



my **flex** training

**Professional  
Development  
Package List  
2021**



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## Introduction: My Flex Training Package List 2021

### **Vocational education opens opportunities with the knowledge and training it takes to succeed.**

The My Flex Training Package List is a new to the market in 2021. Solution designed to meet industry and training requirements to meet a rapidly expanding care service industry.

Individual support service providers require the following from their workforce:

- Excellent communication skills
- Initiative to work independently
- Demonstrated awareness of aged, community and health issues

A Support Worker must be able to do the following:

- Support clients with complex health and clinical needs in all areas of their daily life

Responsibilities include and are not limited to:

- Personal care
- Medication administration
- Mealtime management
- Mobility assistance

The My Flex Training Package List has been designed by individuals who are personally connected with the care service industry who understand first-hand the requirements for trained support staff.



## Group Training Course Pricing

The group training price is calculated on a minimum of 10 participants per package.

### A Very Special Offer:

**For our industry partners and health service providers ONLY we offer a generous discount when you bulk enrol a full class of 16 participants at the same time.**

(T&Cs Apply)

### Discount Example:

Normal Course Cost: \$3680

\* Bulk Enrolment Industry Partner: **-\$368 (Discounted)**

**Total Cost = \$3312**



## Individual Training Course Pricing

The individual course price is per person based upon a minimum of 8 participants enrolled as an expression of interest.

All courses include a certificate of participation on completion.

### Package 1: Continence & Catheter Management

Description: Some clients need products to manage their continence such as:

- Absorbent Pads and pants
- Disposable pants and pads
- Reusable pants and pads
- Absorbent bed and chair pads

The Continence Foundation of Australia describe continence as the following: The ability to control your bladder and bowel. Incontinence is the involuntary loss of bladder and bowel control.

Content:

- Understanding incontinence
- Caring for a person with incontinence (bowel & bladder)
- Continence management
- Continence products and uses
- Catheter types, uses and cleaning
- Caring for a person with a catheter
- Covid-19 and other infectious pathogens

Time: 4 hrs

Guide Price: \$115 (per person)



## Package 2: Stoma & Bowel Management

Description: The Australian Council of Stoma Associations Inc. (ACSA) is the National Body representing 21 ostomy associations and, through the membership of these associations, approximately 46,000 persons living with an ostomy throughout Australia.

People who have a stoma no longer have normal bowel or bladder function and must wear a disposable bag, or appliance, attached to their abdomen for the collection of bodily waste.

Content:

- Understanding bowel function
- Understanding Stoma
- Caring for a person with a Stoma
- Stoma types, uses, cleaning and caring for a person with a Stoma
- Stoma products and uses
- Covid-19 and other infectious pathogens

Time: 4hrs

Guide Price: \$115 (per person)



## Package 3: Diabetes & Podiatry Support

Description: Diabetes is a chronic condition marked by high levels of glucose in the blood.

It is caused either by the inability of the body to produce insulin (a hormone made by the pancreas to control blood glucose levels) or by the body not being able to use insulin effectively, or both.

Podiatry deals with the prevention, diagnosis, treatment and rehabilitation of medical and surgical conditions of the feet and lower limbs.

Podiatrists are medical specialists (doctors) who help with problems that affect feet or lower legs.

They can treat injuries as well as complications from ongoing health issues like diabetes.

Content:

- Diabetes causes and types
- Diabetes treatment
- Caring for a person with Diabetes
- Understanding the Diabetic Management Plan
- Diabetic lifestyle and healthy eating
- Diabetes health complications and risks
- Foot health and care
- Privacy, confidentiality (data breach)
- Covid-19 and other infectious pathogens

Time: 4hrs

Guide Price: \$115 (per person)



## Package 4: Epilepsy & Seizure Management

Description: Epilepsy is a long-term brain condition where a person has repeated seizures.

### Causes of epilepsy

- a stroke
- a brain tumour
- a severe head injury
- drug abuse or alcohol misuse
- a brain infection
- a lack of oxygen during birth

### Seizure Management.

The brain controls the body's actions, sensations and emotions through nerve cells that carry messages between the brain and the body. These messages are transmitted through regular electrical impulses.

A seizure occurs when sudden bursts of electrical activity in the brain disrupt this pattern.

The kind of seizure and the parts of the body affected by it relates to the part of the brain in which the irregular electrical activity occurred.

Seizures can involve loss of consciousness, a range of unusual movements, odd feelings and sensations, or changed behaviour.

Midazolam has replaced diazepam as the preferred first-line drug for acute management of seizures. Midazolam belongs to a class of medications called benzodiazepines, which produce a calming effect on the brain and nerves (central nervous system). Epilepsy Training is required for Support Workers who are intended to be responsible for Midazolam administration via intranasal and buccal routes.

### Content:

- Understanding and managing epilepsy
- Caring for a person with epilepsy or other seizure inducing condition
- Understanding the epilepsy management plan
- Administration of Emergency Medication (Midazolam administration training)
- Seizure First Aid
- Midazolam administration via intranasal and buccal routes
- Privacy, confidentiality (data breach)

Time: 3hrs

Guide Price: \$90 (per person)



## Package 5: IDDSI Framework & Dysphagia Management

Description: Persons with dysphagia might experience trouble with: swallowing food or drinks, chewing, sucking, controlling saliva, taking medication, or protecting the airway from choking. Dysphagia can occur at any time during the lifespan and may be short or long term.

The IDDSI Framework provides an international common terminology to describe food textures and drink thickness as part of a Dysphagia management plan.

Content:

- Understanding Dysphagia
- International Dysphagia Diet Standardization Initiative (IDDSI)
- Caring for a person with Dysphagia
- Dysphagia management
- Nutrition and meal planning
- Minced moist and cooking for a Dysphagia diet
- Covid-19 and other infectious pathogens

Time: 4hrs

Guide Price: \$115 (per person)



## Package 6: Enteral Feeding and PEG Management

Description: The term enteral feeding is most often used to mean tube feeding.

A person on enteral feeds usually has a condition or injury that prevents eating a regular diet by mouth, but their gastrointestinal tract is still able to function.

Tube feedings may become necessary when a person is unable to eat enough calories to meet their nutritional needs. Tube feeding may occur if a person cannot physically eat, eat safely, or if diet requirements to sustain healthy body weight are not being met.

Content:

- Understanding enteral, nasal gastric and PEG feeding
- Caring for a person with a enteral, nasal gastric or PEG feeding plan
- Skin care post operation and ongoing tube fed management
- Covid-19 and other infectious pathogens

Time: 3hrs

Guide Price: \$90 (per person)



## Package 7: Wound and Pressure Care Support

Description: Wounds and pressure care are important. Pressure area wounds and infection can lead to death if not managed effectively. Wounds such as ulcers and pressure sores require development of a care plan by a suitably qualified clinician. Basic wound care and pressure care including pressure injury management can be undertaken by a support worker under nursing supervision providing they have been trained and are qualified and competent as a worker.

Content:

- Understanding the types of wound
- Dressings, gauze, bandages, tape
- Understanding Lymphoedema
- Lymphedema garments and pressure wraps
- Caring for a person with a wound within the Support Worker role
- Pressure injury prevention
- Caring for a person requiring pressure relief
- The WA Pressure Injury Prevention and Management Clinical Guideline
- Clinical documents and education resources
- Privacy, confidentiality (data breach)
- Covid-19 and other infectious pathogens

Time: Full Day

Guide Price: \$230 (per person)



## Package 8: Assist with Medication & Respiratory Support (Prompt)

Description: Support Workers are required to provide support to clients to self-administer medication. All medication support requires the completion of medication administration documentation. Prompting of medication is reminding a person of the time and asking if they have or are going to take their medicines. The person is still in control of their medicines, and may decide not to take them or to take them later.

Content:

- Caring for a person requiring a medication prompt
- Understanding Asthma, Asthma attack first aid and Asthma management
- Documentation and legal requirements
- Privacy, confidentiality (data breach)
- Medication error and first aid

Time: 2hrs

Guide Price: \$60 (per person)



## Package 9: Management of Medication, Schedule 8 & Midazolam (Administration)

Description: As a support worker your client may need you to prepare for and provide medication assistance. You may also be required to provide support to clients to self-administer medication.

A person may be able to retain control of his or her medicines but need assistance with simple mechanical tasks.

All medication support requires the completion of medication administration documentation.

Midazolam has replaced diazepam as the preferred first-line drug for acute management of seizures. Midazolam belongs to a class of medications called benzodiazepines, which produce a calming effect on the brain and nerves (central nervous system). Epilepsy Training is required for Support Workers who are intended to be responsible for Midazolam administration via intranasal and buccal routes.

Content:

- What are medicines?
- Rights of medication administration
- Understanding dosage and Webster packs
- Understanding Asthma, asthma attack first aid and asthma management
- Lotions, creams and ointments
- Patches, drops (ear & eye)
- Administering suppositories and pessaries within the Support Worker role
- Caring for a person requiring medication administration
- Documentation and legal requirements
- Medication error and first aid
- Administration of Emergency Medication
- Midazolam administration via intranasal and buccal routes
- Privacy, confidentiality (data breach)
- Covid-19 and other infectious pathogens

Time: Full Day

Guide Price: \$230 (per person)



## Package 10: Manual Handling for Support Workers

Description: Risk management for manual tasks and task specific training. Manual tasks refers to any activity or sequence of activities that requires a person to use their physical body (musculoskeletal system) to perform work including:

- manual handling (the use of force in lifting, lowering, pushing, pulling, carrying or otherwise moving, holding or restraining any person or thing)
- performing repetitive actions
- adopting awkward or sustained postures
- using plant, tools or equipment that exposes workers to vibration

Content:

- What are manual tasks?
- Hazard recognition
- Risk assessment
- How injuries occur and prevention
- Caring for a person who requires manual handling
- Hoist, wheelchair and other mechanical aid use (PRACTICAL)
- Wheelchair use and patient transfer via a vehicle (PRACTICAL)
- Covid-19 and other infectious pathogens

Time: 6hrs

Guide Price: \$140 (per person)



## Package 11: Manual Handling for Domestic Workers (Including Micro fibre)

Description: Risk management for manual tasks and task specific training for domestic workers.

Manual Task Code of Practice (2010).

Content:

- Recognise the risks and the sources of risks associated with the manual tasks, and in consultation decide the best way to minimise them
- Prepare the workplace layout and environment to perform manual tasks safely
- Prepare the load, where applicable
- Organise the task and work flow to minimise the risk of injury
- Select, adjust and use relevant mechanical aids and handling devices
- Select, adjust and use relevant tools and equipment
- Perform and maintain safe work practices (PRACTICAL)
- Cleaning products and practices (MSDS)
- Manual task solutions – mops and vacuums (micro fibre mopping PRACTICAL)
- Covid-19 and other infectious pathogens

Time: Half Day Course (5 hrs.)

Guide Price: \$150 (per person)



## Package 12: Manual Handling for Workers (Handyperson & Gardening Services)

Description: Risk management for manual tasks and task specific training for handy person and gardening service workers.

Manual Task Code of Practice (2010).

Content:

- Prepare the workplace layout and environment to perform manual tasks safely
- Prepare the load, where applicable
- Organise the task and work flow to minimise the risk of injury
- Prevention of falls at workplaces
- Working hours
- First aid-workplace amenities-personal protective clothing
- Safeguarding of machinery and plant
- Preventing Legionnaires' disease
- Managing noise at workplaces
- Perform and maintain safe work practices (PRACTICAL)
- Safety tips for new and young employees and their supervisors
- Safe movement of vehicles and mobile plant (PRACTICAL)
- Isolation of plant / plant in the workplace (PRACTICAL)
- Manual tasks ladders (PRACTICAL)
- Alcohol and other drugs at the workplace
- Covid-19 and other infectious pathogens

Time: Half Day Course (5 hrs.)

Guide Price: \$150 (per person)



## Package 13: Writing Objective Progress Notes

Description: Progress notes are documents created by Support Workers at the end of a shift and are an essential part of a Client Personal File. In progress notes, staff succinctly record details that document a client's status and achievements.

Content:

- Writing Professional Progress Notes
- Objective and subjective writing
- Writing about emotions
- Practice writing (PRACTICAL)
- Reporting what you have read or heard
- Reporting active supervision
- Legal requirements and accuracy of facts
- Privacy, confidentiality (data breach)

Time: 2hrs

Guide Price: \$60 (per person)



## Package 14: Behaviour Support & Restrictive Practices

Description: Behaviour support is about creating individualised strategies for people with disability that are responsive to the person's needs, in a way that reduces and eliminates the need for the use of regulated restrictive practices. NDIS Quality and Safeguards Commission 2021

The definitions for the terms restrictive practice, seclusion, chemical restraint, mechanical restraint, physical restraint, and environmental restraint. The above definitions are from the National Framework for Reducing and Eliminating the Use of Restrictive Practices (2014).

Content:

- NDIS Commission Practice Standards
- Restrictive Practice
- Caring for a person who requires behaviour support
- Misinterpretations of Behaviour
- Responding to Behaviours of Concern
- Abuse or neglect and reportable incidents
- Privacy, confidentiality (data breach)

Time: Full Day

Guide Price: \$230 (per person)



## Package 15: Risk Management, Covid-19 & Hazard Assessment

Description: Under occupational health and safety regulations risk management is a logical, step-by-step process of identifying hazards, assessing the risk associated with those hazards, eliminating or controlling those risks and monitoring and reviewing risk assessments and control measures.

### Covid-19

Coronaviruses can make humans and animals sick. Some coronaviruses can cause illness similar to the common cold and others can cause more serious diseases, including Severe Acute Respiratory Syndrome (SARS) and Middle East respiratory syndrome (MERS). This new coronavirus originated in Hubei Province, China and the disease outbreak is named COVID-19.

Australian Government Department of Health.

### Content:

- Laws, regulations, standards and organisation compliance
- The risk management process
- Identifying risk
- Analysing risk
- Evaluating and ranking risk
- Treating risk
- Monitoring and reviewing risk
- Privacy, confidentiality (data breach)
- Covid 19 and other infectious pathogens

Time: 6 hrs

Guide Price: \$175 (per person)



## Package 16: Continence & Catheter Management (Clinical Staff & Nurses)

Description: Urinary catheterisation is the introduction of a catheter into the urinary bladder.

This professional development course is designed for Registered and Enrolled Nurses (ONLY) intended as a refresh of skills, performance and knowledge to organisation policies and procedures.

Note: This course is only available as Group Training / organisation booking.

Content:

- Urinary catheterisation
- Catheter care
- The removal of a urinary catheter
- Suprapubic catheterisation management
- The removal of a suprapubic catheter
- Identify indications and considerations for urinary catheterisation
- Identify reasons for using various types of urinary catheters or drainage systems
- Identify essential interventions for persons requiring catheterisation
- Demonstrate appropriate documentation and reporting or urinary elimination

Time: Full Day

Guide Price: \$230 (per person)



## Package 17: Management of Medication, Injections & IV Fluids (Clinical Staff & Nurses)

Description: Administer and monitor medications, injections and intravenous (IV) therapy including calculating dosage requirements, read and correctly apply written instructions from an authorised prescriber, assessing the person for medication effectiveness and side effects, and responding to an allergic pharmacological reaction.

This professional development course is designed for Registered and Enrolled Nurses (ONLY) intended as a refresh of skills, performance and knowledge to organisation policies and procedures.

Note: This course is only available as Group Training / organisation booking.

Content:

- Types of equipment required for parenteral medication:
  - Syringes
  - Needles
  - Ampoules
  - Vials
- Demonstrate accuracy when calculating parenteral medication dosages (PRACTICAL)
- Identify sites used for subcutaneous and intra muscular injections (PRACTICAL)
- Describe the various methods used to administer medications intravenously
- Verbalise the steps used in:
  - Administration of subcutaneous medications
  - Administration of intra muscular medications
  - Administration of intravenous medications via a bolus, burette or infusion
- Demonstrate safe and effective parenteral medication administration (PRACTICAL)
- Demonstrate critical thinking when administering parental medication
- Accurately document parenteral medication administration

Time: Full Day

Guide Price: \$230 (per person)



## Package 18: Clinical Assessment (Clinical Staff & Nurses)

Description: Assessment is a key component of nursing practice, required for planning and provision of patient and family centred care.

The Nursing and Midwifery Board of Australia (NMBA) in the national competency standard for registered nurses states that nurses, “Conducts a comprehensive and systematic nursing assessment, plans nursing care in consultation with individuals/ groups, significant others & the interdisciplinary health care team and responds effectively to unexpected or rapidly changing situations.

This professional development course is designed for Registered and Enrolled Nurses (ONLY) intended as a refresh of skills, performance and knowledge to organisation policies and procedures.

Content:

- Define the key components of vital signs
- Determine when it is appropriate to monitor vital signs
- Define the key components of examination technique
- Perform the four examination techniques:
  - Inspection
  - Palpation
  - Percussion
  - Auscultation
- Define the key terms for measuring and assessing the following:
  - Temperature
  - Pulse
  - Respirations
  - Blood pressure
  - Oxygen saturation
- State the variations in vital signs that occur across the lifespan
- Demonstrate competency in performing vital signs (PRACTICAL)
- Demonstrate appropriate documentation and reporting of vital signs (PRACTICAL)
- Conduct a comprehensive and systematic nursing assessment
- Plan nursing care in consultation with individuals/ groups, significant others & the interdisciplinary health care team
- Respond effectively to unexpected or rapidly changing situations

Time: Full Day

Guide Price: \$230 (per person)



## Package 19: High Intensity Support Work - Administer laxatives, enemas or suppositories

Description: High Intensity Support Work requires knowledge of basic anatomy and the digestive system. The course includes the importance of regular bowel care and understanding of stool characteristics. Students will understand the indications of a healthy bowel function and related signs and symptoms including; basic understanding of related conditions, autonomic dysreflexia; symptoms/indications of need for intervention and when to refer to health practitioner e.g. overflow, impaction, perforation; infection.

People will learn to understand appropriate intervention options and techniques including administering enemas and suppositories, digital stimulation, massage etc. and related guidelines and procedures, nutrition and hydration requirements.

### Content:

- Follow personal hygiene and infection control procedures
- Recognise the intensely personal nature of this type of support and make sure of the participant's consent for the approach Define the key components of examination technique
- Observe and record change in bowel habits
- Administer laxatives, enemas or suppositories according to procedure
- Identify when to seek health practitioner advice
- High intensity support work includes administration of non-routine medication as required
- Covid-19 and other infectious pathogens

Time: 2 hours

Guide Price: \$60 (per person)



## Package 20: Midazolam Administration

Description: High Intensity Support Work requires knowledge of medication administration for specific conditions. The courses includes the understanding of Epilepsy and types of seizure that can occur. Students will learn the uses of Midazolam as a drug, its side effects and emergency management of conditions requiring Midazolam.

The course covers in detail the rights of medication administration.

### Content:

- What is Epilepsy
- Seizure
- Types of seizure
- Midazolam
- Rights of Medication
- Process of administering Midazolam
- Side effects of Midazolam
- Emergency medication management

Time: 2 hours

Guide Price: \$60 (per person)



## Package 21: Dementia Management

Description: Dementia is the result of brain cells being damaged in an ongoing way. This happens as a result of a number of different diseases (sometimes referred to as 'types' of dementia). It is not an inevitable part of ageing.

Students will gain a thorough understanding of Dementia as a condition.

The course focuses on how to provide support in a number of areas around everyday living.

The aims of the course are to focus on a person's strengths and wellbeing throughout the course of the Dementia illness to assist them to live well.

### Content:

- What is Dementia
- Causes of Dementia
- Diagnosing Dementia
- The lifespan of Dementia
- Challenging behaviours
- Using a person centred approach
- Other causes of confusion and underlying conditions

Time: 4 hours

Guide Price: \$115 (per person)



my **flex** training

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