

INNER WEST AREA SECTOR SUPPORT DEVELOPMENT & TRAINING SERVICE



Funded by the Australian Government Department of Health
Supported by the Ageing and Disability and Home Care, Family and Community Services



Priority of Access

Inner West Area Sector Support and Training will take into consideration individual CHSP/CCSP service provider's training needs and as a matter of priority.

Criteria for prioritising training will include:

- CHSP/CCSP funded **staff/volunteers**.
- CHSP/CCSP funded **staff/volunteers** requiring urgent training or retraining in order to meet the Community Care Home Care Standards or legislative obligations.
- CHSP/CCSP funded **staff/volunteers** requiring training to better meet the needs of special needs groups.
- Identification of a level of need against the prioritisation matrix.

Aims of the project:

- To assist CHSP/CCSP funded paid **staff/volunteers** to increase their skills and knowledge via training by providing a subsidy to assist with meeting the costs of training.
- To assist CHSP/CCSP funded organisations to access a range of training opportunities for their paid staff that is not available via the Inner West Area Sector Support Development & Training Service internal training calendar.
- To develop training resources that can be utilised by CHSP/CCSP funded service providers.
- To contribute to workforce development in the Inner West LGA by providing training opportunities.



Access, Fees, Enrolment and Payment

Priority of access will be given to CHSP/CCSP funded service providers (paid staff and volunteers) based in the Inner West Area (Ashfield, Burwood, Canterbury, Canada Bay, Leichhardt, Marrickville and Strathfield LGAs).

- Free for Inner West CHSP/CCSP funded service providers and volunteers.
- \$46.50 for Inner West non- CHSP/CCSP funded service providers.
- \$46.50 for out of area CHSP/CCSP funded service providers.
- \$95.00 for non-CHSP/CCSP funded service providers outside the area, Service Managers, Finance staff and other management members.

Contact Details

Marina Antonas
Inner West Area Sector Support
Development and Training Service
PO Box 240
BURWOOD NSW 1805
Phone: (02) 9911 9860
Fax: (02) 9715 5266
Mobile: 0408 490 011
Email: IWATS@burwood.nsw.gov.au
Website: <http://www.innerwesthacc.org/>



Burwood Council
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Inner West Area Sector Support Development & Training Brochure
July 2017

Inner West Area Sector Support Development & Training Service

The Inner West Area Sector Support Development and Training Service is funded by the Australian Government Department of Health and State Government Family and Community Services Department of Ageing, Disability and is auspiced by Burwood Council.

The service is coordinated by Inner West Sector Support Development Officer.

Aims of the project:

- To assist CHSP/CCSP funded paid staff to increase their skills and knowledge via training.
- To assist CHSP/CCSP funded organisations to access a range of training opportunities for their paid staff.
- To develop training resources that can be utilised by CHSP/CCSP funded service providers.
- To contribute to workforce development in the Inner West LGA by providing training opportunities.



Areas serviced by the Inner West Sector Support Development and Training Service

Rights and responsibilities of service providers

We recognised that registered CHSP/CCSP participants have the right to:

- Have access to Inner West Area Sector Support Development and Training Service courses and services regardless of educational background, physical or intellectual impairment and part or full time employment status.
- Be advised of learning outcomes for the course of their choice prior to commencement
- Be advised of courses venues and duration and training session times.
- Expect to achieve the published learning outcomes from their course, if they in turn devote the necessary time and diligence to it
- Learn from well-qualified tutors/trainers. who observe their responsibility to address participants learning needs to assist them to achieve published course outcomes.
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Be treated with dignity and fairness
- Expect that we will be ethical and open in our dealings, our communications and our advertisements.
- Efficient handling of administration matters and in the processing of enrolment fees (where applicable).

Privacy and Confidentiality

Inner West Area Sector Support Development and Training Service complies with the Community Services Privacy Act NSW.

Complaints

If you are not satisfied with the level or quality of the service provided or the manner in which the service is provided you may lodge a complaint with:

Marina Antonas
Inner West Area Sector Support
Development and Training Service on:
Ph: (02) 9911 9860
email: Marina.Antonas@burwood.nsw.gov.au

or

Senior Manager Community and Library
Burwood Council on (02) 9911 9911.

Written complaints marked "confidential" can be sent to the above person at:

Burwood Council
PO Box 240
BURWOOD NSW 1805

All complaints lodged with Council will be acknowledged within three working days.

A complaint can be lodged with the Aged Care Complaints Scheme by phoning 1800 550 552 or in writing to:

Aged Care Complaints Scheme
Department of Social Services
GPO Box 9848
In your capital city

Or online: agedcarecomplaints.govspace.gov.au

Complaints relating to disability can be lodged with the NSW Ombudsman in writing or by phoning (02) 9568 2495. An online complaint form is available at: www.ombo.nsw.gov.au