

# FREE IN-HOUSE INFORMATION SESSIONS

## STAFF

### Practical Implementation of the New Aged Care Standards for CHSP/HCPs

The Free in-house staff information session will provide information on:

- Understanding the new standards
- Self-assessment: how well is your organisation is currently doing?
- Action Plan: What do you need to do to get your organisation & staff ready

### Attracting Customers Using Your Website

The Free in-house staff information session will provide information on:

- Creating a website that helps you achieve your business objectives
- Making your 'My Aged Care Service Finder' profile customer-focused
- Website Checklist and action points moving forward

### Marketing Your Service in the Age of Client Choice

The Free in-house staff information session will provide information on:

- Defining your customers, your USP, your strategy
- Redefining the concept of customer service
- How to get your organisation and staff ready

### Master Consumer Directed Care in Your Organisation

The Free in-house staff support session will provide information on:

- Self-Assessment: How well is your organisation currently doing in implementing CDC
- Checklist: What do you need to do to implement CDC in all your service offerings

### Understanding the Changes to Aged Care for Service, Allied Health & Medical Staff

The Free in-house staff support session will provide information on:

- My Aged Care, CHSP Program, Home Care Assessments
- Key features of the programs
- Impact changes will have on your customers, organisation & staff



## CONTACT US

These free inhouse sessions are available to Commonwealth Home Support Program (CHSP-funded) and Home Care Package (HCP) service providers located in the Northern Sydney Region. To book, contact the Sector Support team.

**Email: [sectorsupport@yourside.org.au](mailto:sectorsupport@yourside.org.au)**



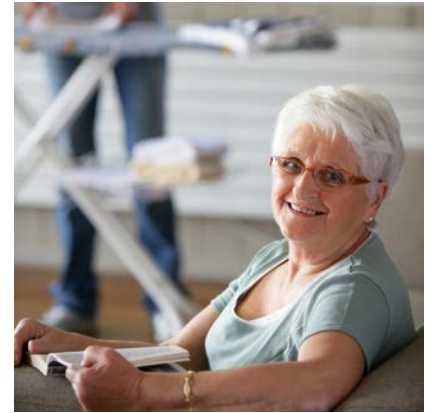
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## CONSUMERS/COMMUNITY

### How Reablement & Wellness Can Help You to Stay in Your Home Longer

The FREE in-house Community information session assists consumers to understand how they can benefit from reablement & wellness approaches. The presentation will provide information on:

- What is reablement & wellness
- Benefits of the approach
- How it will impact them



### Understanding Consumer Directed Care (CDC)

The FREE in-house Community information session assists consumers to understand Consumer Directed Care (CDC). The presentation will provide information on:

- What is Consumer Directed Care
- How it will affect them
- What they need to do



### Improving Emotional Well-being As You Age

The FREE in-house Community information session assists consumers to understand the impact that their mental and emotional well-being has on their longevity, cognition and physical function. The presentation will provide information on:

- What impacts emotional well-being
- What they can do to improve their mental well-being as they age
- Where to go for help



### Elder Abuse - What It Looks Like & What You Can Do

The FREE in-house Community information session assists consumers to understand elder abuse. This session is available to ALL service providers (not just aged care) located in the Northern Sydney Region

- Understand the different types of abuse
- Your Rights
- Where you can get help

## CONTACT US

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Email: [sectorsupport@yourside.org.au](mailto:sectorsupport@yourside.org.au)

