



AGED CARE INDUSTRY  
ASSOCIATION

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## **SELF-PACED ONLINE TRAINING**

# **ENGAGING HOME CARE SERVICES: A CONSUMER'S PERSPECTIVE**

**Format:** Self-paced online training course delivered by **Point Heard**

**Audience:** Care Coordinators, Team Leaders and frontline staff who aspire to be Care Coordinators, working in home care services, engaging with older people utilising the Home Care Package Program.

The training is intended for staff who are both new to and currently working in the aged care industry, specifically home care. No prerequisite training is required.

The training program is designed to build internal capability, optimise consumer outcomes and improve sales skills and increase revenue.

### **About the online training course:**

Four (4) self-paced online modules developed using direct feedback from consumer and support network interviews and focus groups and supported with academic research.

Each module takes approximately 60-90 minutes and includes case study exercises and quizzes to reinforce learning, and downloadable tools.

### **The four modules are:**

1. Older people and accessing the aged care system
2. Building trust-based relationships
3. Goal Setting
4. Selling goal aligned home care services

### **Participants will learn how to:**

- **Understand** the language and experiences of older people
- **Build** sustainable trust-based relationships
- **Set** goals to deliver health and wellbeing outcomes
- **Sell** goal aligned home care and support services

**Download a detailed training outline [here](#) and read more about the course topics and learning outcomes.**

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Email registration form to [enquiry@acia.asn.au](mailto:enquiry@acia.asn.au)

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Member - \$449 plus GST per person       Non-Member - \$499 plus GST per person

\* For a booking of 10 or more people, non-members will receive a 10% discount

Name: \_\_\_\_\_

Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

Position: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

\* Email address of **participant** is required for the online training link

## Payment Details

Credit Card\*     Visa Card\*     Master Card\*    \* Card payments attract a 1.5% surcharge

Card No: \_ \_ \_ \_ \_    \_ \_ \_ \_ \_    \_ \_ \_ \_ \_    \_ \_ \_ \_ \_    Expiry: \_ \_ / \_ \_

Cardholders Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Invoice for EFT Payment

## Terms and Conditions

**Please note this registration is not an invoice. Aged Care Industry Association (ACIA) will forward a confirmation upon receipt of this registration.** Bookings must be made using the registration form provided and emailed to ACIA.

**Payment and Refunds:** The participant agrees to pay the full amount prior to the link being sent to them, and no refund is available if they do not complete the course. Refund on application to Point Heard prior to course commencement.

By completing this registration form you agree to ACIA sending training updates to you.

**DISCLAIMER:** The advice and views of speakers and the content of presentations are entirely and exclusively the views of the speakers and do not necessarily reflect the views of ACIA. ACIA disclaims all liability in relation to actions taken in response to information presented by speakers.