

## Writing Professional Case Notes and Client Records Workshop for Disability Services

### People, Connections, Relationships: Learning Together

This 1 day workshop is based on best practice strategies for writing and recording client interactions across a broad range of disability service contexts. It will focus on frameworks specific to the disability sector that will support staff to evidence key NDIS expectations regarding dignity of risk and duty of care.

#### This training will support staff to:

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| <ul style="list-style-type: none"> <li>• Develop an understanding of frameworks and processes that support positive relationships with both clients and team members.</li> <li>• Reflect on professional practice with a focus on how professional values can improve client experience and outcomes.</li> <li>• Document client voice, choice and control.</li> <li>• Identify, Assess, Record, and Escalate reportable incidents.</li> </ul> | <ul style="list-style-type: none"> <li>• Use templates to assist staff to develop a writing process that is professional, accurate relevant and time efficient.</li> <li>• Incorporate objective and simple language in client records.</li> <li>• Use their organisation's support structure to continue their professional development post training.</li> <li>• Practice writing and reviewing case notes and client records</li> </ul> |
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This workshop is an interactive, and safe learning space where you will be given the opportunity to develop tools and strategies. You will have the opportunity to practice writing and reviewing case notes in a step by step process that ensures maximum learning.

#### Topics Include

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| <ul style="list-style-type: none"> <li>• Documentation and record keeping. Why is it important.</li> <li>• How are records used.</li> <li>• Communication: The impact on client participation, voice, and documentation</li> <li>• Values: The Impact on how we see clients and their behaviour.</li> <li>• Community practice standards</li> </ul> | <ul style="list-style-type: none"> <li>• What to write about: Evidence of service delivery</li> <li>• Objective reporting (The how to's)</li> <li>• Structuring and format of case notes</li> <li>• Reviewing and amending case notes</li> <li>• Duty of care and legal requirements</li> <li>• Applying theories and frameworks specific to the disability sector</li> <li>• Quality control and reviewing case note records.</li> </ul> |
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#### Date and Location

**Tuesday 19<sup>th</sup> October 2021**  
**9.30 – 5.00**  
 CAFFSA Training Room  
 Level 1, 24 Pitt St Adelaide

#### Includes

Participant Handbook Case Note Toolkit 7.5 hrs CPD Credits	Certificate of Completion Catering
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#### Cost

**CAFFSA Members \$375 pp\* / Non-Members \$415 pp\* (\*Excluding GST)**

#### What participants are saying about this workshop:

<p><i>"What could have been a dry topic was really well brought to life"</i></p> <p><i>"I appreciated the experience of such a respectful and inclusive model of training"</i></p>	<p><i>"Fabulous use of slides, videos and activities. Handouts and materials were very useful. Thanks team!"</i></p> <p><i>"Well-presented training and interactive!!"</i></p>
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Click [HERE](#) to enrol now or for more information please email [training@childandfamily-sa.org.au](mailto:training@childandfamily-sa.org.au)