



Macarthur & South West Sydney HACC Training Project

Information Booklet 2009

A Macarthur Disability Services Project



[HACC is a Federal and State Funded Program](#)

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Macarthur & South West Sydney HACC Training Project

Introduction

The Macarthur & South West Sydney HACC Training Project is funded by the Department of Ageing, Disability and Home Care to provide workplace training and career development to HACC services staff, their volunteers and management committees.

Our aim is to increase the participation and skills within the HACC sector through training so that staff and volunteers may be able to:-

1. Feel confident in delivering their services
2. Support their clients
3. Manage their organisations
4. Relate effectively to other staff and volunteers
5. Develop their networking skills

Our courses are planned and delivered through consultations with services, HACC Development Officers and other training organisations. While core training sessions will be offered on a regular basis to assist orientation of new personnel, most courses offered will be planned and varied throughout the training year.

Training is also offered "in house", which means HACC funded services can receive training in their workplace with members of their own work team. This is arranged by simply calling the HACC training coordinator and organising a time and date for the training to occur.

For all training enquiries or additional copies of training calendars, phone the Training Co-ordinator

HACC Training Co-Ordinator

Phone: 02 4621 8433
Postal Address: PO BOX 284 Campbelltown 2560
Level 8, 138 Queen Street, Campbelltown 2560

e-mail: hactrain@mdservices.com.au

MACARTHUR & SOUTH
WEST SYDNEY
HACC TRAINING PROJECT



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TRAINING POLICIES &
GUIDELINES

Who can access the Service?

Target Group

Staff, volunteers and management committee members of HACC funded services in the local government areas of Bankstown, Camden, Campbelltown, Fairfield, Liverpool, Wollondilly and Wingecarribee.

Other non-HACC agencies may access the training at a cost however priority will be given to HACC services where attendance is for courses organised by the HACC Training Project.

How to access information about the service

- ◆ Through this Information Booklet
- ◆ Bi-annual training calendar
- ◆ Macarthur Disability Services website
<http://www.mdservices.com.au/hacc/training/courses.htm>
- ◆ Flyers on each training session that are distributed by Co-ordinator
- ◆ Contacting the Training Co-ordinator by phone, mail, e-mail and in person at various meetings and forums

How to access training advertised in the Calendar

- Step 1. Select the training that you would like to attend
- Step 2. Fill out the registration form available with this booklet, flyers or online and fax, post or e-mail
- Step 3. If applicable, forward any fees
- Step 4. Attend training
- Step 5. Notify the Training Co-ordinator of any cancellations before training

Priority

Priority of training will be given to:-

- ◆ Training Courses that have been identified through local consultation
- ◆ Training Courses that have the capacity to most improve the greatest number of HACC services
- ◆ Training Courses specifically designed around the requirements of HACC Special Needs groups (ATSI, CALD, Dementia, Rural & Remote, etc)
- ◆ Training of HACC volunteers including those who support the requirements of the HACC Special Needs groups
- ◆ Training Courses that provide workers/management with the skills to effectively implement the HACC Reforms (including HACC Standards, Management Committee Training, Abuse Protocols, Assessment Protocols and other specific local reforms that have been developed to enhance the interface with other community sectors)

Attendance

All course participants will receive a Statement of Attendance after completion of the course attended. Accredited courses will receive Statements/Certificates and Diplomas according to the level of training and upon successful completion of course and course requirements.

Participants at training are asked to arrive at the training on time so as not to miss out on important information or cause a disruption.

Registered participants are asked to notify the Training Coordinator in advance if they cannot attend training.

Please Note: If a training registration needs to be cancelled, 7 days notice must be given to the Training Coordinator or the training fee will still be charged.

Statements will not be issued unless the person has attended the training.

All places booked are transferable between service staff and volunteers.

Participants may attend any of the scheduled venues for training.

Cancellations

- ◆ A course may be cancelled if there are insufficient registration numbers
- ◆ A course may be cancelled if there are insufficient numbers attending on the day of training
- ◆ A course may be cancelled in the event that a trainer is not able to present the training on the day
- ◆ If courses are cancelled, registered participants will be notified

Please refer to Payments/Refunds policy of this booklet for more information.

Customised training

If your service needs a specific training session that is not advertised in the calendar or through flyers, you may contact the Training Co-ordinator and ask for a [Request for Training Form](#) or use the form provided in this booklet or the MDS website.

The Training Co-ordinator is also available to consult with services to help them identify training needs and flexible delivery options for training. Non-HACC services can be provided with a quote for training services. Simply phone the HACC Training Co-ordinator to discuss dates and options.

Rules for In-house

Notice must be given to the Training Project Co-ordinator for all in-house training requests.

Venues, refreshments and Attendance Lists must be provided by the Service requesting training.

Maximum number of participants for in-house can be negotiated with the Training Coordinator.

Where the requesting organisation cannot fill a training session with their own staff, volunteers or management committee members then the training must be also offered to staff, volunteers and management of other organisations. In this instance the Training Co-ordinator can assist with registrations if required.

Fees

HACC Funded Services

The training delivered by the Training Project is \$25.00 to HACC funded staff, volunteers and management committee members in Macarthur, South West Sydney and Wingecarribee. Other non-HACC agencies can access the training at cost. See Schedule of Fees attached.

Schedule of training fees for non-HACC services will be based on a flat rate for group training according to number of participants or at an individual (per participant) rate plus travel costs outside of Sydney Metropolitan Area.

Please Note: Services will be charged if there is no attendance at training and the Training Co-ordinator was not previously given 7 days notice of the cancellation.

Non-HACC Funded Services

Services that do not receive HACC funding will be able to access training when vacancies in workshops are available on a fee for service basis.

Payments/Refunds

Course fees are to be paid at registration or an invoice will be issued to training participant/s after completion of course/workshop. Cheques or money orders are to be made payable to Macarthur Disability Services Ltd. To process payments of \$50 or more, MDS requires an ABN number from organisations.

Refunds will be made after registration only where:-

- ◆ A paid course is cancelled by the Training Project
- ◆ A notice of cancellation from the registering service is made **seven (7) days** prior to the training date

Complaints and Feedback

The Training Project welcomes complaints and feedback.

“Your Best Input is Our Greatest Output”

All complaints and feedback can be directed to the Training Co-ordinator in the first instance or by completing the Feedback form in this booklet and forwarding it to: PO Box 284 Campbelltown NSW 2560.

Feedback can also be offered verbally, on Training Evaluations or the Macarthur Disability Services Website:-

<http://www.mdservices.com.au/hacc/training/index.htm>

If there are any concerns regarding fees, course delivery or assessments please contact the Training Co-ordinator.

Project User Rights & Responsibilities

All users of the Training Project have the right to:-

- ◆ be informed of changes or cancellations as to the availability of scheduled training
- ◆ be offered training that is of high quality and affordability
- ◆ request training and/or refuse training

All registered participants are responsible for:-

- ◆ registering for training
- ◆ attending training
- ◆ notifying the Training Project of non-attendance at training
- ◆ payment of fees where applicable

Project Rights & Responsibilities

The HACC Training Project reserves the right to cancel, reschedule or make a considered judgement as to the types of training sessions it can offer when:-

- ◆ registration numbers are inadequate
- ◆ change of venue/time for increased/decreased number of registrations
- ◆ responses to training needs surveys are low
- ◆ unforeseen circumstances result in the facilitator being unavailable

The HACC Training Project is responsible for the delivery of training that is:-

- ◆ reliable
- ◆ relevant
- ◆ safe and professional

Trainers

The Training Project Co-ordinator, HACC Development Officers and other Trainers with Certificate IV in Training and Assessment or Certificate IV in Workplace Training & Assessment Certificate or higher Education & Training qualifications and/or experienced in their field of work will deliver the scheduled training.

Disclaimer

The Macarthur & South West Sydney HACC Training Project will not be held liable or responsible for any actions, damage or negligence that may result from any persons attending training provided or organised by the project.

All participants are responsible for making their own informed choices and judgements following training and should seek legal or expert advice on matters that require clarification before taking any action.

Subsidy for Attendance at External Training

Macarthur & South West Sydney HACC Training Project will subsidise the cost of HACC service staff attendance at external training as the need arises. External training individuals or organisations must be qualified, experienced, affordable and approved by the HACC Training Project.

External Training Individuals / Organisations Utilised

1. Macarthur Community Forum
2. Western Sydney Community Forum
3. Centre for Community Welfare Training CCWT
4. Other as approved by the HACC Training Project

Subsidy Details

1. Participation is limited to 2 people per organisation within any six (6) month period.
2. A \$70 subsidy limit applies per participant per day or at discretion of Training Coordinator

Procedure

HACC services' staff interested in attending external training are to:-

1. Contact the HACC Training Co-ordinator for approval to register for the training.
2. Contact the training individual or organisation and complete their registration process.
3. Forward a copy of the completed registration to the HACC Training Coordinator.
4. The external training individual or organisation will issue an invoice to the HACC service attending training.
5. The HACC service will pay the training invoice in full.
6. The HACC service will then send a copy of the paid training invoice and an invoice to MDS for \$70.
7. MDS will reimburse the \$70 to the HACC service attending the training.

Macarthur Disability Services

Level 8, 138 Queen Street, Campbelltown NSW 2560
Ph: (02) 4621 8400

SCHEDULE OF TRAINING FEES 2009

HACC Calendar Training

**HACC Funded Services staff, volunteers and Management Committees in
Macarthur and South West Sydney**
\$25.00 per participant

Other Not For Profit Organisations

Attending Training scheduled on the Calendar
\$50 per participant

In-House Group Training

Venue and catering organised by requesting Service
Maximum of 20 participants

HACC Funded Services in Macarthur & SWS **Free during business hours**

After hours \$360 and weekends \$550

Other Not for Profit Services

\$800 Full Day - \$550 Half Day within (Sydney Metro)
\$1,000 Full Day - \$900 Half Day + Travel (outside Sydney Metro)

Corporate/Profit Organisations/Government

\$1,300 Full Day - \$900 Half Day within (Sydney Metro)
\$1,600 Full Day - \$1,200 + Travel & Accommodation
(outside Sydney Metro)

Sample Course List

Aboriginal Cultural Awareness	HACC Reforms
Advocacy Skills	◆ CIARR
Assessment Skills	◆ HADS database
Challenging Behaviours	◆ Comprehensive Assessment
Communication Training	◆ Abuse Protocols
Cross Cultural Awareness	HACC National Service Standards
Dementia Awareness	Training for Management & Management Committees
Disability Awareness	Managing Volunteers
Discrimination	Mental Health Training
Diversional Therapy Programs	Nutrition Training
Documentation Training	Occupational Health & Safety
Duty of Care	Policy & Procedure Development
Grief & Loss	Safe Food Handling
HACC Orientation	Supervising Staff
Information Technology	Understanding Boundaries

The above list of courses is a sample. Courses vary throughout the training year and will be advertised in the calendar. Please check with the Training Project Co-ordinator for more details or for other courses.

MACARTHUR & SOUTH WEST SYDNEY HACC TRAINING PROJECT



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REGISTRATION INFORMATION

HOW TO REGISTER

To register in the course, simply fill in all details on the registration form included as a pull-out in this booklet:-

MAIL TO: The HACC Training Co-ordinator
PO Box 284
CAMPBELLTOWN NSW 2560

FAX TO: (02) 4628 4006

EMAIL TO: hactrain@mdservices.com.au

Registration forms, request for training forms and feedback form are also available on MDS website:

<http://www.mdservices.com.au/hacc/training/index.htm>

MORE INFORMATION ON COURSES OR REQUESTS FOR TRAINING

For more information please contact HACC Training Co-ordinator

TERMS AND CONDITIONS

Priority of Access

HACC funded services in Macarthur, South West Sydney and Wingecarribee, LGA's will be given registration priority.

Receipts & Invoices

Invoices will be issued before and after training. ABN code is required for invoices of \$50 or more.

Receipts will be issued only after payments have been received.

Confirmation

Confirmation of registration will be delivered by e-mail or phone. Where a training session is fully booked, the training project will place further requests for that session on a waiting list. Planning for future training will always take waiting lists into consideration.

Cancellations

We make every attempt to ensure that courses run however the Project reserves the right to alter any arrangements including cancellation of courses if required. We will notify you as soon as possible.

Refunds/Transfers

Please choose your course carefully. Once your registration is processed refunds or transfers can only be arranged in the following circumstances:-

- Refunds or transfers will be made where a course is cancelled or changed by the Project.
- Refunds can be issued only if notification is received by the Project seven (7) days prior to the course.
- Transfers between staff and courses are permitted.
- Registration is transferable between staff members and volunteers.

NOTE: Non-attendance of registered participants will incur the full registration fee.

Registration Forms can be found at the Macarthur Disability web site.

<http://www.mdservices.com.au/hacc/training/index.htm>

**MACARTHUR & SOUTH WEST SYDNEY
HACC TRAINING PROJECT
REQUEST FOR TRAINING FORM**

Please use this form to request training that is not currently scheduled on the calendar.

Request for Training Forms are also available on MDS Website:
www.mdsservices.com.au/hacc/trainingproject.htm

MAIL: The HACC Training Co-ordinator
Macarthur Disability Services Ltd
PO Box 284
CAMPBELLTOWN NSW 2560
PHONE: (02) 4621 8400
FAX: (02) 4628 4006
EMAIL: hactrain@mdsservices.com.au

DETAILS

DATE OF REQUEST: / /
NAME OF PERSON MAKING REQUEST:
ORGANISATION:
ABN:
MAILING ADDRESS:.....
..... P/CODE
PHONE NO:.....
FAX NO:.....
EMAIL:
MOBILE:

TRAINING REQUIRED	SUGGESTED DATES

NUMBER OF STAFF/VOLUNTEERS/MANAGEMENT REQUIRING TRAINING

STAFF _____ VOLUNTEERS _____ MANAGEMENT _____

- IN-HOUSE TRAINING
- SPECIAL NEEDS (eg For visual, hearing or mobility impairment)
- DSP FUNDED
- HEALTH FUNDED
- FEE APPLIES \$ _____
- VENUE SELECTED BY PROJECT
- HACC FUNDED
- DoCs FUNDED
- OTHER _____

PLEASE NOTE: A TRAINING FEE APPLIES TO NON-HACC FUNDED

SERVICES

Refer to the Schedule of Training Fees on page 10 of the Information Booklet

MACARTHUR & SOUTH
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VENUES

TRAINING VENUES

MACARTHUR

<p>NARELLAN COMMUNITY LIBRARY Cnr Queen & Elyard Streets NARELLAN Ph: (02) 4645 5039</p> <p>Parking available</p>	<p>CARRINGTON CENTENNIAL TRUST Training Room 90 Werombi Street CAMDEN Ph: (02) 4655 0335</p> <p>Parking Available</p>
<p>CAMDEN HOSPITAL Education Room Menangle Road CAMDEN Ph: (02) 4634 3000</p> <p>Limited street parking</p>	<p>MACARTHUR DISABILITY SERVICES LTD Level 8, 138 Queen Street CAMPBELLTOWN Ph: (02) 4621 8400</p> <p>Dumaresq Street or RSL Club Car Park in Cordeaux St (FEE applies)</p>
<p>CAMPBELLTOWN COUNCIL Community Services Building Queen Street CAMPBELLTOWN Ph: (02) 4645 3000</p> <p>Limited street parking and limited parking in Broughton St Car Park</p>	<p>NARELLAN COMMUNITY HEALTH CENTRE Meeting Room 14 Queen Street NARELLAN Ph: (02) 4640 3500</p> <p>Health Centre Car Park</p>
<p>CAMPBELLTOWN HOSPITAL Education Room Therry Road AMBARVALE Ph: (02) 4634 3000</p> <p>Hospital Car Park</p>	<p>PICTON SCHOOL OF ARTS BUILDING Menangle Street PICTON Ph: (02) 4677 2524</p> <p>Street parking or limited parking at Centre</p>

**** VENUES MAY CHANGE ACCORDING TO TRAINING NEEDS ****

TRAINING VENUES

SOUTH WEST SYDNEY & WINGECARRIBEE

<p>BANKSTOWN AREA MULTICULTURAL NETWORK Meeting Room Level 5, 83-99 North Terrace BANKSTOWN Ph: (02) 9791 9761</p> <p>Parking at Bankstown Square</p>	<p>LIVERPOOL CITY CENTRAL LIBRARY Meeting Rooms 1, 2 or 3 170 George Street LIVERPOOL Ph: (02) 9821 9422</p> <p>Parking at Warren Serviceway (enter via Bigge Street) (FEE applies)</p>
<p>HEMOCARE SERVICE OF NSW (INNER STH WST) BRANCH Level 2, 58 Kitchener Parade BANKSTOWN Ph: (02) 9790 0400</p> <p>Parking behind building in Meredith Street or RSL Club car park</p>	<p>VOLUNTEERING WINGECARRIBEE COTTAGE 556 Argyle Street MOSS VALE Ph: (02) 4869 4617</p> <p>Parking at Centre</p>
<p>CENTACARE Level 2, 45-47 Scott Street LIVERPOOL Ph: (02) 9821 3499</p> <p>Parking at Warren Serviceway (enter via Bigge Street) (FEE applies)</p>	<p>WINGECARRIBEE SHIRE COUNCIL Elizabeth Street MOSS VALE Ph: (02) 4868 0888</p> <p>Street parking or at nearby shopping centre.</p>
<p>LIVERPOOL CATHOLIC CLUB Meeting Rooms 1 or 2 Cnr Joadja & Hoxton Park Roads HOXTON PARK Ph: (02) 8784 4878</p> <p>Parking at Club</p>	<p>BANKSTOWN TOWN HALL Cnr Rickard Road & Chapel Road BANKSTOWN Ph: (02) 9707 9464 Council Ageing & Disability Worker</p> <p>Parking at Bankstown Square or carpark under town hall</p>

Information Booklet and Training Calendar

NOTES

The HACCC Training Project is proudly auspiced by 19





Macarthur Disability Services Ltd

<http://www.mdservices.com.au>

Email: hactrain@mdservices.com.au

Level 8, 138 Queen Street
(PO Box 284)
CAMPBELLTOWN NSW 2560

Phone: (02) 4621 8400
Fax: (02) 4628 4006
TTY: (02) 4621 8453

Freecall Community Services Information

1800 683 232

ABN 98 003 008 928

Fundraising Authority CFN 16301



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FS 520514
FS 521296

MDS receives funding from

**Commonwealth Department of Family and Community Services
NSW Department of Ageing and Disability Services**