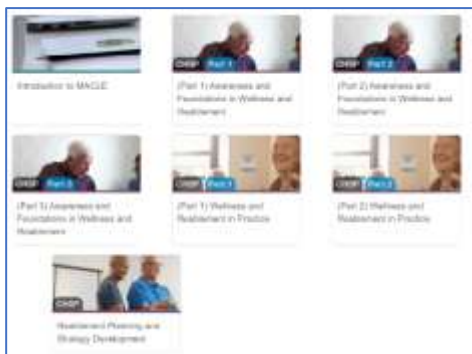# National Wellness and Reablement eLearning (via MACLE)
-   for the Commonwealth Home Support Programme (CHSP)

Introduction

The CHSP has released a range of resources via the new Wellness & Reablement digital landing page to support a consistent understanding and approach to wellness and reablement.   These include:

- A practical Guide, Toolkit, and Tip Sheets (refer Information sheet #1)
- Reablement and wellness eLearning training (Information sheet #2)
- A Podcast series – Joining the Dots (refer Information sheet #3)
- Reablement Community of Practice (refer Information sheet #4)

This Information sheet introduces the **reablement and wellness eLearning modules**.

About the training

The training has been developed to support a consistent understanding and approach to reablement and wellness across the CHSP sector.

The training is available via eLearning modules hosted on the My Aged Care Learning Environment (MACLE).

The training includes 3 modules, split into 6 parts. In addition, a train the trainer module and Facilitator's Toolkit are available for CHSP providers with existing in-house training infrastructure.

Each module is formatted to includes:

- **Stage 1: Information** – Information and digital resources including written content, videos, links to external resources
- **Stage 2: Reflection** – free text space to include the learner's thoughts in response to activities or questions to help the learning understand the information shared in stage 1 and how you can put this into practice in your role (information is saved in system so that the user can compare their response to others)
- **Stage 3: Knowledge check** – to test knowledge (can be done several times)
- **Stage 4: Application** – Case studies and scenarios applicable to real situations and challenges which help you to understand how a wellness and reablement approach can be applied to your everyday activities

Depending on the learner, each module takes between 2-4+ hours to complete.

Learners have 12 months from their date of registration to complete the training. A Certificate of Completion is issued on successful completion of each module.

There are 10,000 free training subscriptions available to the CHSP workforce nationally.

A summary of the content included in the training modules is available in this document.

Target audience

The training is suitable for all staff working across the CHSP programme, including support workers (and volunteers), coordinators, team leaders, and allied health professionals who are interested in confirming and/or building their understanding and approach to wellness and reablement.

Using the training to support learning & build knowledge

Online training is a great self-paced learning option. It enables a learner to build their knowledge, on their own terms, and in a way that best suits them. For individuals and organisations, the wellness and reablement eLearning is:

- Convenient – you can access the eLearning at a place and time that suits you and where/when there are no distractions
- Suitable for most types of learning styles/needs – includes a mix of visual, auditory, and practical content
- Flexible - The nature of self-paced learning enables the learner to control the amount of material they consume at any given time, as well as the duration of time they need to learn the new information properly
- Free and cost effectiveness – self paced learning is a no cost/low-cost option for training
- Schedule free - Self-paced learning removes scheduling related issues associated with in-house training for large, casualised workforces and those which predominately operate off site
- Easy to access for most people

Additional benefits

- Staff will have a nationally consistent, and shared understanding of wellness and reablement within the context of the CHSP, leading to improved practice and improvement of your client's experience of the service
- Engaging staff in training (and exposure to good practice) empowers them to identify potential practice, system, and process barries and improvement opportunities that will contribute to your organisations quality improvement activities
- Completion rates will contribute to performance reporting and compliance activities, including evidence to support the requirements of appropriately trained staffing as part of the Aged Care Quality Standards

Considerations for CHSP providers

There are a number of implementation activities that CHSP providers should address to support the successful uptake and completion of the training by their staff. These include:

- How will the training be rolled out?
    - Who is most likely to benefit from accessing the training in the organisation?
    - Will the training be offered via expression of interest or will it be mandatory?
    - Will staff complete the training in/out work time?
    - Will staff be reimbursed for time spent outside of work hours?
- How will you support staff who may not have access to technology to access the eLearning?
    - Will access to technology be made available to these staff? If so, how?
- How will the organisation support staff for whom language or literacy may be a barrier to completing the eLearning?
- What systems will you put in place to monitor, record and report progress of completion (internally and externally)?
- What strategies will you put into place to support the transfer of the learning into the workplace?
    - Coaching, mentoring, supervision, peer reflective practice using case studies or role plays or other?

Applying your learning

Completing the learning modules will help you to gain a consistent understanding about wellness and reablement within the CHSP.

Here are some tips for how you might apply what you have learned within your day to day practice.

- Use the material in the learning modules to reflect on your own practice. Consider:
  - what are you doing that currently aligns with the approach?
  - what changes might you make to the way you interact with clients to improve your wellness and reablement practice?
  - What systems or processes need to change to support your wellness and reablement?
- Make a plan about how you will implement any changes to your practice and include:
  - What change you want to make
  - How, when and what tasks you will implement to achieve your change goal
  - What you need from your organisation to support your approach or change in practice
  - A date to review your progress and outcomes
- Discuss the content of the learning modules with your peers, or as part of supervision with your team leader. This might involve selecting module to discuss at a team meeting over a period of time or talking through a case study
- Access the free Podcast which supplements the eLearning modules via the "Podbean" app on your mobile device or PC
- Review the Guides, Toolkit, and Tip Sheets available on the CHSP digital landing page
- Become a member of the Reablement Community of Practice

Accessing the online learning modules

There are 10,000 free registrations available to CHSP staff. To access the free online learning:

1. Complete the registration application (spreadsheet) provided to your organisation on 25 January 2021. If unavailable, speak with your manager who should contact your Grant Administration Manager to access a copy.
2. Send the registration application to wellnessandReablement@health.gov.au
3. Once your registration is processed, you will receive a welcome email. This will include:
   a. a personalised user name
   b. A request for you to log into the portal within 24 hours to create a password via a link provided
   c. An FAQ which explains how to navigate the portal
   d. Where to go if you need assistance
   e. Browser requirements

Other learning resources

Visit the CHSP digital landing page at https://www.health.gov.au/initiatives-and-programs/wellness-and-reablement-initiative which provides a single point of access for CHSP organisations to locate Australian Government endorsed information.

To access local resources, please visit the Eastern sector development team website at www.esdt.com.au

Eastern Sector Development Team (ESDT)

Lisa Dean
Regional Advisor – Diversity and Wellness
P: 0455 051 447
E: lisa.dean@each.com.au

Dale Park
Regional Advisor – Diversity and Wellness
P: 0477 747 887
E: dale.park@each.com.au

E: esdt@each.com.au

Summary of training content

Module 1 - Awareness and Foundations in Wellness and Reablement Parts 1 - 3

About this module

Designed to introduce the wellness and reablement approach in support work.

To fully understand wellness and reablement, it is important to understand the principles behind the approach. Why use wellness and reablement? Why and how can it help clients to have more good days. Why and how can it help to improve their independence and quality of life?

Knowing more about the wellness and reablement approach will mean you can use wellness and reablement in your work.

You will meet John and follow him through his wellness and reablement journey in all three parts of the **Awareness and Foundations in Wellness and Reablement** module.

Completion time: 1.5 hours -2 hours

This module is split into three parts

Module / Part	Section	Content
Module 1 Part 1	Section 1	**Philosophy of Wellness and Reablement and its Potential Impact in Home Support** • Concepts and Definitions • Client Case Study • Benefits of Wellness & Reablement • Working in a reabling way
Module 1 Part 2	Section 2	**Positive Ageing and the Ageing Process** • Positive Ageing and the Ageing Process • Positive Ageing and Using Positive Language • Encouragement and Empathy
	Section 3	**Understanding Roles, Responsibilities and Key Documentation** • Roles, Responsibilities and Documentation • John's reablement journey and the roles of the workforce • Positive effects of wellness and reablement for support workers and service providers • Program guidelines and your role in terms of other aged care programs
Module 1 Part 3	Section 4	**Scope of Practice and Professional Boundaries in Wellness and Reablement** • Scope of Practice and Professional Boundaries
	Section 5	**Self-care and Resilience Techniques and How to Apply Them in Your Role** • Self-care and Resilience • Seeking information about changes
	Section 6	**Considering Client Diversity** • Diversity

Module 2 - Wellness and Reablement in Practice Parts 1 - 2

About this module

Part 1 of this module shows how important communication is when working with clients in wellness and reablement. It will give you ideas and ways to introduce and use wellness and reablement in your support work.

Part 2 of the module is about putting all your skills into practice with clients when using wellness and reablement. Why is it important to understand diversity, complexity, and vulnerability to best support clients? How can you use your communication skills to put wellness and reablement into practice? How do you use wellness and reablement in support work? This part of the module will help you understand how important your role is in putting wellness and reablement into practice.

Completion time: 1.5 hours – 3 hours

Module / Part	Section	Content
Module 2 Part 1	Section 1	**Active Listening in Wellness and Reablement Support Work** • The Value of Communication in Wellness and Reablement • Active Listening • Non-verbal Communication and How to Read Body Language
	Section 2	**Relationship Building and Communications with Clients** • How to Build Client Rapport
	Section 3	**Flexible Thinking, Goal Setting and Negotiation** • Flexible Thinking and Goal Setting • Negotiating with Clients
	Section 4	**Understanding Beliefs and Differences in Wellness and Reablement** • Diversity, Complexity and Vulnerable Clients
Module 2 Part 2	Section 5	**Betty's Story** • Choose your own Wellness and Reablement Journey: Betty
	Section 6	**Ways to Use Wellness and Reablement in Support Work** • Ways to use Wellness and Reablement • Wellness and Reablement at Work

Module 3 - Reablement Planning and Strategy Development

About this module

This module is designed to build knowledge and skills in the creation, implementation, and monitoring of dynamic care plans within a wellness and reablement model.

Completion time: 1.5 hours – 4 hours

Module / Part	Section	Content
Module 3	Section 1	**Creating Empowering Care Plans with Client-Set Goals** • Creating Empowering Care Plans with Client-set Goals
	Section 2	**Writing using Wellness and Reablement Terminology** • Language and Terminology
	Section 3	**Personal Awareness and Resilience** • Personal Awareness and Resilience
	Section 4	**Building & Maintaining Client Motivation with Wellness and Reablement Approaches** • Building and Maintaining Client Motivation with Wellness and Reablement Approaches
	Section 5	**Managing Challenges to Wellness and Reablement Engagement** • Managing Challenges to Wellness and Reablement Engagement
	Section 6	**Awareness of Care Reviews and Management Processes** • Awareness of Care Reviews and Management Processes
	Section 7	**Application** • Scenario

Note: This document is developed to support information sessions provided to CHSP providers by the Eastern Sector Development Team (ESDT) to promote resources available on the Wellness and Reablement digital landing page. The information does not replace existing material that is available to support and/or promote the wellness and reablement resources as part of the CHSP. Please refer to relevant program manuals and associated documentation (above) for further information.