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# Table of Contents

Section 1: Overview...................................................................................................... 1  
Introduction...................................................................................................................1  
Care workers. ............................................................................................................... 1  
Underpinning Ideas ......................................................................................................2  

Section 2: Key Features ...............................................................................................3  
Navigation.....................................................................................................................3  
Competencies............................................................................................................... 4  
Duty statements............................................................................................................4  
Work tasks ....................................................................................................................5  
Useful resources...........................................................................................................7  
Workplace projects .......................................................................................................8  
Assessment ..................................................................................................................8  

Section 3: Technical requirements ...............................................................................9  

Section 4: Further information ......................................................................................9  
Contact your trainer or facilitator. .................................................................................9  

Appendix 1..................................................................................................................10  

Appendix 2..................................................................................................................13  
Section 1: Overview

Introduction

Welcome to the Learner’s Guide for Grange Home Care. Grange Home Care is part of Grange Care Services. Grange Care Services is an Australian National Training Authority (ANTA) initiative designed to provide an e-Learning resource to support the:

- Certificate III in Home and Community Care (Grange Home Care)
- Certificate III in Aged Care Work (Grange House).

Essentially Grange Home Care is a simulated subsidiary company of Grange Care Services. The other subsidiary company of Grange Care Services is Grange House. Grange Home Care specialises in home and community care services. You are cast in the role of a trainee care worker. The Grange Home Care workplace allows you to interact with virtual staff and experience the type of duties they would complete as a care worker. Trainees are set a range of duties supported by expertise embedded within the workplace. The duties are allocated to you from a six day duty statement. Each duty contains one or more work tasks.

The term ‘care worker’ has been used in Grange Home Care as a general term to describe an entry level care position in the home and community care industry. The term care worker has been chosen over the other commonly used term carer to differentiate between a care worker (employed by a home and community care provider) and a carer (any person who through family relationship or friendship looks after a frail older person or someone with a common illness or disability).

This Learner’s Guide will give you an overview of Grange Home Care. The Learner’s Guide is divided into 3 sections, with two appendices:

- Section 1: provides an overview of the product.
- Section 2: describes the key features of Grange Home Care.
- Section 3: provides an overview of technical requirements.
- Appendix 1: two organisational charts showing all Grange Home Care specific staff and Grange Care Services personnel.
- Appendix 2: resources available at Grange Home Care.

Care workers

The role of the care worker has changed dramatically over the last few years, primarily due to changes in the industry’s accreditation processes. Care workers, particularly those who have been employed in the sector for many years, are now required to fulfill stringent reporting and recording requirements which call for high levels of literacy.

The aged care industry is also expanding rapidly, with a diverse range of care workers entering the industry.
With this in mind, the audience base for Grange Home Care is fairly diverse ranging from learners who:

- are of any age and background who wish to gain qualifications in home and community care and work in the home and community care industry
- have an interest in home and community care and want to further their knowledge
- would like to learn anywhere there is a computer, and study any time
- are remotely located.

**Underpinning ideas**
Grange Home Care is built on the principle of activity-driven learning. Learning materials have been addressed to the performance criteria, underpinning knowledge and critical aspects of evidence for each unit of competency.

Grange Home Care is designed so that learning is mediated via a binder of duty statements. There are six duty statements in total, one for each day, Monday through to Saturday. Each duty statement lists a series of timeslots along with associated duties. To complete a particular duty, you work through the tasks which comprise that duty.

For each task, you can access useful resources (behind the metaphor of various locations in the workplace and/or virtual colleagues). These resources are delivered in the form of:

- information sheets
- policies and procedures
- self tests
- discussion topics
- presentations
- real life experiences.

Grange Home Care assumes that learners will communicate. Discussion topics are designed to promote interaction between learners and interaction between the learner and their facilitator or trainer. In addition, each duty includes a workplace project. The workplace projects have recommendations for tasks you could complete in your own workplace or during work experience. These projects encourage collaboration between learners, work colleagues and workplace supervisors.

**Assessment** of the units of competency for the Certificate III in Home and Community Care can be completed using a mixture of e-Learning and practical, face to face assessment. That is, by completing the tasks and workplace projects associated with each time slot on the duty statement, you can attain competency.

The overall assessment methodology ensures that competency based assessment principles are applied in the simulated workplace.
Section 2: Key Features

Navigation

Navigating through Grange Home Care should be simple and straight forward. Entry to the site is through the home page where you can select the Grange Home Care Graphic or the Grange Home Care navigation button on the left of the screen.

If you would like a brief introduction to the package which sets it in the context of the home and community care industry, it is provided behind the Introduction navigation button on the home page.

This Learner’s Guide can be accessed from anywhere within the package on the left hand navigation bar.

After you have entered Grange Home Care, the following navigation links are available on the left of every screen.

<table>
<thead>
<tr>
<th>Link</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>The ‘Home’ link will take you to the Grange Care Services Home Page.</td>
</tr>
<tr>
<td>Learner’s Guide</td>
<td>The ‘Learner’s Guide’ link will take you to the Learner’s Guide.</td>
</tr>
<tr>
<td>Duty Statements</td>
<td>The ‘Duty Statements’ link will take you to the duty statements home screen. From here you can access the duty statements for Monday through to Saturday.</td>
</tr>
<tr>
<td>Resources</td>
<td>The ‘Resources’ link gives you access to the Grange Care Services Induction Manual and Policies and Procedures Manuals.</td>
</tr>
<tr>
<td>Learning Centre</td>
<td>The ‘Learning Centre’ link gives you access to web sites, self tests, presentations and examples of real life experiences.</td>
</tr>
<tr>
<td>Staff Room</td>
<td>The ‘Staff Room’ link gives you access to staff notices and staff discussions.</td>
</tr>
</tbody>
</table>

The Grange Home Care Duty Statement is a critical page because it provides you with access to the tasks that will enable you to generate evidence for competency in the Certificate III in Home and Community Care. The following table outlines the respective competencies for each day:
Competencies

<table>
<thead>
<tr>
<th>Unit of competency</th>
<th>Duty Statement Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCINF8B Comply with information requirements of the aged care and community care sectors</td>
<td>Monday</td>
</tr>
<tr>
<td>CHCHC301B Work effectively in a home and community care environment</td>
<td>Monday</td>
</tr>
<tr>
<td>CHCDIS1C Orientation to disability work</td>
<td>Monday</td>
</tr>
<tr>
<td>CHCDIS10B Provide care and support</td>
<td>Monday</td>
</tr>
<tr>
<td>CHCAC1C Provide support to an older person</td>
<td>Tuesday</td>
</tr>
<tr>
<td>CHCHC302B Provide personal care in a home and community care environment</td>
<td>Tuesday</td>
</tr>
<tr>
<td>CHCAC6C Support the older person to meet their emotional and psychosocial needs</td>
<td>Tuesday</td>
</tr>
<tr>
<td>CHCAC15A Provide care support which is responsive to the specific nature of dementia</td>
<td>Wednesday</td>
</tr>
<tr>
<td>CHCCS401A Facilitate cooperative behaviour</td>
<td>Wednesday</td>
</tr>
<tr>
<td>CHCCOM2B Communicate appropriately with clients and colleagues</td>
<td>Thursday</td>
</tr>
<tr>
<td>CHCOHS302A Participate in safety procedures for direct care work</td>
<td>Thursday</td>
</tr>
<tr>
<td>CHCCS304A Assist with self medication</td>
<td>Friday</td>
</tr>
<tr>
<td>CHCAC3C Orientation to aged care work</td>
<td>Saturday</td>
</tr>
<tr>
<td>CHCCS405A Work effectively with culturally diverse clients and co-workers</td>
<td>Saturday</td>
</tr>
</tbody>
</table>

Duty statements

When you enter Grange Home Care you are able to meet Tanya Tomlinson, the Care Manager, and gain access to the duty statements for Monday through to Saturday (Figure 2.1). You can return to this page at any time by using the ‘Duty Statements’ navigation button (available on the left of every Grange Home Care Screen).

To access the duty statement for the day of the week, it is a simple matter of selecting a coloured tab on the right of the duty statement page.

After you have selected the duty statement for the day of the week required, you can begin work by selecting a duty on the duty statement (Figure 2.2). For example, to begin work on the 1730 duty on Tuesday, you will need to select the blue text on the screen that says ‘Assist with client’s meals and medication’.
Work tasks
For each duty selected from the duty statement, you are allocated a variety of work tasks. These tasks are similar to the work a care worker would be required to undertake in a home and community care environment. To start on a work task, you should select the graphic of the task you require (Figure 2.3).
Links are also available on the top left of every task screen:

The links enable you to quickly navigate through the tasks for a particular duty.

- The top of this link will return you to the home page of the duty they are working on (e.g. Saturday 1330).

- The bottom of this link will take you to the tasks that are available for this duty. (e.g. Task 1, Task 2).

After a work task is selected, you will be presented with details of the task that you are required to complete (Figure 2.4). You can access information to help you complete the task you are working on from the ‘Useful resources’ icon.

Each work task also contains a ‘Story so far’ (accessed from the ‘…S’ icon at the top of the screen). The Story so far gives background details of the work environment for that particular task.

Downloadable documents are available with most tasks. These provide a way of focusing your energies on developing documented evidence of competency. These documents are typically available when a graphic of a manila folder or a piece of paper is selected. If the folder is green in colour, this indicates that you need to complete or add to this document as part of the task.

You can return to the Duty Statement page that was being worked on at any time by selecting the ‘Today’s duty statement’ icon on the top right of the screen.
Useful resources
Grange Care Services resources are available to help you understand the different aspects of a home and community care environment.

Specific useful Grange Home Care resources are available to you for each work task you undertake. These resources can be accessed from the ‘Useful resources’ icon.

This icon is available on the top right of every task screen (see Figure 2.4). You can choose to use some or all of this information when completing a task.

This table gives a brief description of the type of resources that are available:

<table>
<thead>
<tr>
<th>Resources available</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grange Care Services Induction Manual</td>
<td>The Director of Care, Gordon Cunningham has put together an Induction Manual for trainee care workers at Grange Home Care. This manual contains information sheets about various aspects of work that the trainee will undertake at Grange Home Care.</td>
</tr>
<tr>
<td>Grange Care Services Policies and Procedures Manuals</td>
<td>The Grange Care Services policies and procedures manuals are kept in the Reception Area at Grange Home Care. These manuals contain the policies and procedures that must be followed while working at Grange Home Care.</td>
</tr>
</tbody>
</table>
The Grange Home Care Learning Centre is managed by Ana Milewski, the Training Manager. Ana has put together the following to help the trainee care worker with their work tasks:

- Glossary – the glossary contains definitions of terms commonly used in the aged care industry.
- Web sites – these external web sites contain important information about the aged care industry.
- Self tests - by having a go at a self test you can gain new knowledge and test their current knowledge. Self test feedback is provided to you.
- Presentations - these presentations give important information about some of the procedures at Grange Home Care.
- Real life experiences – these are short video clips that provide examples of real life situations in a home and community care environment.

In the Grange Home Care Staff Room you have access to the information that is available on the staff notice board. You can also check out the staff discussions to see what staff at Grange Home Care are talking about.

**Workplace projects**
A workplace project is available for each duty statement timeslot (Figure 2.3). If you are working in a home and community care environment, you will be able to use the knowledge from your work to complete the workplace projects. The workplace project can be used as evidence of competency.

If you are not working in a home and community care environment, you may be able to use knowledge from your life experiences to complete a workplace project.

**Assessment**
The e-Learning environment is built to ensure that valid, fair, reliable and authentic assessments can take place in the simulated workplace. The overall assessment methodology ensures that competency based assessment principles are applied in the simulated workplace. Grange Home Care can also be used as a learning resource in a real work environment with on the job assessment.

The work tasks, available for each timeslot on the Duty Statement, are designed to address the competencies for the specified unit of competency for the Certificate III in Home and Community Care. Your trainer will provide information on how Grange Home Care can contribute to your assessment.
Section 3: Technical requirements

To view Grange Home Care you will need the following computer hardware and software.

Hardware/operating system

- IBM compatible computer, 300MHz processor
- 128MB of SDRAM
- Microsoft® Windows® 98, 2000 or XP
- 800 x 600 display (1024 x 768 recommended)
- 4 Gb hard disk
- CD ROM drive
- 1.44 Mb floppy disk
- sound card and speakers (or headphones)
- 28.8k or higher modem

or

Macintosh equivalent.

Software/Plugins

- Microsoft® Internet Explorer 5.0 (recommended) or Netscape 6.2
- Macromedia® Flash™ Player 5
- Adobe Acrobat Reader
- A word processor program for example Microsoft® Word

External web sites

Links to web sites that are external to Grange Home Care are available by selecting the ‘Learning Centre’ navigation button on the left of the screen and selecting the ‘Web Sites’ menu from the top of this screen. At the time of development the links to the external web sites were correct.

Section 4: Further information

Contact your trainer or facilitator.
Appendix 1
Appendix 2
Resources in Grange Care Services

Director of Care

Induction Manual

Challenging Behaviour
Behaviours
Incident Debriefing
Behaviour Descriptions

Communication
Effective Communication
Verbal and Non Verbal Communication
Maintaining Effective Relationships
The Communication Process
Working with Diversity
Cultural Awareness
Cross Cultural Communication
Conflict Resolution
Interpreter Service

Dementia
Person Centred Approach
Activity Planning/Development
Communication Strategies
Dementia
Triggers that can Alter Behaviour
Documentation
Care Plans
Completing Care Plans
Policies and Procedures
Resident Classification Scale
Health Terminology Abbreviations
Completing Documentation
Progress Notes
Commitment to Continuous Improvement
Materials Safety Data Sheets

Health Issues
Food and Fluid Thickeners
Incontinence
Physical Effects of Ageing
Stereotypes of Ageing
Sexuality and Ageing
Grief and Loss
Diabetes
Healthy Lifestyle and Ageing
Swallowing Difficulties/Dysphagia
Case Conferences

Human Resources
Performance Appraisal
Performance Appraisal Interview
Harassment

Medications
Medication Administration
Medication Effects
Medication Administration Responsibilities
Blister Pack System
Medication Incidents

Mobility
Mobility
Mobility Aids

Personal Care
Privacy and Dignity
Privacy Guidelines
Reporting Resident/Client Changing Care Needs
Duty of Care
Grange Care Services Manual

Funding
Community Care Packages
DVA Funding
HACC Program

Standards
Charter of Rights and Responsibilities (Grange Home Care)
Charter of Rights and Responsibilities (Grange House)
Community Care Standards
Residential Care Standards

Reception

Care Manual

Medications
Medication Management Policy and Procedure
Medication Procedures
Personal Care
Continence Aids Policy and Procedure
Continence Assessment Policy and Procedure
Continence Management Policy and Procedure
Bathing/Showering Policy and Procedure
Nutrition and Hydration Policy and Procedure

Resident/Client Rights
Complaints Policy
Confidentiality and Privacy of Information Policy
Privacy of and Access to Personal Information Policy
Community Transport Policy
Advocacy Policy and Procedure
Protection of Rights and Interests Policy
Cultural/Spiritual Activities Policy and Procedure
Procedure for Admission of Resident/Client with Cultural Needs
Affirmative Action Policy and Procedure
Resident/Client Risk Taking Policy and Procedure
Catering Manual

Dietary Issues
Dietary Requirements Policy and Procedure

Food Handling and Service
Food Service Delivery and Presentation
Food Handling and Personal Hygiene

Cleaning Manual

Policy and Responsibilities
Cleaning Policy
Cleaning Responsibilities

Human Resources Manual

Human Resources
Equal Employment Opportunity
Grievance and Dispute Settlement Policy and Procedure
Harassment Policy and Procedure
Code of Conduct Policy

Infection Control Manual

Directions and Precautions
General Universal Precautions
Directional Statement

Linen
Infection Control in the Laundry

Personal Hygiene
Hand Washing Procedure
Skin Care - Bathing, showering
Dress and Grooming Standards Policy

Sharps
Sharps Injury Policy
OHS Manual

Challenging Behaviour
Aggressive Behaviour Policy
Restraint Policy

Emergency Planning
Fire Procedure (Grange House)
Fire Procedure (Grange Home Care)
Emergency Call Bell Procedure (Grange House)
Emergency Call Bell Procedure (Grange Home Care)
Hazard Incident Reporting and Investigation Procedure

Management of OHS
OHS Committee Representative Role
Role of the OHS committee
OHS Issue Resolution Procedure
OHS Consultation and Communication Policy
Risk Assessment Policy and Procedure
Maintenance Request Form
Use of Electrical Equipment Policy
Personal Protective Equipment Policy
Waste Management Policy
Lock Out/Tag Out Policy

Manual Handling
Manual Handling Policy
No Lifting Policy
Staff Manual Handling Policy