



Dovida  
**Academy**

**CAREGIVER**

**ORIENTATION TRAINING**

**FORMAL OFFER**

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## 1. Dovida Academy Purpose

Established Training Centre's of Excellence in Queensland, New South Wales and Victoria to disseminate high quality training from national office to provide consistency of effective, immersive training for Caregivers and Key Players within Dovida and the Dovida Academy. The Training Centre's will provide immersive learning experiences for learners to understand the lived experience of Dovida clients and understand how to deliver high quality, evidence-based care that will meet the theoretical and simulation learning requirements of the Dovida Academy learning programs.

## 2. Dovida Academy Location

**Brisbane** – Level 1, 112 Birkdale Road, Birkdale, QLD

**Sydney** – Unit 10, 1-3 Central Ave, Thornleigh NSW

**Melbourne** - 22 King Street, Blackburn VIC

## 3. About Dovida Academy

The Training Centers provide experiential learning opportunities for Caregivers and Key Players in an immersive learning environment, where learners can learn theoretical knowledge, practice skills in a psychologically safe, simulation space, utilising each of the learning styles; visual, auditory, reading, writing and kinesthetic learning. The opportunity to engage learners in problem-based learning, using case scenarios in the simulation space can adopt high-level understanding, not only surrounding the theory of evidence-based care, but comprehension to make informed decisions and understand consequences of potential care actions within their scope as a Caregiver/Key Player.

## 4. Delivery overview

Caregiver Orientation is a package of training conducted over two days which forms part of our Caregiver Learning Pathway. The program includes essential learning material so that Caregivers can understand the structure, policies, procedures, and processes of Dovida and the corresponding legislative acts and responsibilities that are required to provide high quality care to our clients. Caregiver Orientation is now available through multiple engaging formats.

**Face-to-face training** – student Caregivers attend one of our state-based training centres and participate in a live, immersive, classroom-based experience where they are able to learn and practice aspects of their new role following the instruction of a qualified trainer that will be present in the room throughout the training. Face-to-face training is the preferred delivery method where possible.

**Virtual training** – given our geographically dispersed workforce, virtual training is now offered to student Caregivers where they learn and practice aspects of their new role but they are based in a different location to their trainer. Virtual training replicates the dynamics of face-to-face training sessions, featuring real-time demonstrations captured via camera, enabling the trainer to engage with students as if they were in a physical classroom. This type of training is offered to Caregivers that reside over 1 hour away from a state-based training centre. The following areas have been considered to ensure that virtual training is as effective as face-to-face training.

1. **Trainer location:** Training is delivered in real-time (synchronously), in a virtual environment, where the trainer and learner are in two geographically separate locations.
2. **CAREGiver location:** Caregivers will be required to attend their local Dovida office for the duration of the orientation. They will participate in learning with other Caregivers and be instructed by both virtual trainers and on-site CAREGiver Coaches or other suitable facilitators.
3. **Resource utilisation:** Trainers will maintain continuity in content delivery by leveraging the Academy's PowerPoint presentations and predefined scripts.
4. **Simulation rooms:** The availability of various simulation rooms will enrich the training experience,

enhancing engagement and learning outcomes.

5. **Camera interaction:** All demonstrations are shown in real-time utilising a camera and delivered directly to the audience as would be the case with face-to-face training.
6. **Trainers will engage with participants** by addressing the camera, creating an immersive learning environment similar to face-to-face instruction.
7. **Practical exercises:** Each student will be assigned practical exercises which they will undertake and share via camera. This practice allows for the demonstration of competencies to both peers and trainers.

**Web based training** - both training formats are underpinned by online training which involves undertaking web-based programs that are accessible through our Learning Management System (LMS). This module should be completed prior to the CAREGiver Orientation regardless of delivery method.

**The two-day Trainer Led Orientation program includes the following sessions:**

Day 1	Day 2
Orientation	Workplace Health and Safety Part 2 (Including Personal Care Training & Client Manual Handling)
Technology	Person-centered Care
Workplace Health & Safety Part 1 (Personal Manual Handling & Infection Control)	Medication Support

## 5. Training agenda – Day 1

DAY ONE: Caregiver Orientation	
<b>Aim</b>	The Orientation Trainer-Led Session promotes the processes, policies, State and Federal legislation regarding care provision within Dovich in Australia.
<b>Objectives and Content</b>	<p>By the end of the session, attendees will be able to:</p> <ul style="list-style-type: none"> <li>• Understand the Strategic Direction and Mission of Dovich</li> <li>• Apply the Principles of Building Trust, Taking the Lead and Sharing Your Heart</li> <li>• Understand the responsibilities of the Caregiver role within Dovich.</li> <li>• Becoming First Service Ready – understanding services</li> <li>• Report writing</li> </ul>
<b>Duration</b>	2.5 hours

DAY ONE: Technology	
<b>Aim</b>	<p>The Technology Trainer Led Session enables Caregivers to understand and utilise the digital platforms used for effective communication and education within Dovidia and the Dovidia Academy.</p> <p>Attendees are expected to have a mobile phone, no older than five years that has been updated to the most recent upgrade in readiness for Technology sessions.</p>
<b>Objectives and Content</b>	<p>By the end of the session, attendees will be able to:</p> <ul style="list-style-type: none"> <li>• Use the Empower Learning Management System (SABA) to access theoretical learning and assessment for Caregiver onboarding and Professional Development</li> <li>• Use the AlayaCare mobile application and understand how to navigate the system to effectively understand and communicate care regarding Dovidia clients and their office.</li> </ul>
<b>Duration</b>	1.5 hours

DAY ONE: Workplace Health & Safety Part 1	
<b>Aim</b>	<p>The Workplace Health and Safety session applies the policy, process and procedures within Dovidia to understand the delivery of high quality, safe, effective care.</p> <p><b>This session also includes a simulation workshop to:</b></p> <ul style="list-style-type: none"> <li>• <b>Complete the Dovidia Academy Infection Control Observation (donning and doffing or Personal Protective Equipment)</b></li> <li>• <b>Complete the Dovidia Hazard Identification Report</b></li> </ul>
<b>Objectives and Content</b>	<p>By the end of the session, attendees will be able to:</p> <ul style="list-style-type: none"> <li>• Understand general safety principles in care delivery and within the workplace</li> <li>• Understand how to maintain your own, and the client's safety within the workplace/home environment</li> </ul>
<b>Duration</b>	3 hours

## 6. Training Agenda – Day 2

DAY TWO: Workplace Health & Safety Part 2 (Including Personal Care Training & Client Manual Handling)	
<b>Aim</b>	<p>This session will explore safe concepts for assisting clients to mobilise and Personal Care.</p> <p><b>This session also includes a simulation workshop to:</b></p> <ul style="list-style-type: none"> <li>• Practice Personal Care</li> <li>• Understand and practice safe, manual handling techniques</li> <li>• Complete the Dovidia Academy Manual Handling Practical Skills Assessment.</li> </ul>
<b>Objectives and Content</b>	<p>By the end of the session, attendees will be able to:</p> <ul style="list-style-type: none"> <li>• Understand the definition of safe manual handling</li> <li>• Understand the risks associated with poor manual handling techniques</li> <li>• Demonstrate safe manual handling techniques as per policy.</li> <li>• Apply principles of infection control</li> <li>• Demonstrate personal care skills in the simulation environment</li> </ul>
<b>Duration</b>	4 hours

DAY TWO: Person-Centred Care	
<b>Aim</b>	<p>The Person-Centred Care Trainer Led Session provides learners with practical, hands on strategies and tools to ensure care is holistically person-centred, trauma aware, and culturally sensitive empowering both the Caregiver and the client for more positive, respectful, and effective care outcomes.</p>
<b>Objectives and Content</b>	<p>By the end of the session, attendees will be able to:</p> <ul style="list-style-type: none"> <li>• Define Person-centred care</li> <li>• Identify key principles in practice</li> <li>• Apply trauma aware and healing informed care</li> <li>• Incorporate culture into care</li> <li>• Embrace client autonomy</li> </ul>
<b>Duration</b>	1.5 hours

DAY TWO: Medication Support (Mandatory for corporate offices)	
<b>Aim</b>	<p>This trainer led session highlights the differences between Medication Prompting and Medication Assistance and Dovidia's policies and procedures to support clients to safely manage their medication.</p> <p><b>This session also includes a simulation workshop to:</b></p> <ul style="list-style-type: none"> <li>• <b>Demonstrate identification of errors and completion of relevant documentation (medication log, incident form)</b></li> </ul> <p><i>These sessions will also have a corresponding Empower web-based assessment for completion by attendees, managed by the Academy Administration Team.</i></p>
<b>Objectives and Content</b>	<p>By the end of the session, attendees will be able to understand:</p> <ul style="list-style-type: none"> <li>• Duty of care in medication assistance</li> <li>• Role of the Caregiver and scope of role for medication assistance</li> <li>• Types of medication errors and how they should be effectively managed and communicated</li> <li>• How to assist with medications using the seven Rights and Responsibilities framework.</li> </ul>
<b>Duration</b>	1.5 hours
<b>Total Cost</b>	<p>Face to Face - \$190 per day</p> <p>Virtual Training - \$ 170 per day</p>
<b>Notes</b>	<b>Maximum number of participants (face to face): 20</b>

## 7. Caregiver Best Practice – To be completed within one year of employment

The best practice trainer led sessions, continue the Caregiver Learning Pathway after orientation. Within one year of employment, Caregivers can access the best practice training session including:

Dementia Foundations Sessions	
<b>Aim</b>	<p>The Dementia Care Foundations Trainer Led Sessions explore the foundational concepts for understanding the types of cognitive decline and the various dementia diagnoses. The sessions also review effective communication strategies and techniques to de-escalate negative behaviours.</p> <p><i>These sessions will also have a corresponding Empower web-based <u>and written</u> assessment for completion by attendees, managed by the Academy Administration Team.</i></p>
<b>Objectives and Content</b>	<p>By the end of the session, attendees will be able to understand:</p> <ul style="list-style-type: none"><li>• Understand the types, causes, symptoms and treatments of dementia</li><li>• Communication techniques and therapies to enable positive relationships</li><li>• Understand and respond to behavioural symptoms of dementia</li></ul>
<b>Duration</b>	3.5 hours
<b>Cost</b>	\$150
<b>Notes</b>	<b>Maximum number of participants (face to face): 20</b>



An Introduction to Palliative Care	
<b>Aim</b>	<p>The Introduction to Palliative Care Trainer led Session explores the concepts of palliative care including a quality of life, holistic approach to care and specific identification and care of client's daily activity of living needs at the end of life.</p> <p><b>This session also includes a simulation workshop to:</b></p> <ul style="list-style-type: none"> <li>• <b>Demonstrate effective care principles for immobile clients at the end of life within the scope of the role of a Dovidia Caregiver.</b></li> </ul> <p><i>These sessions will also have a corresponding Empower web-based assessment for completion by attendees, managed by the Academy Administration Team.</i></p>
<b>Objectives and Content</b>	<p>By the end of the session, attendees will be able to understand:</p> <ul style="list-style-type: none"> <li>• The principles and aims of palliative care</li> <li>• Client preferences and quality of life</li> <li>• The grief process</li> <li>• Advance care planning</li> <li>• Pain and symptom management</li> <li>• Providing care at the end of life</li> <li>• Caring for Caregivers</li> </ul>
<b>Duration</b>	4 hours
<b>Cost</b>	\$150
<b>Notes</b>	<b>Maximum number of participants (face to face): 20</b>

## Caregiver Annual Update Day

<b>Aim</b>	<p>The annual update day is an opportunity for Caregivers to attend face to face training to refresh learning and skills from the Caregiver Trainer Led sessions from Orientation including Workplace Health and Safety, Manual Handling and Medication Assistance.</p> <p><b>This session also includes simulation workshops to assess competency and skills in the following areas:</b></p> <ul style="list-style-type: none"> <li>• <b>Donning and doffing of PPE</b></li> <li>• <b>Manual Handling annual practical skills competency</b></li> <li>• <b>Medication Support skills review</b></li> </ul> <p><i>These sessions will also have a corresponding Empower web-based assessment for completion by attendees, managed by the Academy Administration Team.</i></p>
<b>Objectives and Content</b>	<p>By the end of the session, attendees will be able to review and update their knowledge basis and complete simulation of skills for the following sessions:</p> <ul style="list-style-type: none"> <li>• Infection control – personal protective equipment and basic cleaning responsibilities</li> <li>• Manual handling review and skills competency assessment</li> <li>• Medication assistance review of skills and problem based learning session</li> </ul>
<b>Duration</b>	<p>These sessions can be split into two parts (Part 1 &amp; 2)</p> <p><b>Part 1 – Infection Control and Manual Handling (2hrs)</b></p> <p><b>Part 2 - Medication Support (2hrs)</b></p> <p><i>Mandatory for all Caregivers on an annual basis</i></p>
<b>Cost</b>	\$150
<b>Notes</b>	<b>Maximum number of participants (face to face): 20</b>

## 8. Dovida Academy Terms and Conditions

**Program content:** As outlined above.

**Face-to-face Training:** In-person training delivered live in a physical classroom at one of the Dovida Academy state-based training centres.

**Virtual Training:** Training delivered in real-time (synchronous), in a virtual environment, where the trainer and learner are in two geographically separate locations. All demonstrations are shown in real-time utilising a camera, and delivered directly to the audience as would be the case with face-to-face training.

**Online Training:** Asynchronous training delivered online through the Dovida Academy's Learning Management System.

**Teaching Methods:** Lectures, discussions, simulation, problem-based learning, case studies, role play and group work.

**Trainers:** Industry qualified Trainers with nationally accredited qualification/s in care delivery will train sessions. The Dovida Academy reserves the right to use Independent Contractors with the required expertise and skills to deliver specific workshops from time to time to ensure successful delivery of the service.

**Session duration:** All sessions are a maximum of four hours unless otherwise stated.

**Intellectual Property Rights/Copyright:** All session material, content, presentations, handouts remain the absolute property of The Dovida Academy and cannot be reproduced without express agreement by both parties in writing. Intellectual Property Rights includes any ideas, know-how, techniques, documentation, inventions, software or specifications ("works").

**Confidentiality:** All information relating to the nature of the services, the affairs of The Dovida Academy or any of its customers or clients shall be strictly confidential as between The Dovida Academy and the client; and neither party shall not during the term of this agreement or at any time thereafter publish or otherwise disclose information except in the performance of their duties under this agreement (save for audit or tax purposes).

**Certification:** On completion of the Orientation Sessions, including the completion of accompanying Empower learning, a Certificate of Completion can be obtained via the Empower Learning Management System Learners profile.

**Empower management:** The Academy administration team will manage the assignment, tracking and completion of all Empower training for attendees, for all sessions listed within the Dovida Formal Offering Agreement. Offices will need to continue to monitor when their employees are required to complete annual updates and book them through the website.

**Training Administration:** The Academy Administration Team will only declare the attendee 'First Service Ready' when all obligations from orientation have been successfully completed including all orientation sessions have been attended, and all Empower training has been successfully completed. Offices agree to support 'no first service' until all orientation requirements are fully completed.

**Cancellation policy:** Workshop cancellations or postponements must be made in writing (email).

- Cancellations >14 days in advance of the course - no charge
- Cancellations 8-13 days in advance of the course - 50% charge
- Cancellations 7 days or less in advance of the course - full charge.

**Payment terms:** Payment should be made within 14 days of receipt of invoice. Payment should be made via Direct Debit following instructions on the invoice.

**Programme Evaluation:** Attendees will automatically be invited, bi-annually, via email from the Student Management System; aXcelerate, to provide formal feedback on content, length, relevance, presentation.

**Insurance:** The Dovida Academy hold professional liability & public liability insurance.

**Office requirements for Virtual Training:**

Where training is attended virtually each site must meet the standards required for a training venue, The Dovida Agreement requires offices to facilitate a fully equipped training venue on-site within each Dovida office. This includes:

**Training Room Setup:**

- The boardroom/training room should be equipped with a reliable internet connection and sufficient space to accommodate all participants comfortably
- Ensure that the room is well lit and free from distractions to optimise the learning environment
- Set up a large display LCD screen/projector and ensure proper audio equipment for clear communication during virtual sessions

**Technology (for Virtual Training)**

- Camera - Installed or free standing high quality camera in the board/training room to capture the facilitator and participants during virtual training sessions. Test the camera beforehand to ensure that it provides clear and stable video footage for an optimal learning experience
- Computers and software, with a minimum specification of:
- MS Windows XP, or later, or Mac OS X or above; MS Office Suites; Adobe Acrobat Reader;
- Adobe Flash Player; Internet browser and Wi Fi
- Printer, scanner, and photocopier
- LMS/share drives containing all SharePoint Trainer Resources

**Facilitator Support:**

- Designate a facilitator to oversee the setup of the board/training room and assist with any technical issues that may arise

**CAREGiver Coach for Day 1 & Day 2:**

- It is recommended that the CG Coach is certified (Certificate III in Individual Support or equivalent)
- Arrange for a CG coach to facilitate and complete checklists on Day 1 & 2 of the training program
- Ensure that the CAREGiver coach is adequately trained and prepared to guide participants through practical exercises and assessments related to personal care/WHS/Manual Handling

**Session requirements:**

Provide comprehensive training materials, including checklists and resources to support the facilitation of virtual training sessions

- Personal Care observation checklist
- WHS Observation checklist
- Manual Handling observation checklist
- Medication Assistance Checklist
- WHS activity book

**Equipment:**

- Vinyl gloves (powder free)
- PPE - Face masks, face shields, safety goggles, aprons
- Garbage bags (for disposal of PPE and cleaning)
- Hand hygiene facilities (water, soap, towels/paper towels/hand sanitiser)
- Face washers, hand, and bath towels, bath chair
- Multipurpose cleaning product
- Small garbage bin, tissues, plastic cups
- First Aid Kit
- Hospital bed & Slide sheet (or suitable equipment e.g. massage table)
- Chair (with no wheels)
- Hoist (if no hoist, this can be assessed with outsourced organisation)
- Wheelchair, wheelie walker, walking stick, walking frame
- Continence aids, toileting aids
- Car aids (handy bar, swivel cushion)
- Plastic plates, bowls, cups, cutlery, sipper cups
- Electric razor
- Dentures, toiletries bags, toothbrush, toothpaste, floss
- Webster pack
- Storage boxes (continence, medications, nutrition and hydration, personal hygiene, WHS/PPE, first aid)
- Compression/TED stockings, compression/TED stocking aids
- Storage boxes for lifting
- Computer/Tablet/ mobile device with Internet capability
- Dovida – CAREGiver policies and procedures
- Dovida – client Care Plans
- Audio-visual aids (glasses, hearing aids, computers, large clocks)
- Reaching Aids
- Grooming – hairbrush, combs

## 9. Agreement

I accept and understand the Terms and Conditions of this contract and agree to be bound by these terms.

**NAME:**

**TITLE:**

**OFFICE LOCATION/ ORGANISATION:**

**SIGNATURE:**

**DATE:**

**Office Facilitator Details:**

**Person that correspondence with the Academy will be sent to:**

**Name:**

**Title:**

**Email Address:**

QLD TIMETABLE DAY 1	
<b>Orientation (2.5hrs)</b>	<i>8am – 10.30am</i>
<b>Break</b>	<i>15mins</i>
<b>Technology (1.5hrs)</b>	<i>10.45am – 12.15pm</i>
<b>Lunch</b>	<i>12.15pm – 1pm</i>
<b>WHS part 1 (3 hrs)</b>	<i>1pm – 4pm</i>
QLD TIMETABLE DAY 2	
<b>WHS part 2 (4 hrs)</b>	<i>8am – 12pm</i>
<b>Lunch</b>	<i>12pm – 12.45pm</i>
<b>Person Centered Care (1.5hrs)</b>	<i>12.45am – 2.15pm</i>
<b>Medication Support ( 1.5hrs)</b>	<i>2.30pm – 4pm</i>

NSW/VIC & VIRTUAL TIMETABLE DAY 1	
<b>Orientation (2.5hrs)</b>	<i>9am – 11.30am</i>
<b>Break</b>	<i>15mins</i>
<b>Technology (1.5hrs)</b>	<i>11.45am – 1.15pm</i>
<b>Lunch</b>	<i>1.15pm – 1.45pm</i>
<b>WHS part 1 (3 hrs)</b>	<i>1.45pm – 4.45pm</i>
NSW/VIC & VIRTUAL TIMETABLE DAY 2	
<b>WHS part 2 (4 hrs)</b>	<i>9am – 1pm</i>
<b>Lunch</b>	<i>1pm – 1.45pm</i>
<b>Person Centered Care (1.5hrs)</b>	<i>1.45am – 3.15pm</i>
<b>Medication Support ( 1.5hrs)</b>	<i>3.30pm – 5pm</i>