



*home and community care*

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM  
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED



## **Home & Community Care Training Advisory Committee**

**NORTH WEST METROPOLITAN REGION WESTERN SECTOR**

### **TERMS OF REFERENCE**

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## **1. Introduction**

The following Terms of Reference for the Home and Community Care (HACC) Training Advisory Committee (TAC) for the North West Metropolitan Region (N/WMR), Western Sector, have been developed from the statewide terms of reference for Department of Human Services (DHS) regions. They were developed in consultation with DHS regional staff, HACC agencies, HACC Regional Training Coordinators and the HACC TACs.

The statewide terms of reference provide a transparent, public framework for the HACC TACs who play an important role in identifying training needs, training coordination and planning in each region.

## **2. Background**

The HACC Training Coordination Program is funded by the Department of Human Services under the Home and Community Care Program.

The Council on the Ageing (COTA) Victoria has been auspice organisation of the HACC Regional Training program since 1996. Prior to 1996, coordination of all the HACC regional training programs had been the responsibility of each DHS region, with the HACC Training Coordinators in each region being employees of their respective DHS Regional branches. This remains the case of some rural regions and the Eastern Metropolitan Region.

The Manager, Policy Development, of COTA Victoria fills the position of Auspice Representative, and Chair, on the HACC TAC, enabling a link between the business of both COTA and the HACC TAC.

## **3. Aims of the HACC Training Program and the TAC**

The overall aim of HACC TAC is to identify and meet the learning and training needs of staff and volunteers working for HACC funded services in the N/WMR, Western Sector.

In each DHS Region, funds are allocated for HACC Regional Training Coordinator (RTC) position. In addition, funds are allocated to enable the coordinator to develop and implement a regional training strategy to address the training priorities of HACC staff in that region.

This is a developmental function that aims to enhance the capacity of HACC agencies to identify training needs and access appropriate training.

The HACC RTC uses a developmental approach to enhance the HACC Service system's capacity to

- Identify training / learning needs
- Access training/ learning opportunities and facilitate a positive learning environment.
- staff. which is hopefully passed on as enhanced services to consumers of HACC services

The expected outcome of this aim is to promote staff, volunteer and organisational development among HACC service providers funded by DHS N/WMR.

## 4. Parameters

The following parameters have been included to provide a context for the terms of reference. They do not constitute a complete statement of HACC Program policy or views in relation to education and training. For further information please refer to the Victorian HACC Program Manual.

There are a number of factors which provide parameters for the work of the Regional HACC TAC: They are as follows:

- The HACC Program is not responsible for the funding of the Vocational Education and Training System.
- The purpose of the regional HACC training funds is to assist agencies to provide services in accordance with the HACC Service Standards, by providing courses and other activities that develop and enhance work skills across the Home and Community Care Sector, particularly courses and other activities that are HACC specific.
- The regional training funds provided can in no way ever meet the training needs of all organisations eligible to access training.
- Providing services with appropriately trained staff is the responsibility of the employing organisation. HACC agencies should make as full use as they can of the Vocational Education and Training System and labour force programs such as traineeships
- Smaller community based organisations have less resources and flexibility to provide training internally and may require more support with training.
- Volunteers are an integral part of the HACC workforce who should be encouraged to access training relevant to their role as volunteers.
- HACC agencies are encouraged to support each other in developing joint approaches to meeting their training and workforce development needs, ie through the sharing of venues, administrative support, places at training activities and/or joint strategies relating to broader initiatives such as the uptake of traineeships and the provision of field work for trainees etc.

## 5. Objectives of HACC TAC

1. To oversee the provision of DHS funded training and related activities to HACC funded agencies within the N/WMR Western Sector and provide advice to the HACC RTC.
2. To identify and analyse the learning and training needs of paid staff and volunteers in HACC agencies providing HACC services.
3. To provide advice on priorities for the expenditure of Regional HACC Training funds.
4. To consider and advise on appropriate targeting, content and delivery models for training and workforce development needs arising from the identification of training needs.
5. To represent service providers in developing a HACC Training Calendar and related activities.
6. To promote the effective exchange of information about HACC training, broader training issues and labour force initiatives between the Department of Human Services and the specific work areas from which the members are drawn.
7. To remain informed about and actively participate in current and future training industry, workforce and service developments which impact on both regional and statewide HACC organisations.
8. To provide advice to, and where appropriate participate in, relevant statewide DHS/HACC training activities and/or committees.
9. To advise the Department of Human Services of relevant service development initiatives pertaining to the training and support needs of the HACC workforce both paid and voluntary.
10. To encourage and promote the use by HACC agencies of the Vocational Education and Training System and labour force programs such as traineeships.
11. To implement a regional process annually to raise the awareness of registered training organisations of the training needs of HACC services/agencies.
12. To implement a regional process annually to provide information to HACC service providers about the opportunities available through the Vocational Education and Training System and labour force programs such as traineeships.
13. To implement annual processes to ensure the HACC service consumer perspective on training is obtained. Carer agencies/organisations may be invited to join the HACC TAC.

## 6. HACC TAC Membership

The structure of HACC TAC is such that all HACC service delivery types within the DHS N/WMR are represented.

Members of HACC TAC are expected to consult and communicate within the areas they represent and regularly attend HACC TAC meetings in order to ensure that the overall aim and objectives of HACC TAC are met. Some HACC TAC members currently use the mechanism of appointing and briefing a regular proxy for those occasions when they have to miss meetings.

### 6.1 Committee Profile

The committee is comprised of 12 - 15 members ensuring that all geographic areas of the Region are represented on the HACC TAC.

It should represent the range of service providers in the HACC sector by including members from:

- local government,
- community health,
- community sector organisations including disability organisations
- range of aged care providers
- representative of special interests, ie volunteers, non English speaking background
- members who have training expertise
- DHS staff

As far as possible, all HACC activities should be represented on the HACC TAC:

- Home Care/Domestic Assistance
- Personal Care
- Property Maintenance
- Delivered Meals
- Respite
- Planned Activity Groups
- Allied Health
- Nursing
- Linkages
- Volunteer Coordination
- Assessment and Care Management

In addition, membership is drawn from the region's key HACC Training Providers( including Royal District Nursing Service and from the funding body, DHS N/WMR.

The HACC Training Coordinator is a member of HACC TAC and the position's auspice agency is also represented.

### 6.2 Committee Meetings

HACC TAC Meetings are conducted on a bi-monthly basis. At times of the year where the training area is more acutely in focus, full or sub-committee meetings may be held more frequently.

HACC TAC members determine the most mutually agreeable time and date for meetings annually.

Observers are welcome at meetings. Please contact the HACC Training Coordinator to arrange attendance.

### **6.3 Roles and Responsibilities HACC TAC Members:**

- Consult and communicate within the areas they represent.
- Recommend allocation of training funds to the HACC TAC.
- Regular attendance at HACC TAC meetings is required in order to ensure that the terms of reference are met. HACC TAC members may appoint and brief a regular proxy on those occasions when they have to miss meetings. Repeated non-attendance at meetings will result in a new nomination being sought for the HACC TAC.

### **6.4 Nomination process**

Representatives on HACC TAC are nominated for 24 month periods, based on the financial year.

The auspice agency of the ASN, COTA(Vic), is responsible for:

- the nomination process
- ensuring that the scope of HACC TAC membership is fulfilled
- co-opting additional members where necessary.

## **7. Roles and Responsibilities HACC RTC**

- Service the HACC TAC Committee by sending out the agenda, minutes and other relevant documents, and taking minutes.
- Manage the process for appointment and induction of new members.
- Maintain updated mailing lists of HACC services, eligible residential services, committees, etc.
- Develop and manage a biannual training needs analysis.
- Develop and circulate a biannual training calendar.
- Manage the registration and administrative processes for training courses.
- Contract with and monitor Training Providers.
- Serve as a contact point for Training Providers regarding venues, mailing lists, involvement and feedback.
- Monitor course evaluations.
- Provide information and advice to local service providers on the availability of training resources.
- Represent the NWMR Western sector at statewide HACC Training Forums.
- Participate in statewide projects and processes as necessary.

## **8. HACC TAC Policies**

### **8.1 Course Cancellation Policy**

All the training courses in the region's HACC Calendar are fully subsidised by DHS, N/WMR, and so are free of registration fees for HACC funded services in the region.

However HACC service providers are advised that should a staff member become unable to attend training, 48 hours notice to the training provider of the relevant course is required. Where this notice is not given, the HACC service provider will incur a Cancellation Fee , an amount specified on the registration form.

The rationale for this policy is to reduce waiting lists for courses and ensure optimum access to courses for all staff and volunteers in the region. Where this policy causes difficulty for any HACC service provider, the organisation is encouraged to call and discuss the policy or particular situations with the HACC Training Coordinator.

### **8.2 Conflict of Interest Policy at HACC TAC meetings**

In order to ensure the transparency of the HACC TAC as a regional body members shall operate in a manner that avoids improper influence or conflict of interest between their HACC TAC role and organisations with which the HACC TAC member is associated.

As such where any HACC TAC member has a perceived or actual conflict of interest in relation to the activities of HACC TAC – for example the purchase of services from relatives, friends or business associates – then the HACC TAC member will declare its nature, character and extent. In case of doubt, it is best to acknowledge possible conflict of interest.

Where conflict of interest is identified, the Chair, subject to the views of the meeting, may:

- ask the HACC TAC member to participate in the discussion but not the decision-making  
or
- ask the HACC TAC member to not participate in the discussion or decision-making.

### **8.3 External Participants**

As a matter of priority courses are targeted to meet the needs of the staff and service providers of the N/WMR, Western Sector.

Northern Sector participants will be considered for registration when they can be accommodated. Participants from other regions will be considered when there are vacant places available.

Occasionally requests are received from people who have community care roles but are not HACC funded. On these occasions it is the role of the RTC to direct their enquiries to the responsible training provider.

External applicants may be considered for registration in the event that they cannot access the required training from another source. As agreed with the TAC, this will only be considered in the event that there are training positions that are not filled on the day by HACC funded workers or volunteers. There will be a cost associated with external participant registration, which will be determined by the RTC. The rate will be assessed proportionally by calculating the overall cost of trainer, venue and catering and dividing it by the overall number of participants. Proceeds will be reimbursed to the Training Fund.