

The Training Telegraph



Training Telegraph is a quarterly newsletter published to keep you up to date with what ParaQuad training has to offer. Issue 1/2009 Jan

Happy New Year to all and thanks for your support in 2008. We look forward to working with you in 2009.



Understanding Spinal Cord Injury

'Understanding Spinal Cord Injury' continues to be our foundation workshop. It provides basic overview of the effect of spinal cord injury on the body and the personal care needs that arise from that. During our recent review we decided to remove much of the content that went into basic manual handling and infection control, while retaining how these two important issues are part of all of the procedures demonstrated. This allows us more time to focus on the spinal specific information and procedures.

Our assumption is that service providers already provide this basic information in their training and there is no need to repeat it. If that assumption is incorrect please contact us (contact details below) and let us know about the training needs of your personal care workers.

The calendar of training for 2009 has been posted on our website with sessions starting in mid-February. Bookings have already started to come in so don't miss out on your preferred sessions. If you would like to make a booking please use the booking form available on our website.

NEXT WORKSHOP

Our next workshop, 'Understanding Spinal Cord Injury' is on:

Tuesday, 17 February 2009

Increase in Fees

From the beginning of this year there will be a small increase in the fees to cover rising costs. The fee per session is now \$170 per person; with a discounted price for groups of four or more from the same organisation booked into the same session at the same time. Further details of the workshops including fees and course content can be found on our website.

If you would like to book personal carers into our workshops you can find further information on our website; under Community Services and then follow the links for Training.

Please refer to our contact details which are below.

CONTACT US

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Handling Difficult Situations

2008 was the first year that we ran 'Handling Difficult Situations' as a regular part of our training calendar. This proved to be a very popular workshop and participant evaluations have shown that people find it very helpful. There have been some common themes coming out of the workshops that may be of interest to you. The following list outlines some of the issues that regularly came up which can contribute to the difficult situations that personal carers face:

- Carers not clear about job boundaries
- Rights and responsibilities not understood by both parties (client and carer)
- Difficulties in getting issues resolved when work is brokered
- Lack of communication with and/or unresponsive coordinator/supervisor
- Clients being allowed to continue unacceptable behaviour or deviations from routines
- Clients requesting tasks that are OH&S risks
- Carers' being fearful of losing shifts if they raise issues



The workshop gives participants ideas and strategies to handle situations at work. However, we don't comment on the specific systems and procedures of any organisation. This feedback is provided to allow service providers to review any procedural issues which may be contributing to difficulties faced by their personal carers in the field.

NEXT WORKSHOP

Our next workshop, 'Handling Difficult Situations' is on:

Wednesday, 11 March 2009