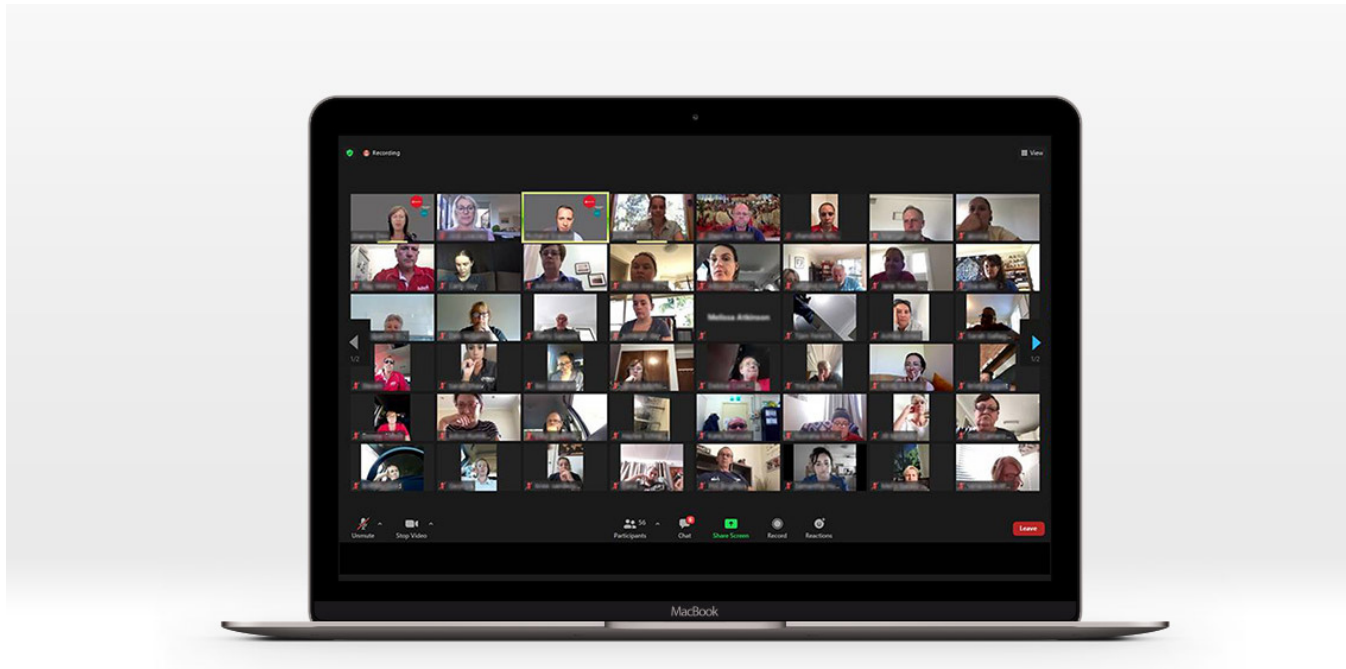


Case study

A partnership between YourLink and Sector Support, Development and Training Central Coast and Newcastle



Why Sector Support trained 50 home care workers to be Digital Coaches

Sector Support and Development provides support and training to providers of community aged care services under the Commonwealth Home Support Program (CHSP) in the New South Wales (NSW) Central Coast and Hunter Valley regions.

The Sector Support program helps to build staff capability, and to ensure the community aged care sector in these regions have the capacity to meet the current and emerging needs of their shared community of 60 organisations and thousands of older people accessing support to stay in their homes. Their services span accredited and non-accredited training and qualifications.

The issue

With COVID-19 lockdown measures in place, care workers are some of the only people permitted to visit their clients in their home or independent living environment.

Increasingly care workers in this setting are being asked by their clients for help with digital devices and access to online services, however care workers often don't have the knowledge themselves to appropriately support.

Add to this, a rapid move to remote working and new challenges arise for workers who don't have the technology or digital skills to work from home.

Sector Support identified this as an opportunity to offer training to improve the sector's skills in digital literacy and digital coaching for clients. The training couldn't be about just providing digital basics, it had to take into account different adult learning styles, different skill sets, remote locations and a vast array of different client scenarios for which these skills would be applied.

“Older people are finding themselves more isolated than ever with COVID-19. With limited or no access to their community, friends or family their care worker is an ever more valuable and trusted support for them. We have seen how important digital skills have become for the home care workforce in providing support and connection for their clients to family, services and local community.”

*Jodi Livesley, Sector Support and Development
Central Coast*

The solution

Sector Support worked with YourLink to develop and deliver a training program for frontline staff to build their digital skills and their ability to coach others to learn.

Centred around the different learning styles of the care workers, the training would expand their personal digital skills as well as giving them methods to coach their senior clients. Over three one-hour sessions, care workers would learn:

- The role of the Digital Coach and the digital learner journey
- The basics of digital devices to create confidence
- Everyday practical applications eg QR codes, apps, online forms
- Online security
- Technology for connection, interests and entertainment.

Demand was high and 50 care workers quickly signed up to take part. To effectively engage with such a large number of care workers on the move or remotely located, the group training delivery had to be 100% online and interactive. Each session was delivered using Zoom with practical content as well as the use of Zoom polls and chat for story sharing and comments.

YourLink's team included a lead trainer, co-trainers, and a dedicated chat facilitator to keep the experience dynamic and engaging.

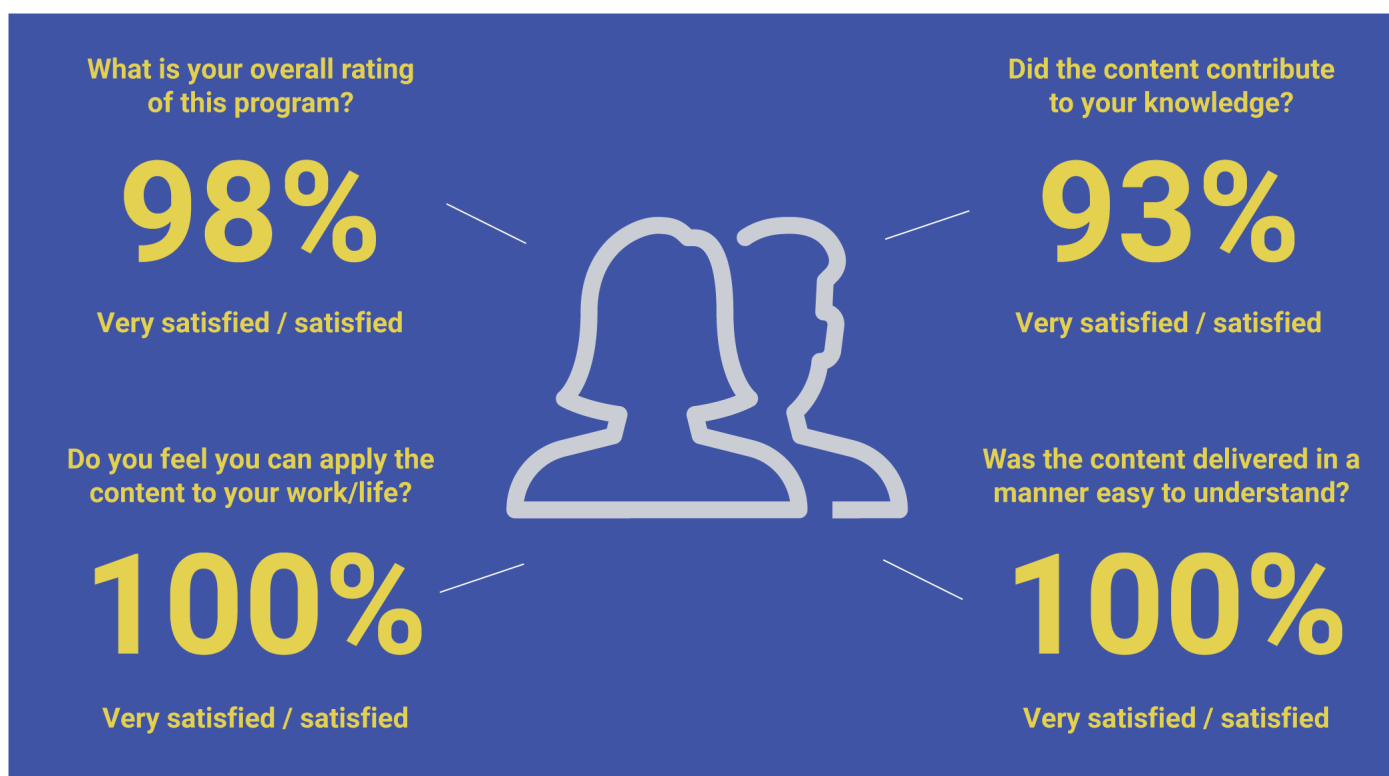
“This was an absolutely amazing little course to do. We take for granted the fact we know what the little buttons around our phone actually do. Looking forward to seeing the next stage of tech mentoring.”

Sector Support Home Care Worker & Digital Coach

The impact

The Sector Support and Development team aimed to significantly improve the digital skills and confidence for the home care workforce it supports. This needed to be done in a sector that has become fatigued with online learning and is time poor.

By working with YourLink, the Sector Support team were able to deliver an engaging and interactive learning experience.



“When we started out designing this program, my goal was to train 20 home care workers so I was delighted that the take up was more than double that. It reaffirms for me the importance of these skills for both the care worker and the older people they are working with. The feedback has been so positive that we are planning our next round of training to keep this momentum going.”

Jodi Livesley, Sector Support and Development.

“It’s incredibly rewarding to know that there are now 50 people who feel more confident to support their clients in the community with digital tips and help. Especially at a time when lockdowns and restrictions mean digital may be the only access people have to family and community.”

Richard Scenna, Director, YourLink

Get started with YourLink

YourLink recognises that aged care providers work in a dynamic environment faced with many challenges. Embedding a digital inclusion program might seem like a large and challenging task, especially when you don't know where to start, how to fund it, resource it, or manage the delivery so that the program is truly a success.

We have trained over 3,000 seniors, carers and care workers and bring this unique experience to co-design the right solution for you. Our approach is to simplify things through an integrated offering. We partner with you and provide a unique managed solution enabling your program through strategy, program design, training, coupled with devices and data connecting seniors living in aged care and independently at home.

We also assist in guiding you in what Government funding might be available to achieve a cost-neutral solution.

Our partnerships with other organisations can complement your program and we are the leading Apple Consultants Network member for the Australian Aged and Community Care sector.

To achieve our mission of opening up the digital world for seniors, let's talk about what we can do together.

www.yourlink.com.au

3,000

seniors, carers and care workers trained by YourLink

96%

would recommend us to friends and family

96%

would attend another training event with us



Paul Daly

Head of Growth, YourLink
paul@yourlink.com.au
0403 888 985

Susan Howarth

Head of Marketing, YourLink
susan@yourlink.com.au
0420 768 807