov.au/ <i>Please note: You will need to create an account the first time you Log In to access the training.</i>	Online via NDIS commission website.	All Cerebral Palsy Alliance employees	First month
Need help? Questions? Contact us: contactcentre@ndiscommission.gov.au			
Difficulty logging in? Contact us: tier1support@ndiscommission.gov.au			



Cerebral Palsy Alliance Induction Program – Disability Support

Disability Support Practitioners

(Including new employees, managers/team leaders from Accommodation, Respite, Lifestyles and Packforce)

Course	Compulsory activity for	Completion
Assist with medication: Online course	Disability Support Practitioners	First month
Practical skills workshop for disability support practitioners <u>Pre-requisite:</u> <ul style="list-style-type: none"> Assist with medication: Online course Back yourself: Unpacking manual tasks: Online course Infection prevention and control for Disability Support: Online course 	Disability Support Practitioners	First month
Bowel care <u>Pre-requisite:</u> Practical skills workshop	Disability Support Practitioners	0-3 months
Client incident training: Online course	Disability Support Practitioners	0-3 months
Feedback and complaints: Online course	Disability Support Practitioners	0-3 months
Documentation <u>Pre-requisite:</u> <ul style="list-style-type: none"> Client incident training: Online course 	Disability Support Practitioners	0-3 months
Mealtime assistance	Disability Support Practitioners	0-3 months
Tube feeding <u>Pre-requisite:</u> <ul style="list-style-type: none"> Practical skills workshop 	Disability Support Practitioners who are required to assist clients with feeding tubes as part of their duties	0-3 months
Transporting Clients: Online course Onsite training to be scheduled with your Manager	Disability Support Practitioners	0-3 months
Promoting health for people with a disability: Online course	Disability Support Practitioners	0-3 months
Working with diverse people: Online course	Disability Support Practitioners	0-3 months
Positive approaches to behaviour support: Online course	Disability Support Practitioners	0-3 months
Positive approaches to behaviour support: Disability support <u>Pre-requisite:</u> <ul style="list-style-type: none"> Positive approaches to behaviour support: Online course 	Disability Support Practitioners	0-3 months
Preventing and responding to violence, abuse, neglect & exploitation: Online course	Disability Support Practitioners	0-3 months
Preventing and responding to violence, abuse, neglect & exploitation <u>Pre-requisite:</u> <ul style="list-style-type: none"> Preventing and responding to violence, abuse, neglect & exploitation: Online course 	Disability Support Practitioners	0-3 months
Certificate III in Individual Support (Disability) or Certificate IV in Disability <u>Pre-requisite:</u> All orientation/induction training must be completed	Permanent Disability Support Practitioners who have reached their qualifying period	Sign up for program within 6-12 months

Upcoming Changes in 2021:

- **NEW** face to face courses 'Disability health support workshop' and 'Back yourself practical workshop' will replace the current Practical Skills Workshop.
- **NEW** virtual courses 'Person Centred Active Support' and 'Promoting Client Health' will be available.
- **NEW** online courses 'Pressure injury management' and 'Oral hygiene' will be available.



Cerebral Palsy Alliance Induction Program – Therapy Services

Therapy Services employees who work directly with clients (Including Managers / Team Leaders)

Course	Compulsory activity for	Completion
Clinical orientation <i>Scheduled the day after Corporate orientation</i>	Therapy Services employees	First month
Client incident training: Online course	Therapy Services employees	0-3 months
Feedback and complaints: Online course	Therapy Services employees	0-3 months
Disability dynamic: Online course - Working with clients - Case studies	Therapy Services employees	0-3 months
Preventing and responding to violence, abuse, neglect & exploitation: Online course	Therapy Services employees	0-3 months
Preventing and responding to violence, abuse, neglect & exploitation <u>Pre-requisite:</u> • <i>Preventing and responding to violence, abuse, neglect & exploitation: Online course</i>	Therapy Services employees	0-3 months
WHS practical workshop for allied health therapists and assistants <u>Pre-requisite:</u> • <i>Back yourself: Unpacking manual tasks: Online course</i>	Therapy Services employees	0-3 months
Advanced communication and coaching: Online course	Therapy Services employees	0-6 months
CP Check-Up™ Orientation and Accreditation Program: Online course - Compulsory module all disciplines: “CP Check-Up™? CP Register and CP Check-Up™ Database” - General health - Other modules: as per discussion with your manager and role requirement	Therapy Services employees	0-6 months
Positive approaches to behaviour support: Online course	Therapy Services employees	0-6 months
Positive approaches to behaviour support: Therapy services <u>Pre-requisite:</u> <i>Positive approaches to behaviour support: online course</i>	Therapy Services employees	0-6 months
Designing and implementing effective home programs	Therapy Services employees	6-12 months

Occupational Therapists

Course	Compulsory activity for	Completion
Salesforce Client Management System (CMS): Therapists – Online	Occupational Therapists	First month
WHS advanced workshop for occupational therapists, physiotherapists and exercise physiologists <i>Please note: Scheduled and must be completed on the same day as WHS practical workshop for allied health therapists and assistants</i>	Occupational Therapists	0-3 months
Prescribing postural supports: Online course	Occupational Therapists	0-6 months
Seating and positioning: Online course	Occupational Therapists	0-12 months
Seating and positioning <u>Pre-requisite:</u> • <i>Seating and positioning: Online course</i>	Occupational Therapists	0-12 months
Powered mobility: Setting the wheels in motion	Occupational Therapists	6-12 months
Pulling it all together for therapists: An advanced workshop on movement disorders and evidence based practice	Occupational Therapists	6-12 months
Splinting and casting for people with cerebral palsy	Occupational Therapists	6-12 months
Assistive technology: An introduction	Occupational Therapists	6-12 months

All Allied Health Assistants

Course	Compulsory activity for	Completion
Salesforce Client Management System (CMS): Therapists – Online	Allied Health Assistants	First month
Splinting and casting practical workshop (day 2)	Allied Health Assistants	6-12 months



Cerebral Palsy Alliance Induction Program – Therapy Services

Physiotherapists

Course	Compulsory activity for	Completion
Salesforce Client Management System (CMS): Therapists – Online	Physiotherapists	First month
WHS advanced workshop for occupational therapists, physiotherapists and exercise physiologists	Physiotherapists	0-3 months
<i>Please note: Scheduled and must be completed on the same day as WHS practical workshop for allied health therapists and assistants</i>		
Seating and positioning: Online course	Physiotherapists	0-12 months
Seating and positioning	Physiotherapists	6-12 months
<u>Pre-requisite:</u>		
<ul style="list-style-type: none"> Seating and positioning: Online course 		
An introduction to aquatic therapy for therapists working with people with disability	Physiotherapists	6-12 months
Powered mobility: Setting the wheels in motion	Physiotherapists	6-12 months
Pulling it all together for therapists: An advanced workshop on movement disorders and evidence based practice	Physiotherapists	6-12 months
Splinting and casting for people with cerebral palsy	Physiotherapists	6-12 months

Exercise Physiologists

Course	Compulsory activity for	Completion
Salesforce Client Management System (CMS): Therapists – Online	Exercise Physiologists	First month
WHS advanced workshop for occupational therapists, physiotherapists and exercise physiologists	Exercise Physiologists	0-3 months
<i>Please note: Scheduled and must be completed on the same day as WHS practical workshop for allied health therapists and assistants</i>		
An introduction to aquatic therapy for therapists working with people with disability	Exercise Physiologists	6-12 months
Pulling it all together for therapists: An advanced workshop on movement disorders and evidence based practice	Exercise Physiologists	6-12 months

Speech Pathologists

Course	Compulsory activity for	Completion
Salesforce Client Management System (CMS): Therapists – Online	Speech Pathologists	First month
Assistive technology: An introduction	Speech Pathologists	0-6 months
Allied health educational presentation: Feeding assessment: Online course	Speech Pathologists	0-6 months
Dysphagia workshop for speech pathologists	Speech Pathologists	0-6 months
<u>Pre-requisite:</u>		
<ul style="list-style-type: none"> Allied health educational presentation: Feeding assessment: Online course 		
Pulling it all together for therapists: An advanced workshop on movement disorders and evidence based practice	Speech Pathologists	6-12 months

Psychologists and Social Workers

Course	Compulsory activity for	Completion
Salesforce Client Management System (CMS): Therapists – Online	Psychologists and Social Workers	First month
Pulling it all together for therapists: An advanced workshop on movement disorders and evidence based practice	Psychologists and Social Workers	6-12 months

Aquability employees

Course	Compulsory activity for	Completion
Hydrotherapy rescue award	Aquability employees	As required



Cerebral Palsy Alliance Induction Program – Early Childhood Early Intervention (ECEI)

All Early Childhood Early Intervention (ECEI) employees
(Including ECEI Administrators and ECEI Coordinators)

Course	Compulsory activity for	Completion
Feedback and complaints: Online course	All ECEI employees	0-3 months
Preventing and responding to violence abuse, neglect & exploitation: Online course	All ECEI employees	0-3 months
Advanced communication and coaching: Online course	All ECEI employees	0-6 months

ECEI Coordinators

Course	Compulsory activity for	Completion
Disability Dynamic: Online course - Children's case studies only	ECEI Coordinators	0-3 months
Preventing and responding to violence, abuse, neglect & exploitation <u>Pre-requisite:</u> <i>Preventing and responding to violence, abuse, neglect & exploitation: Online course</i>	ECEI Coordinators	0-3 months
WHS practical workshop for allied health therapists and assistants <u>Pre-requisite:</u> <i>Back yourself: Unpacking manual tasks: Online course</i>	ECEI Coordinators	0-3months
Positive approaches to behaviour support: Online course	ECEI Coordinators	0-6 months
Positive approaches to behaviour support: Therapy services <u>Pre-requisite:</u> <i>Positive approaches to behaviour support: Online course</i>	ECEI Coordinators	0-6 months
Client incident training: online course	ECEI Coordinators	0-6 months
Client incident investigation reporting <u>Pre-requisite:</u> <i>Client incident training: online course</i>	ECEI Coordinators	0-6 months
Designing and implementing effective home programs	ECEI Coordinators	6-12 months



Cerebral Palsy Alliance Induction Program – Client Engagement

Customer Service Consultants / Receptionist

Course	Compulsory activity for	Completion
Feedback and complaints: Online course	Client Engagement employees	0-3 months
Preventing and responding to violence abuse, neglect & exploitation: Online course	Client Engagement employees	0-3 months
Advanced communication and coaching: Online course	Client Engagement employees	0-6 months

Client Service Consultants and Schedulers

Course	Compulsory activity for	Completion
Salesforce Client Management System (CMS): Getting Started – Online	Client Service Consultants and Schedulers	First month
Feedback and complaints: Online course	Client Service Consultants and Schedulers	0-3 months
Preventing and responding to violence abuse, neglect & exploitation: Online course	Client Service Consultants and Schedulers	0-3 months
Disability Dynamic: Online course <ul style="list-style-type: none"> - Working with clients - Case studies 	Client Service Consultants and Schedulers	0-3 months
Advanced communication and coaching: Online course	Client Service Consultants and Schedulers	0-6 months



Cerebral Palsy Alliance Induction Program – Youth Services

All Youth Services employees

(Including Managers, Youth Coordinators, Youth Coaches and Program Leads)

Course	Compulsory activity for	Completion
Salesforce Client Management System (CMS): Therapists – Online	Youth Coaches	First month
Assist with medication: Online course	Youth Services	First month
Practical skills workshop for disability support practitioners <u>Pre-requisite:</u> <ul style="list-style-type: none"> Assist with medication: Online course Back yourself: Unpacking manual tasks: Online course Infection prevention and control for Disability Support: Online course 	Youth Services	First month
Client incident training: Online course	Youth Services	0-3 months
Feedback and complaints: Online course	Youth Services	0-3 months
Documentation <u>Pre-requisite:</u> <ul style="list-style-type: none"> Client incident training: Online course 	Youth Services	0-3 months
Transporting Clients: Online course <i>Onsite training to be scheduled with your Manager</i>	Youth Services	0-3 months
Positive approaches to behaviour support: Online course	Youth Services	0-3 months
Positive approaches to behaviour support: Disability support <u>Pre-requisite:</u> <i>Positive approaches to behaviour support: Online course</i>	Youth Services	0-3 months
Preventing and responding to violence, abuse, neglect & exploitation: Online course	Youth Services	0-3 months
Preventing and responding to violence, abuse, neglect & exploitation <u>Pre-requisite:</u> <ul style="list-style-type: none"> Preventing and responding to violence, abuse, neglect & exploitation: Online course 	Youth Services	0-3 months

Upcoming Changes in 2021:

- NEW** face to face courses 'Disability health support workshop' and 'Back yourself practical workshop' will replace the current Practical Skills Workshop.



Cerebral Palsy Alliance Induction Program – Management

Management

(All Managers who have employees directly reporting to them)

Course	Compulsory activity for	Completion
Salesforce Client Management System (CMS): Getting Started – Online	Managers of client facing services	First month
Manager Orientation Part 1: Understanding our business and your role	Managers	First month
Manager Orientation Part 2: Understanding our clients and sector	Managers	First month
Manager Orientation Part 3: Understanding our people practices	Managers	Second month
Manager Orientation Part 4: Leading conversations	Managers	Second month
Manager Orientation Part 5: Your leadership impact	Managers	Third month
CP Check-Up™ Orientation and Accreditation Program: Online course - Compulsory module all disciplines: “CP Check-Up™? CP Register and CP Check-Up™ Database”	Managers as required	0-3 months
Feedback and complaints: Online course	Managers of client facing services	0-3 months
Client incident training: online course	Managers of client facing services	0-6 months
Client incident investigation training <u>Pre-requisite:</u> • <i>Client incident training: online course</i>	Managers of client facing services	0-6 months
Leadership forums: Managers	Corporate Support and Client Services managers	As required
NDIS prep and support tool: Online course	Managers as required	As required
Certificate IV in Leadership and Management Apply within 12 months, except if you hold an equivalent or higher qualification	Managers	Apply within 12 months

* August 2020 Important update:

Conflict & Coaching and *Stepping Up* have been replaced with the Manager Orientation training.

Manager Orientation Part 3: Understanding our people practices is the equivalent to the previous course *Our People: Leading and managing a team*.



Cerebral Palsy Alliance Refresher Programs

All Managers (who have employees directly reporting to them)

Course	Delivery	Compulsory activity for	Completion
Refresher: Good working relations for managers and supervisors	Online	All Managers	Annual
Refresher: Back yourself: Unpacking manual tasks	Online	All Managers	Annual
Refresher: Preventing and responding to violence, abuse, neglect & exploitation	Online	All Managers	Annual

Disability Support Managers

(Including managers from Accommodation, Respite, Lifestyles, Packforce and Youth Services)

Course	Delivery	Compulsory activity for	Completion
CPR annual refresher (if you hold a first aid certificate)	Face to face	All Site Managers	Annual
First Aid (includes CPR)	Face to face	All Site Managers	Every 3 years
Refresher: Good working relations for managers and supervisors	Online	All Site Managers	Annual
Refresher: Back yourself: Unpacking manual tasks	Online	All Site Managers	Annual
Refresher: Fire safety and emergency response	Online	All Site Managers	Annual
Refresher: Preventing and responding to violence, abuse, neglect & exploitation	Online	All Site Managers	Annual
Refresher update for disability support managers (currently on hold)	Face to face	All Site Managers	Annual

Disability Support Practitioners

(Including employees from Accommodation, Respite, Lifestyles, Packforce and Youth Services)

Course	Delivery	Compulsory activity for	Completion
CPR annual refresher (if you hold a first aid certificate)	Face to face	All Disability Support Practitioners	Annual
First Aid (includes CPR)	Face to face	All Disability Support Practitioners	Every 3 years
Refresher: Back yourself: Unpacking manual tasks	Online	All Disability Support Practitioners	Annual
Refresher: Fire safety and emergency response	Online	All Disability Support Practitioners	Annual
Refresher: Preventing and responding to violence, abuse, neglect & exploitation	Online	All Disability Support Practitioners	Annual
Refresher update for disability support practitioners	Face to face	All Disability Support Practitioners	Every 3 years

Therapy Services

(Including Occupational Therapists, Allied Health Assistants, Physiotherapists, Exercise Physiologists, Speech Pathologists, Psychologists and Social Workers and Early Childhood Early Intervention employees)

Course	Delivery	Compulsory activity for	Completion
First Aid (Rural)	Face to face	All rural Therapy Services Employees	Every 3 years
Refresher: Back yourself: Unpacking manual tasks	Online	All Therapy Services employees who work with clients	Annual
Refresher: Fire safety and emergency response	Online	All Therapy Services employees who work with clients	Annual
Refresher: Preventing and responding to violence, abuse, neglect & exploitation	Online	All Therapy Services employees who work with clients	Annual
Good working relations for managers and supervisors	Online	Clinical Consultants, Clinical Educators and Clinical Nurse Specialists	Annual



Cerebral Palsy Alliance Refresher Programs

For Nurse, Dental, Aquability and Pool employees

Course	Delivery	Compulsory activity for	Completion
First Aid	Face to face	All Nurses, Dental, Aquability and Pool employees	Every 3 years
Hydrotherapy rescue award	Face to face	All Pool employees	Every 3 years
CPR annual refresher	Face to face	All Nurses and Pool employees	Annual
Refresher oxyviva for nurses and aquability staff <i>Please note: Oxyviva Refresher sessions are scheduled to immediately follow some CPR Refresher sessions.</i>	Face to Face	All Nurses and Pool employees	Annual
Refresher: Back yourself: Unpacking manual tasks	Online	All Nurses, Dental, Aquability and Pool employees	Annual
Refresher: Fire safety and emergency response	Online	All Nurses, Dental, Aquability and Pool employees	Annual
Refresher: Preventing and responding to violence, abuse, neglect & exploitation	Online	All Nurses, Dental, Aquability and Pool employees	Annual

Nominated First Aid Officer

Course	Delivery	Compulsory activity for	Completion
CPR annual refresher (if you hold a first aid certificate)	Face to face	Nominated First Aid Officer	Annual
First Aid (includes CPR)	Face to face	Nominated First Aid Officer	Every 3 years



Professional Development

Course	Recommended activity for
An introduction to working with people with disability in the water (Hydrotherapy)	Disability Support Practitioners, carers and families
Anaphylaxis	Any employee who supports a person with a known anaphylactic risk
Asthma	Any employee who supports a person with asthma
Catheter care	Any employee who supports a client with a urinary catheter
Certificate III in Individual Support (Disability)	Any employee who works in a disability support practitioner role
Certificate IV in Disability	Any employee who works in a disability support practitioner role
Certificate IV in Leadership and Management	Any employee who works in a management role
Computer Coaching - A range of courses and coaching available from an introductory to advanced level	Any employee to further develop their computer application skills
Deteriorating client health	Disability Support Practitioners
Disability Dynamic: Online course	Allied Health and Disability Support Practitioners to learn about disability and delivering services within the disability sector
Epilepsy	Any Disability Support Practitioners or Therapy employees who support clients with epilepsy
Gait assessment and AFO prescription in cerebral palsy <u>Pre-requisite:</u> <i>Gait assessment and AFO prescription in cerebral palsy: Online course</i>	For Physiotherapists working with children and adults with neurological disabilities
Key word sign	Any employee required to use KWS and AAC with children or adults with communication difficulties
Male incontinence sheaths/uridomes	Available on request to any Disability Support Practitioners whose role it is to apply and remove male incontinence sheaths
Management of Actual and Potential Aggression <u>Pre-requisite:</u> <i>Positive approaches to behaviour support: Disability or Therapy</i>	Any employee working directly with people that display behaviours of concern that either threaten themselves or those around them
Mental health first aid	Any employee who works with clients with mental health issues
NDIS preparation and support sessions for clients: Online	Client relationship managers and nominated staff
Nutrition for people with disability: Online course	Any employee who supports people with disability
Nutrition care process for dietitians working in disability: Online course	Any employee who is a dietitian or student dietitian
Oral Hygiene: Online course	Disability Support Practitioners
Person centeredness and group homes	Disability Support Practitioners
Pressure injury prevention	Any employee who supports clients requiring pressure area management
Understanding autism and behaviour support	Any employee to learn more about autism and positive behaviour support to assist them in their role
Work with diverse people: Online course	Any employee
Allied Health - Recorded live webinars & educational presentations	Any employee to learn more on specialist topics across various allied health disciplines and subjects

