

Customised, flexible training delivery

Established in 1930, today Churches of Christ Care is one of the largest, most diverse not-for-profit organisations in Australia. Churches of Christ Care, a division of Churches of Christ in Queensland, provides a range of care services including childhood services, child protection, community and affordable housing, retirement living, community aged care, and residential aged care.

With Australia's rapidly ageing population, the aged care sector faces an increasing demand to find and retain suitably qualified aged care staff. Churches of Christ Care recognised the need to upskill a number of its aged care staff to meet this increasing demand.

Minimising downtime for an already stretched aged care staff

With 27 aged care services throughout metropolitan, rural and remote Queensland, Churches of Christ Care selected TAFE Queensland to deliver the Diploma of Nursing course to its aged care employees. One of the greatest challenges of the booming aged care sector is meeting the staffing needs of the residential services — especially in remote locations such as Gin Gin, Cunnamulla, Blackall, Injune and St. George.

“Access to skilled aged care workers is limited in rural and remote areas, some of which have the added challenge of competition from industries such as cotton and mining. It is not feasible to have care workers away for extended periods to attend training. It was essential that the course was delivered using a flexible model that minimised staff downtime and absences from their workplaces.

Kerryn Worgan
RTO Operations Manager

Churches of Christ Care

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TAFE was the only provider with the flexibility to custom design the course delivery to our organisation's needs. They developed a flexible delivery strategy that met our requirements. As well as organising residential blocks in various locations throughout the state, the TAFE trainers themselves travelled to the various workplaces to deliver parts of the course,” said Kerryn Worgan, Churches of Christ RTO Operations Manager.

Regular and open communication ensures a successful delivery

“Even though this course was an ambitious undertaking, the flexible and supportive program developed by TAFE was a great success. A big part of this success can be attributed to the effort TAFE made to keep lines of communication open. There was a constant and regular liaison between the training team and our organisation and any issues arising have been addressed openly and honestly.

The responsiveness to students' and the organisation's needs has governed the decision to select TAFE again for the future training needs of our aged care employees,” said Kerryn.

Upskilling staff for a booming aged care sector

Increasing the number aged care workers graduating with a Diploma of Nursing has had significant impact on the knowledge and skill base of Churches of Christ Care's aged care staff.

“These staff have now been able to register as Enrolled Nurses, which not only means an increased salary for them, it also means they have a definite career path in front of them which offers them a wide selection of specialties. The staff themselves feel valued in what can sometimes be a challenging sector to work in, and they have been encouraged to share their knowledge and skills with their colleagues.

It means that we are equipping our aged care workplace with skilled health professionals, and maintaining the highest level of care,” said Kerryn.