



# WORKFORCE HOT TOPICS

23 August 2023  
Starting at 9.00AM

Views from the sector about good practice  
across a range of workforce topics

## Acknowledgement of Country

We acknowledge the traditional Custodians of the land on which we meet and pay our respects to their Elders past, present and emerging.

# Lisa Steele

**Regional Workforce Coordinator  
Skills Hubs**

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# HOUSE KEEPING



Use the Chat:

- for technical support
- to pick up web links



Today's PP will be sent to everyone who registered.

Today's session will be recorded and available on the Skills Hubs website



A Q&A session will be held at the end.

Please put any questions into the chat as we proceed.

# WORKFORCE HOT TOPICS

- ❖ Every Wednesday, 9.00 – 10.00AM
- ❖ Voices from the sector about good practice
- ❖ Guest speakers & panel discussions



- ❖ Wed 30 August, 9.00AM  
**Forging An Innovative Mindset**  
Prof Stephen Billett, Griffith University
- ❖ Wed 13 Sept, 9.00AM  
**LGBTI Inclusive Practice Support for the Aged Care Sector**  
Nikki Whitmore, Queensland Council for LGBTI Health
- ❖ Wed 20 Sept, 9.00AM  
**Human Rights & Non-Discrimination in Aged Care**  
Australian Human Rights Commission

# MONTHLY WORKFORCE WEBINARS

## ❖ **Workforce Fast Facts**

2<sup>nd</sup> Tuesday of every month

## ❖ **Workforce Lunchtime Lectures**

last Wednesday of every month



Workforce Lunchtime Lectures, Wed 30 August,  
12.00PM

**Connecting People, Connecting Care - Lessons  
for Aged Care from the Disability Sector**

Dr Ruth Barker, FNQ Connect, James Cook  
University

Workforce Fast Facts, Tuesday 12 Sept, 9.00AM

**All you need to know about what's happening  
in Home Care in 30 minutes!**

# REGIONAL WORKFORCE WORKSHOPS

## Planning for Success + Growing Your Workforce

- *Toowoomba, 10 – 11 October*
- *Hervey Bay, 26 – 27 October*
- *Townsville, 9 – 10 November*
- *Rockhampton, 6 – 7 December*



Rebecca Egan  
Link and Launch Manager,  
Bundaberg SHS  
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# Community Services Gateway to Industry

Building talent pipelines amongst young people





# LINK AND LAUNCH



**Bec Egan** – Link and Launch Manager  
Department of Education

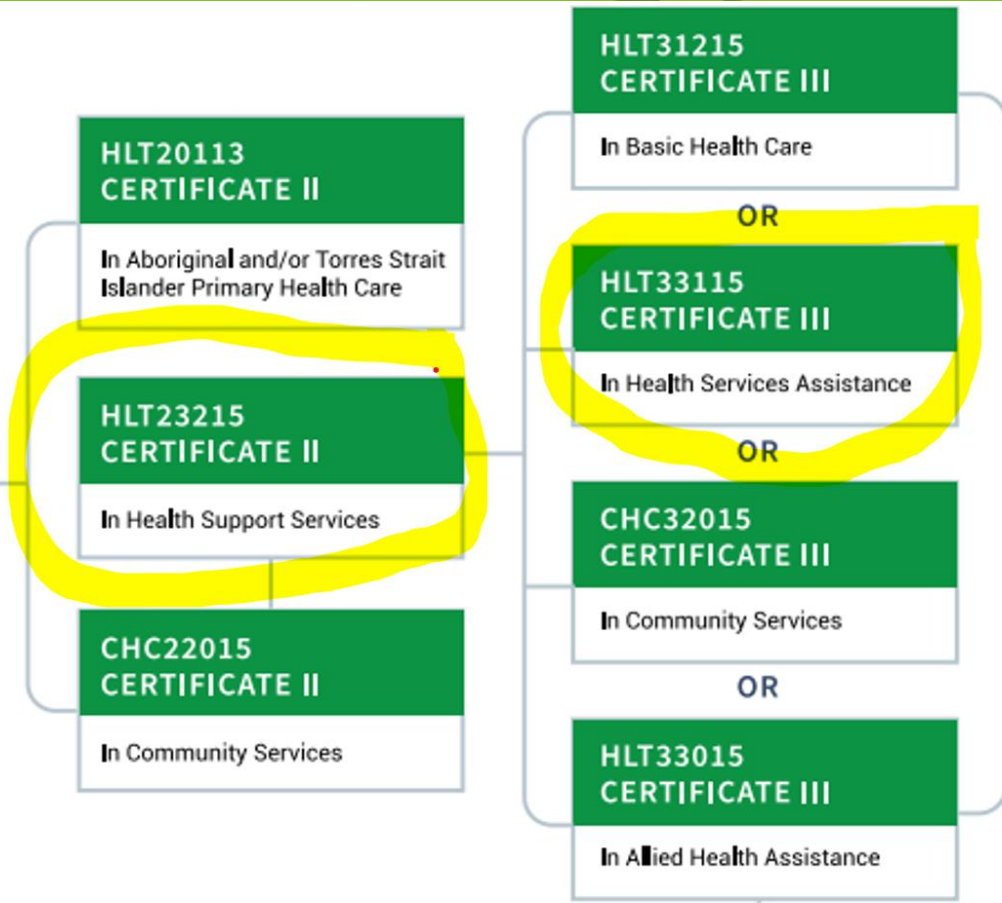
“FIND OUT WHAT YOU  
LIKE DOING BEST, AND  
GET SOMEONE TO PAY  
YOU FOR IT.”

- KATHARINE WHITEHORN

# LINK AND LAUNCH

Support for Year 12 graduates: Work – Study – Training





**Year 11 – Certificate II in HSS**  
**Year 12 – Certificate III in HSA**



Bundaberg State High School  
Shalom College

# CERTIFICATE III in Health Services Assistance (HLT33115)

## HEALTH AND COMMUNITY SERVICES

Are the largest growing industries in Australia, estimated to grow by over 20% over the next five years. These programs will provide students with the basic skills for a career in the health and social services industries, as well as providing a pathway for those wishing to pursue further study in these fields.



What do students achieve?	Skills Acquired	Employment	Pathways to further study
<ul style="list-style-type: none"><li>• Certificate III - Health Services Assistance (HLT33115)</li><li>• First Aid and CPR certificate</li><li>• This course may also contribute to your Senior Certificate of Education</li></ul>	<ul style="list-style-type: none"><li>• Recognise healthy body systems</li><li>• Interpret and apply medical terminology</li><li>• Working with diverse people</li><li>• Health promotion</li><li>• Conducting health checks</li><li>• Infection Control</li><li>• Customer service</li><li>• Individualised support</li></ul>	<p>This qualification reflects the role of a variety of workers who use a range of factual, technical and procedural knowledge to provide assistance to health professional staff for the care of clients. Health services assistance involves the worker in direct client contact under supervision.</p>	<p><b>A range of other certificate level qualifications in:</b></p> <ul style="list-style-type: none"><li>• Health</li><li>• Community Services</li><li>• Disability</li><li>• Aged Care</li><li>• Health Administration</li></ul> <p><b>Tertiary level qualifications:</b></p> <ul style="list-style-type: none"><li>• Eg Bachelors Degree</li></ul>

On completion of Certificate III - students have not completed placement and found it hard to gain entry level positions at Regional Hospitals.



# Assisting with Nursing Care in an Acute Care Environment (AIN) Nanoqual™

To enrol in this Nanoqual™ you must first complete your HLT33115 Certificate III Health Services Assistance.

## HEALTH AND COMMUNITY SERVICES

Are the largest growing industries in Australia, estimated to grow by over 20% over the next five years. These programs will provide students with the basic skills for a career in the health and social services industries, as well as providing a pathway for those wishing to pursue further study in these fields.

What do students achieve?	Skills Acquired	Employment	Pathways to further study
<ul style="list-style-type: none"><li>• CHCCCS020 Respond effectively to behaviours of concern</li><li>• CHCCCS002 Assist with movement</li><li>• CHCCCS026 Transport individuals</li><li>• HLTAIN001 Assist with nursing care in an acute care environment</li><li>• HLTAIN002 Provide non-client contact support in an acute care environment</li><li>• 80 hours Mandatory Clinical Work Placement (Up to date COVID19 &amp; other vaccinations required to complete placement)</li><li>• Pathway to further education and employment in health and human services</li></ul>	<ul style="list-style-type: none"><li>• Respond effectively to behaviours of concern</li><li>• Assist with nursing care in an acute care environment</li><li>• Provide non-client contact support in an acute care environment</li><li>• Customer Service - Assist with the transport and movement of individuals</li><li>• 80 hours Clinical Work</li><li>• Training delivered by current health industry professionals</li></ul>	<p>An Assistant In Nursing (AIN) works under the direction of a Registered Nurse (RN) or Enrolled Nurse (EN) by providing patient support services in general patient care settings.</p> <p>AIN's have strong communication skills and are responsible for relaying patient inquiries to RNs, recording accurate patient records, and assist in the planning of daily routines and ongoing care regimens.</p> <p>AIN roles are often the starting point for many nurses' careers, allowing them to gain valuable experience in health care before undertaking further study.</p>	<p><b>A range of other certificate level qualifications in:</b></p> <ul style="list-style-type: none"><li>• Diploma of Nursing (Enrolled Nurse)</li></ul> <p><b>Tertiary level qualifications:</b></p> <ul style="list-style-type: none"><li>• Bachelor - Nursing</li><li>• Bachelor of Nursing &amp; Bachelor of Midwifery</li></ul>

## Nano Qual – Developed in 2021

- 2021 – Delivered on Sunshine Coast 6-week block
- 2022 – Delivered Face to Face to selected cohort Bundaberg



Join the conversation around  
creating and retaining our future  
Health Workers

Upstairs School of Arts Building

30th November 7 - 8.30am



**HEALTH  
ROUND TABLE  
MEETING**

GROW your own  
Retention





Friendly Society Private Hospital.  
Certificate III in Health Services  
Assistance Program

IF YOU CAN  
SEE HER,  
YOU CAN  
BE HER.™



- Volunteer/WEX 1 day per week
- Term 3 and 4 2023
- Certificate of Completion  
Practical units - The Friendlies
- 14 students
- PCA/PSA positions on completion



**ASSIST WITH NURSING CARE IN AN ACUTE ENVIRONMENT****Clinical Skill:****Blood Glucose Measurement****Observation Checklist – Blood Glucose Measurement**Obtains instructions from the Registered Nurse ☐

Gathers required equipment.

- Gloves
- Glucometer and test strips
- Lancet
- Cotton ball and tape or bandage
- Sharps container

☐Washes hands pre and post procedure ☐Identifies correct patient and introduces self as student nursing care assistant ☐

- Discusses procedure with patient, confirming patient's understanding and consent. If patient regularly measures blood glucose, allows patient opportunity to perform test themselves.
- Observes, assists and offers constructive suggestions, where appropriate

☐

Performs procedure.

- Prepares glucometer, including ensuring batteries are charged.
- Wears gloves
- Positions patient appropriately
- Ensures end of the patient's finger is cleaned with water-soaked cotton ball and dried prior to procedure.
- Once alcohol has dried, use lancet in quick motion with appropriate force and discard immediately in sharps container.
- Does not squeeze finger to promote blood droplet formation.
- Insert strip into glucometer appropriately.
- Places blood droplet onto glucose strip
- Give patient cotton ball and tape or bandage to place on finger.
- Operates glucometer according to manufacturer's instructions.
- Waits appropriate length of time to ensure measurement is obtained

☐**Friendly Society  
Private Hospital****Friendly Society  
Private Hospital**

Leading Healthcare for the Wide Bay

Friendly Society Private Hospital.  
Certificate III in Health Services  
Assistance Program  
Logbook

## Observation Checklist – Activities of Daily Living

### Assist with nursing care in an acute care environment

The student is to provide support in the collection of clinical data for a minimum of **two** Patient's according to Client Care Plan and under the direction of a Registered Nurse. Students will be required to demonstrate competency in using the relevant equipment and procedures for taking and recording clinical data. Students are to follow the relevant policies and procedures of the organisation and work in a manner that respects the dignity of the client.



#### Patient Two

Activity	Location	Date	Patient condition
Washing			
Showering			
Dressing/undressing			
Oral health / hygiene			
Grooming and hair			
Eye and nail care			
Toileting			
Eating and drinking			

SUPERVISOR SIGNATURE:





## Comments from students

### Paige Harris, Year 12 Bundaberg State High School:

I think the benefits are just seeing what the health care work is like and seeing if you enjoy it and know what you're doing. It's a good opportunity to try it out. I just love nursing, so it's definitely something that I want to do. The practical training is very important. It means we're able to be hands on and learn these skills.

### Lalana Lynch, Shalom College:

It will help me get into a pathway of nursing, which is where I want to be in my career. It's just a good opportunity for students. The practical training is quite important if you want to be a nurse, because at school we just do theory work.



"It takes a village "



The Friendlies Volunteer program

# Thank you.

[lisasteele@skillshubs.com.au](mailto:lisasteele@skillshubs.com.au)

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