

WARRIGAL

CASE
STUDY

JANUARY 2019



TAFENSW

ENTERPRISE

Warrigal

Warrigal

CUSTOMER PROFILE

Company: Warrigal

Headquarter: Albion Park Rail

Industry: Retirement living and aged care services

Products and Services: Community and aged care services

Employees: approximately 1,090 employees and 317 volunteers

Website: warrigal.com.au



WARRIGAL AND TAFE ENTERPRISE - A CARING PARTNERSHIP

Warrigal is a well-recognised, community-owned, aged care organisation that operates in the Illawarra and Southern Highlands regions of NSW. They are committed to assisting all staff to develop and improve individual skills, knowledge and performance; which in-turn enhances the delivery of their services, and the reputation of Warrigal as an industry leader and an employer of choice.

Warrigal required a reputable provider that could cater to its varied training needs then, and into the future. A relationship was soon established with TAFE Enterprise and it has become extremely productive in a short time.

THE CHALLENGE



Warrigal is meeting its tender obligations with the Department of Veterans' Affairs



48 staff completions for Customer Care Program Level 1 & 2



Job seekers undertaking courses as part of the Get Set to Go Program



Staff across the Illawarra and Southern Highlands undertaking traineeship studies

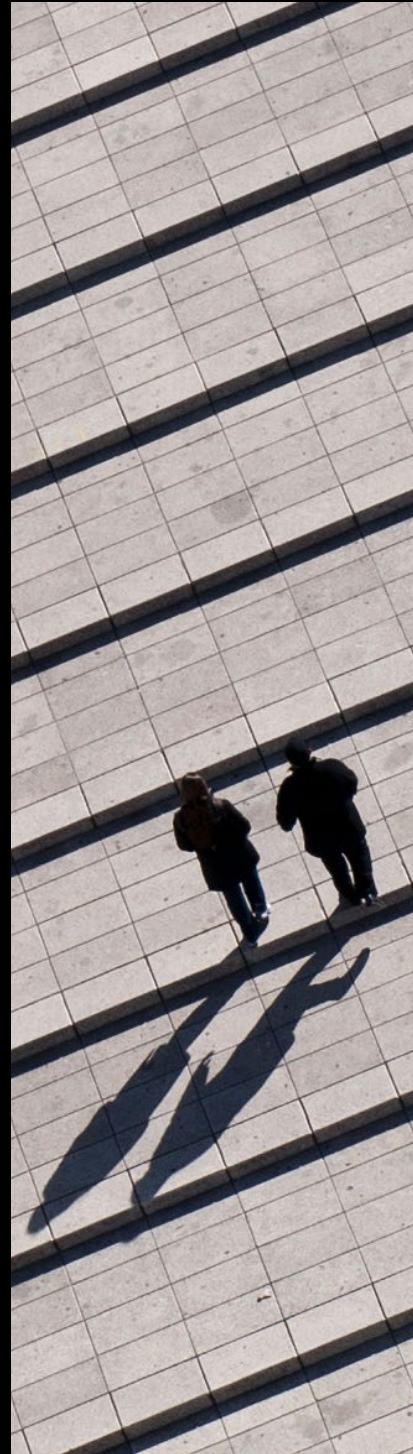
Warrigal provides developmental opportunities and enabling environments as well as effective partnerships to support staff to grow in their role as represented in Warrigal's Organisational Development Framework. It was very important for Warrigal that staff would have access to quality, viable training opportunities.

Warrigal sought to upskill its staff and consolidate its corporate training requirements across all locations. It required customised and innovative training for recruitment, retainment and development and wanted its existing workers to have access to quality, viable training opportunities. The organisation also recognised the need to be able to competitively attract quality talent into the future. Warrigal's recruitment strategies include looking at pathway programs to attract job seekers and students, and then for employees to develop professionally.

TAFE ENTERPRISE DELIVERED

The organisation was also looking to simplify and consolidate its skills training. TAFE Enterprise offers a wide range of courses for the care industry and was able to specifically tailor training to meet Warrigal's needs. This included:

- Units of competency for Assist Clients with Medication, Administer and Monitor Medication and Implement Fall Prevention Strategies.
- First Aid and CPR refresher workshops.
- A customer service program and customised basic computer skills course.
- Traineeship courses for Cert III in Individual Support; Cert IV in Ageing Support; and a Cert III in Home and Community Care.
- A new nine-week program 'Get Set to Go', where job seekers have the opportunity to undertake units of competency with TAFE, undertake practical work placement and have the ability to gain the necessary skills and experience with an opportunity of ongoing employment at Warrigal.



THE RESULT

The success of the partnership is revealed in the training numbers, for example:

- 50 staff completions for Provide Cardiopulmonary Resuscitation, which ensures Warrigal is meeting its tender obligations with the Department of Veterans' Affairs.
- 48 staff completions for Customer Care Program Level 1 & 2, with an addition of approximately 35 job seekers undertaking this course as part of the 'Get Set to Go' program.
- 36 staff across the Illawarra and Southern Highlands undertaking traineeship studies with TAFE.

Training is delivered face-to-face either on-campus or in the workplace. Staff across all services are involved in some capacity, though it is predominantly targeted to frontline care workers.

WARRIGAL'S VALUES

- Integrity
- Respect
- Compassion
- Innovation

WARRIGAL'S VISION

Through Warrigal's effective partnership with TAFE Enterprise and the ability to upskill staff, this further enables Warrigal to deliver on its vision that **older people will have great lives.**



“ TAFE Enterprise’s great reputation and its pool of support staff can assist with tailoring and delivering courses for Warrigal. And, Warrigal feels that because TAFE Enterprise is highly regulated, it provides it with confidence it is working in accordance with all compliance regulations. Through a solid partnership, Warrigal has established an effective relationship with TAFE enterprise which has been key in the development of both new and existing staff for Warrigal. ”

Warrigal



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