

### Managerial Training and Staff Training

### Elder Abuse Issues & Compulsory Reporting Mandates

#### **Managerial training covers the big-picture issues:**

- Definitions of abuse and its many forms with real examples.
- Mandates and responsibilities for Managers, Chief Executive Officers, Directors of Nursing under the Protection Bill 2007.
- Considerations of zero tolerance approaches to elder abuse.
- Policy and procedure recommendations in regard to elder abuse policies.
- Criminal record checks, hiring of new employees, preventive measures in the hiring process.
- Legal issues, liability issues, media concerns, duty of care issues, and grey area issues re abuse.
- Dealing with police, protection of crime scene issues, dealing with Quality & Compliance & Accreditation in regard to elder abuse issues.

#### **Staff training includes the following:**

- Definitions of elder abuse with real-life examples from Residential Care settings here in Australia.
- Indicators of abuse, neglect, mistreatment, exploitation, psychological abuse, sexual abuse, etc.
- Causative factors of abuse in Residential Care settings.
- Reporting mechanisms under the Protection Bill 2007 - when to report, how to report, grey areas in reporting.
- The police response, evidentiary concerns, protection of the crime scene, what to expect in a court case.

#### **Training Considerations:**

- Sessions for residential care staff are usually in 2-hour increments to accommodate your

staffing schedules and availability.

- Managerial sessions are done in 1-hour training blocks.
  - As long as your venue can hold the attendees, there are no maximum limits on the number of attendees.
  - Handouts are given to all attendees.
  - Professional development points are applicable.
  - My requirements as a trainer are simple: a whiteboard and DVD player.
  - My training to staff and managers is very interactive, composed of real stories, not boring dot-point lectures. I use media reports and actual incidents.
  - Please refer to [my biography](#) for information on my background and credentials.
- I have trained community care, acute care, residential care staff and managers throughout Australia since 2001, as well as specialised groups like solicitors, law enforcement, pastoral care, counsellors, volunteers etc.
- **Training is offered throughout Australia and Internationally.**

### Costs involved:

- 2 hour staff training session = \$990 (not incl. GST)
- 1 hour managerial session = \$550 (not incl. GST)
- As a part of your training package, I can also review your policy on elder abuse to make sure it is up to date and comprehensive. This is at **no charge** to the facility.
- I also offer as part of the training package to the management the ability to consult with me on abuse related cases on a 24-hour basis. This is at **no charge** to the facility.
- I always work with the management and am as flexible as possible with costs and additional considerations.