

Client incident review and follow up

This course is for Cerebral Palsy Alliance employees

Who is this course for?

This is mandatory training for Disability Support and Client Services Managers.

For more detail see your Learning Journey.

If this course is relevant to your role, but not mandatory, please discuss with and get approval from your manager.

What content does the course cover?

In this training session you will learn how to correctly apply the Client Incident Response, Reporting and Investigation Policy in your role.

This includes:

- Manager responsibilities around client incidents and the escalation process
- Supporting clients through the incident management process
- Tools to support information gathering
- Using salesforce to document information
- Reviewing incidents (before, during and after) to identify root causes and develop effective control measures.

Does the course have prerequisites or specific requirements?

The following must be completed before attending:

- Client Incident Response and Reporting (online module)
- Salesforce CMS (online module)
- Documentation (virtual session) (only applicable for disability support managers)

What other details do I need to know?

Attendance type: In person (face to face)

Duration: 3.5 hours

Times: Please select a course date below or if there are no dates, please click Enquire

Refreshments: Please bring your own lunch (as required)

If you need to cancel: Cancellation guidelines

Where can I get more information?

Contact: The Training Alliance team

Email: training@cerebralpalsy.org.au

Phone: +61 2 9975 8715

June 2024

Date	Course	Start time	Finish time	Location
Wed 05	Client incident review and follow up	9:30AM	1:00PM	Sugar Valley Library (Hunter) Cameron Park

August 2024

Date	Course	Start time	Finish time	Location
Tue 20	Client incident review and follow up	9:30AM	1:00PM	Ryde
Mon 26	Client incident review and follow up	9:30AM	1:00PM	Sugar Valley Library (Hunter) Cameron Park