High quality research and strategic partnerships underpin the diverse skills and expertise that comprise the RDNS Education and Learning Centre. Our customer orientated culture creates outstanding and focused health related training solutions.

What can RDNS offer?
RDNS provides tailored educational packages developed by a team of healthcare and educational professionals including instructional designers, nurse educators, researchers and professional development specialists.

Alongside comprehensive training packages, our training schedules are flexible and if required, we are able to meet the needs of after-hours training sessions or training delivered at your workplace to suit your organisational needs. RDNS not only offers a suite of accredited practical clinical health care training but also knowledge based workshops focused on developing a positive workplace.

Why RDNS?
RDNS has been a trusted, recognised and awarded community provider of healthcare for over 125 years. Throughout this time our not-for-profit organisation has been able to maintain the highest standards of healthcare and education given our specialist role within the aged and community care sector.

The newly refurbished Education and Learning Centre (ELC) continues to deliver niche training to the greater community including Home and Community Care (HACC) training, emergency education alongside clinical and professional development for nurses and community care workers. The ELC works closely with the RDNS Research Institute and recognised industry experts to deliver evidence based training.

RDNS offers entire training packages that can be tailored to your needs including the integration of workplace policy. Our accredited courses are delivered by professional and experienced nurse facilitators that understand the challenges faced by staff. To ensure and maintain our integrity, innovation and quality, RDNS continues to build on knowledge by seeking feedback and evaluation from our clients for each and every course delivered.
Apply First Aid (HLTFA311A)

Apply First Aid is an accredited course, and RDNS specialises in delivering this training in a variety of workplaces from the community health sector to schools to corporate. This unit of competency describes the skills and knowledge required to provide first aid response including: life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance. Scenarios include: cardiac arrest, choking and broken limbs.

Specifically you will learn to:
- Assess the emergency situation
- Appropriately respond to different types of emergency
- Apply relevant first aid procedures
- Communicate necessary information to the right people
- Evaluate the effectiveness of your performance

**Duration:** Pre-reading is required plus a full day of training.
**Target Audience:** Community, Corporate, Schools, Carers

First Aid Management of Anaphylaxis (22099VIC)

First Aid Management of Anaphylaxis is an accredited course suitable for schools, pre-schools, workplaces, sporting clubs and children’s groups. This accredited course will equip participants with the skills and knowledge required to provide first aid response in emergency situations including episodes of asthma and anaphylaxis. Causes of anaphylaxis and correct use of Epi-pens will also be addressed.

Upon completion of this course participants will be able to:
- Assess an emergency situation
- Respond appropriately to different types of emergency
- Be competent in the usage of Epi-pens
- Apply relevant first aid procedures

**Duration:** 2 hours  **Target Audience:** Families, Carers, Child Educators & Minders

Perform CPR (HLTCPR211A)

Cardiopulmonary Resuscitation (CPR) is the action of life support that needs to be taken when breathing/cardiac function is compromised. Involving mouth-to-mouth resuscitation and chest compression that delivers oxygen and artificial circulation to a person whose heart has stopped. This unit of competency can be life saving First Aid: Perform CPR defines and demonstrates the skills and knowledge required to perform (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines.

Upon Completion of this course, the participants will:
- Respond appropriately to signs of an unconscious casualty
- Identify the need for CPR
- Perform the act of CPR
- Communicate details of the incident with the appropriate people

**Duration:** 3 hours  **Target Audience:** Community
Assertiveness: What it is & What it isn’t!

Do you sometimes feel reluctant about having difficult conversations with someone as you worry about their response, or that you are being too ‘harsh’ or unfair? Do we mistake assertiveness for aggression, and who decides on this? Are you tired of continually feeling dis-empowered and frustrated about not standing up for yourself?

This workshop will cover the basics of assertiveness, and assist in empowering self to have the best chance of getting what we want and need without being passive and aggressive. It will cover what assertiveness isn’t – as it is often wrongly represented as being aggressive. This workshop is aimed at those who know what they want to say, but don’t quite know how to say it. Skills learnt in this session can be utilised in a variety of environments including personal to professional contexts.

Duration: 3 hours
Target Audience: Managers, Team Leaders, Families, Carers, Students, Registered & Enrolled Nurses.

Cohesive Teamwork

Are your care teams working together cohesively and positively? Why is teamwork important — surely it’s all about the client? How can you assist your team in functioning to its optimum and realising their full potential? As Ram Mohan said, ‘Team effort goes in vain when individual effort is in the wrong direction’.

Teamwork is crucial in a care setting and this workshop will examine what makes a cohesive team, what teamwork competence is, what you can do to support a cohesive team and what you can expect of your team in return. This workshop includes action learning enabling participants to tackle real life issues which will be unpacked as a group with an end goal of constructing and implementing achievable and successful strategies.

Duration: 3 hours
Target Audience: Managers, Team Leaders, Supervisors (current/acting/aspiring)

Crosswires in Communication

Have you ever wondered why your ‘very clear’ communication is misunderstood, or why someone you work with or socialise with just doesn’t get what you are saying? Have you ever been so misunderstood and wondered why anyone could even think what they were thinking?

In this workshop we will use the basics of the Myers-Briggs Type Indicator (MBTI) tool to unpack why it is actually our own self-awareness that often is at fault, even though we can lay the blame on someone else. We shall explore the way our personality preferences can impact the quality and clarity of our communication, and how with some willingness to adapt our style we can get measurable improvements in communication quality.

Duration: One Day
Target Audience: Managers, Team Leaders, Families, Carers, Students, Registered & Enrolled Nurses.

Interview with Confidence

Why do we find interviews so challenging? What does the interview panel really want to hear from us? Why do we turn up in our best confidence-boosting attire having learned about the organisation and yet still find ourselves unable to answer the questions asked of us? Why do we leave thinking ‘I am better than I sold myself’?

Research shows that the ‘competence’ or ‘behavioural’ style of interview is being more widely used in private, public and not-for-profit organisations. This workshop will examine how to prepare and deliver your best at a competency based interview, giving the panel clear and concise answers demonstrating your suitability.

Duration: 3 hours
Target Audience: Managers, Team Leaders, Job Seekers
Encouraging Positive Performance

As a leader or manager what can you do to ensure that staff are performing at their best? How do you face the challenge of under-performing staff, and how do we get those good performers to keep going? These are difficult questions for managers and leaders, and often ones which are brushed under the carpet as they can be challenging to address.

This workshop will look at some managing performance best practice, and tools and tips for dealing with staff at all levels of performance from highly motivated to under-performing exploring the concept of competence, and what good performance should look like. There will be an opportunity to share experiences and ask questions. Managing performance is not an issue that is unique to you … it is one which challenges even experienced managers.

Duration: One Day
Target Audience: Managers, Team Leaders, Supervisors

Professional Boundaries & Better Care Giving

Some of the more difficult challenges carers and nurses are confronted with relate to boundary violations in working relationships. Professional boundaries do not mean the avoidance of another person or their needs, but a structure to deliver quality care in a fair and equitable manner.

This course gives insight to the mutual benefits of establishing professional boundaries and maintaining them within a health care context. Case studies will be examined and you will have the opportunity to examine real life situations that are faced on a regular basis with the end goal of exploring strategies to enforce professional boundaries.

Duration: 2 hours
Target Audience: Registered & Enrolled Nurses, Carers & Volunteers

Tools For the Trade

Do you find that your every day job just drains you? Do you face challenges that you think are too hard? Do you feel equipped and resilient enough to master everything life throws at you? What do you actually have in the ‘skills toolbox’ for those times when things go from bad to worse?

This workshop will explore a range of tools that can help reclaim control of situations, even when you don’t have all the answers. Develop and explore skills that will leave you feeling empowered rather than ‘at the mercy’ of circumstances and things out of your control. Come along and be equipped to face that challenge head on, in a resilient and empowered way.

Duration: 2 hours
Target Audience: Managers, Team Leaders, Families, Carers Students, Registered & Enrolled Nurses,

Responding to Grief & Loss in the Workplace

Grief is an all encompassing emotion that effects everyone at some point in life. We all respond differently to losses whether they be bereavement or change of personal circumstances. Understanding why someone is behaving a certain way is the first step to supporting them.

This workshop identifies the stages of grief and how we might respond in a manner that is both supportive and therapeutic yet professional. By providing empathic support we empower those who are grieving to participate in day to day activities at work and home to the best of their ability.

Duration: 2 hours
Target Audience: Managers, Team Leaders, Families, Carers Students, Registered & Enrolled Nurses,
<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
<th>Duration</th>
<th>Target Audience</th>
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<tbody>
<tr>
<td>Catheterising with Confidence</td>
<td>Catheterising is a clinical skill that requires clear understanding of the indications for and insertion of a catheter, as well as employing the correct technique to ensure client comfort, safety and dignity. This course enables participants to develop skills and knowledge in the area of catheterising enabling the ability to facilitate safe and appropriate client care. Areas covered include: • Indications for Catheterising • Product selection guidelines • Techniques for male and female IDC &amp; SPC • Practical “hands on” workshop • Client/carer education support • Trouble shooting strategies e.g. bladder wash out technique</td>
<td>One Day</td>
<td>Registered &amp; Enrolled Nurses</td>
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<tr>
<td>A Guide to ACFI</td>
<td>How well are you at using the Aged Care Funding Instrument to maximise funding revenue for your organisation? The ACFI has been in place since 2008 but are you maximising your scores to give a true indication of required funding? Are you as effective and efficient at using the tool as you would like to be? This course is aimed at those who are already familiar with the ACFI tool and want to broaden their skills in completing assessments in order to develop strategies for maximising funding opportunities and successfully achieving funding targets and revenues.</td>
<td>3 hours</td>
<td>Registered &amp; Enrolled Nurses, Carers</td>
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<tr>
<td>Eat Well, Live Well, Age Well</td>
<td>Do we really understand the changing needs of our body as we age? Why is dehydration one of the most commonly undiagnosed problems in aged care? Malnutrition can impair immunity, wound healing, muscle strength, psychological drive and can even affect medical and surgical interventions. This short course identifies the benefits of consciously nourishing and hydrating ourselves and our loved ones through diet. Participants will establish guidelines in encouraging and using healthy eating as a significant way to create a framework to further enrich lives.</td>
<td>2 hours</td>
<td>Registered &amp; Enrolled Nurses, Community &amp; Aged Care Staff</td>
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<tr>
<td>Elder Abuse Awareness</td>
<td>It is our duty of care to protect our older and particularly vulnerable clients from potential harm whether it be physical, psychological or emotional. This short course is designed to raise awareness and explores the five areas of recognised and reportable Elder Abuse. This session will examine the often hidden warning signs that could alert you to any issues. Interactive case studies are discussed throughout this session and highlight the need for vigilant surveillance as well as a complete and comprehensive reporting process.</td>
<td>3 hours</td>
<td>Aged Care Staff, Carers, Community</td>
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### Infection Control in the Care Setting

This course supports further development of skills and knowledge in the area of infection control so as to reduce risk to staff, residents and the wider community. Course content includes:

- Identifying the chain of infection
- Definitions incl multi drug resistant organisms (MRSA, VRE)
- Standard & additional precautions for protecting clients
- Standard & additional precautions for protecting self
- Hand washing incl Aspectic No Touch Technique (ANTT)
- Risk management & the disease transmission model
- Risk management including safe management of sharps
- Precautions for dealing with body fluid
- Reporting mechanisms

**Duration:** One Day  
**Target Audience:** Registered & Enrolled Nurses & Carers

### Introduction to Palliative Care (a 4 week course)

Palliative Care focuses on relieving and preventing the suffering of clients or loved ones living with a terminal condition. In order to deliver high quality and holistic care, a well rounded approach is necessary to meet all needs, both simple and complex.

This four week course provides a clear overview of the mechanisms to delivering high quality palliative care by unpacking the physical and psychological needs of all involved.

- Week 1: What is palliative care and who needs it?  
- Week 2: Considering spirituality when providing holistic care  
- Week 4: The grief and loss journey  
- Week 4: Symptoms you may see and how to address them

**Duration:** 4 x 3 hour sessions (12 hours)  
**Target Audience:** Carers, Families & Enrolled Nurses

### Living with HIV

According to recent reports, HIV is on the rise in Australia. This course will explain what HIV is and how it affects the body. Living well with HIV is much broader than focusing on the condition and related health issues. Considerations of community attitudes, personal relationships, handling new intimate relationships, current treatments and support groups are all under scrutiny in this informative and interesting workshop.

Case studies will help to identify challenges of the lived experience with an aim to recognise responses that are equitable and appropriate. This course is a clinical course discussing sex and sexuality. Some participants may find this confronting.

**Duration:** 3 hours  
**Target Audience:** Registered & Enrolled Nurses, Carers & Community

### Managing Diabetes: For Families & Carers

Participants will be informed of appropriate responses associated with diabetes management and treatment of related complications. Selected complications are examined including hypo and hyperglycaemia and the respective first aid management required. The workshop also covers:

- An overview of diabetes
- Selected complications including  
- Diabetic foot care  
- Dietary issues  
- Appropriate monitoring of diabetes  
- First Aid responses

**Duration:** 2 hours  
**Target Audience:** Carers, Families, Community & Enrolled Nurses
**Mental Health: Positive Outcomes**

Deteriorating Mental health issues have an immeasurable impact on quality of life and maximisation of potential. Supporting people with these health concerns creates challenges that may be unfamiliar and sometimes frightening.

This course asks and answers:
- What is mental health?
- Is mental illness in the community?
- What are major types of mental illness?
- What are the signs & symptoms?
- How do we best support those needing encouragement?

**Duration:** One Day  
**Target Audience:** Carers, Families, Community & Enrolled Nurses

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**Positive Ageing**

What is “Positive Ageing?” How do we maintain an attitude that will keep us feeling good about ourselves, staying fit, healthy and engaged in life? How do we encourage this outlook in our loved ones? How do we promote this mindset if we are working in the care industry?

This course is designed for the wider community and carers with the end goal being to promote ageing as a positive and rewarding journey. Strategies and techniques will be identified to assist you in creating a positive outlook.

**Duration:** 3 hours  
**Target Audience:** Registered & Enrolled Nurses, Carers & Community, Families

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**Motivational Conversations & Goal Directed Care Planning**

Understanding WHY a client has needs makes our care delivery focus all the more clear yet we are often unable to get to the core of the problem. This is not because of a client’s shyness or privacy but often because we are not asking the correct questions to elicit the most informative answers.

Part 1 of this course looks at ways of articulating the most effective questioning to achieve our mission of Goal Directed Care Planning (GDCP).

Part 2 of this day identifies that ‘GDCP is acknowledged as a fundamental component of a person centred approach. ‘Effective GDCP is reliant on staff’s skill and confidence in having a conversation with the client (and their carer/s), understanding their needs, priorities and identifying how to support them to achieve their goals’. This course covers strategies to provide you with the skills and knowledge required to plan for clients care aimed at maximising and enhancing their independence and quality of life.

**Duration:** One Day  
**Target Audience:** Registered Nurses, Assessment Officers & Allied Health

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**What is Diversity? And Who Are the Disadvantaged?**

The concept of diversity encompasses acceptance and respect: understanding the individual as unique and includes background, personality, beliefs and life experience. Diversity characteristics may contribute to disadvantage and marginalisation within the context of illness or ageing.

This course identifies an approach to allow equitable participation in healthcare by recognising diversity and how this may put some at a disadvantage in the Australian setting. Case Studies enable the participants to appreciate the complexity of equitable and respectful care delivery, strategies for social inclusiveness and trust building are also explored.

**Duration:** 3 hours  
**Target Audience:** Registered & Enrolled Nurses, Carers, Families
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<thead>
<tr>
<th>Session Name</th>
<th>Cost</th>
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<td>Apply First Aid HLTFA311A</td>
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<td>15th 9am-4pm</td>
<td>29th 9am-4pm</td>
<td>26th 9am-4pm</td>
<td>24th 9am-4pm</td>
<td>21st 9am-4pm</td>
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<td>First Aid Management of Anaphylaxis 22099VIC</td>
<td>$45</td>
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<td>18th 4:30-7:30pm</td>
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<td>Behavioural Development</td>
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<td>Cohesive Teamwork</td>
<td>$85</td>
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<td>Crosswires in Communication</td>
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<td>Encouraging Positive Performance</td>
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<td>How Professional Boundaries Make for Better Care Giving</td>
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<td>Interview with Confidence</td>
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<td>Responding to Grief &amp; Loss In the Workplace</td>
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<td>Tools For the Trade</td>
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<td>Introduction to Palliative Care (A Four Session Course)</td>
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<td>2nd 4:30-7:30pm</td>
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<td>Living with HIV</td>
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<td>Managing Diabetes: Positive Outcomes</td>
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<td>Mental Health: Supporting Those in Need</td>
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<td>What is Diversity? And Who Are the Disadvantaged?</td>
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All sessions scheduled above are held at the RDNS Education and Learning Centre in St Kilda. Private training sessions can be scheduled on and off-site, please call to discuss your requirements.
Enrolment Options

**RDNS Education Portal Online:**
1. Go to: [www.rdnseducation.org.au](http://www.rdnseducation.org.au)
2. Click on Courses at the top of the page
3. Enter the course name
4. Register (if you are a new student) or log-on
5. Enrol in a course (credit cards accepted)

**Email & Phone**
For course enquiries or phone bookings please contact the RDNS Education and Learning Centre:
- E: educationandlearning@rdns.com.au
- P: 03 9536 5251

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**To discuss tailored and localised education for your organisation please call or email.**

**The small print:**
- Bookings are essential and can be completed online through the education portal, email or via phone
- Workshops are facilitated by field/industry experts
- Certificate of Attendance issued for non-accredited courses, Statement of Attainment issued for accredited course
- All scheduled training held at RDNS Head Office 31 Alma Rd, St Kilda unless requested otherwise
- Parking available on-site / free on-street
- A minimum number of participants are required in order to facilitate scheduled and privately booked sessions, should numbers not be met par courses will be rescheduled or refunded.