



DUTY OF CARE & NEGLIGENCE TRAINING

ON SITE TRAINING

Who should attend – It is recommended that all Managers and Team Leaders in your organisation attend to gain a sound understanding of duty of care and negligence within the residential and community care health settings.

Residential and Community Care organisations are becoming increasingly exposed to consumer complaints and risk of litigation, often as a consequence of employee actions in the workplace. Where a claim of negligence is asserted against an organisation, the defence of such an action can be costly and time consuming. It is imperative, therefore, that management representatives develop a clear understanding of negligence and its implications in the residential and community care setting when managing employees in these sectors.

Topics covered:

- The significance of duty of care in the aged and community care settings
- What is required in order for a claim of negligence to be established against an organisation
- Who is liable when a claim is made against an organisation
- Meaning of vicarious liability & practical examples
- How to handle consumer complaints
- Conducting an internal investigation where negligence is alleged against an employee
- Importance of documentation & risk management
- Overview of external authorities such as the Australian Health Practitioner Regulation Agency (AHPRA), Health & Community Services Complaints Commissioner (HCS) & various Aged Care authorities
- Importance of reporting incident protocols
- Professional tips & case studies
- **Participants will undertake activities and discussion during the session**

All participants will receive a workbook and handouts and Certificate of Attendance

Outcome:

By the conclusion of the training session, attendees will have gained an understanding of the practical operation of duty of care and negligence in the residential and community care settings, and how to manage employee risk in this context. Participants will develop a fundamental awareness of the types of authorities to whom clients can complain and the function of such entities.

Date: Wednesday 25.11.2015

Time: 9.30am to 12.30pm

Venue: Pinnacle HR, 33 Hutt Street, Adelaide. Level 1 (No lift access)

Cost: **Standard Fee:** \$280.00 (GST inclusive) per person
Members Discount: \$240.00 (GST inclusive) per person

Duty of Care & Negligence Training Booking Form

To book your session(s) for on-site training please complete the form below.

Please fax this form to PINNACLE HR on 8224 0107 or email to admin@pinnaclehr.com.au

Contact Name Position:

Organisation

Please tick: Member Non-Member

Street Address

Phone

Fax

Email

No of sessions required:

Preferred Date Time:.....am/pm

Estimate No of Participants per session

Preferred Date Time:.....am/pm

Estimate No of Participants per session

List any issues or topics you would like addressed in the session:

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I hereby understand and accept the Terms of Engagement:

.....
Signature Date

Cost: **Members:** Metro Area - \$1,400 (Plus GST) per session
Regional Area – Travel Expenses extra

Non-Members: Metro Area - \$1,600 (Plus GST) per session
Regional Area – Travel Expenses extra

PAYMENT

Payment can be made via cheque made out to PINNACLE HR or directly credited to National Bank, BSB 085 042, Account 639858737

PINNACLE HR TERMS OF ENGAGEMENT

Cancellation Policy

Cancellation of this training session must be received at our office in writing at least 3 working days before training is to commence. Failure to do so may result in your organisation being invoiced for costs already incurred by us relating to this training session.

GST

A GST of 10% will be applied to all relevant charges. PINNACLE HR is registered for GST purposes and our ABN is 54 507 165 001. PINNACLE HR is registered under the GST legislation and will provide you with a tax invoice to enable you to claim tax credits, as appropriate.

Billing

Our terms of payment are strictly 14 days from the issue date of the invoice and PINNACLE HR reserves the right to recover any outstanding amounts.