

Case Study	<i>Design and delivery of tailored training services in Community Care</i>
Category:	Community
Client:	Goodwin Aged Care Services Inc

The Challenge

How to assist an aged care provider that received Government funding to design and deliver training that improves the standard of care offered to aged care recipients and how to integrate formal training with facility-specific processes and procedures.

The Process

As a result of an earlier project where Bayley & Associates partnered with Goodwin Aged Care Services to obtain funding under the Department of Health and Ageing's 'Better Skills for Better Care' program, the Goodwin Leadership Program was created.

A team of Bayley facilitators worked closely with Goodwin stakeholders to develop comprehensive, organisation-specific training in leadership for 50 key staff. The program included helping participants to develop in-depth knowledge of the Goodwin organisation, its policies and procedures. The program also included using the Myers Briggs Type Indicator to develop team cohesion and improve communication.

The Result

At the conclusion of the program, in addition to having improved knowledge and understanding of key Goodwin policies and procedures, many participants had substantially completed requirements for a qualification in Cert IV or Diploma of Business (Frontline Management).

Bayley and Associates has also gone on to provide training in other areas such as OH&S, manual handling techniques and dealing with challenging behaviours.

Each year Goodwin further develops its reputation as an employer that cares about its staff. Goodwin was a finalist in the 2007 Ministers Awards for Aged care in the category of training. In its nomination, Goodwin highlighted the Leadership program as a significant element of this success.

These projects demonstrated Bayley and Associates' ability to:

- develop strong and collaborative client relationship;
- provide a range of facilitators with different backgrounds and experience to suit different participants and to offer a full training service to a client
- customise materials to reflect the work environment and culture
- offer flexible pathways to AQF qualifications.