

Predict Assess & Respond To (PART™)

Challenging/Aggressive Behaviour

2010 Edition

Client aggression is a known hazard in the health, community welfare, education and customer service industries. PART™ Training is designed to assist staff to identify and respond confidently, using a range of techniques, to client aggressive behaviour.

The PART™ Training philosophy is to provide a range of responses to client aggression that are safe, ethical, meets legal and industry standards, and enables organisations and staff to meet their duty of care responsibilities towards clients.

PART™ Training focuses on the prevention of client challenging behaviour and aggression through:

- assessing and understanding client needs and utilising positive behaviour supports
- preparation of staff and the environment
- identification of triggers
- use of verbal de-escalation techniques
- use of evasive techniques and exiting strategies where required, and
- process debriefing to review staff decisions and actions, consider impact on the client and identify improvements for future service to clients and protection of staff.

The use of manual restraint is a response option of **last** resort if a client's behaviour towards themselves or others presents an immediate and high level of danger. In these situations, sometimes a high level of intervention may be required to reduce injury or harm to the client or others. PART™ Training teaches manual restraint techniques within a legal, ethical and technical framework, with a focus on the impact of these techniques on the client, and staff's duty of care responsibilities towards client safety and well being.

PART™ Training has been provided across Australia since 1989. It has been recommended by WorkCover to organisations to be pro-active in the prevention and management of client challenging behaviours and aggression. It also assists organisations to meet the OH&S and Safe Workplace legislation requirements and reduce workplace injuries and associated costs resulting from client aggression.

PART™ Training has been mapped against a range of Units of Competency in behaviour management. Participants who successfully complete the PART™ Training course are eligible to apply for accreditation or recognition of prior learning (RPL) through their education institution or Workplace Training Assessor.

We will attend your location to provide in-house training for up to 20 staff per group. The 3 Day PART™ Training course is designed for staff who work in an organisation that has an established behaviour management policy, that includes restraint and restraint is included in individual client caseplans.

You will learn:

- ★ The importance of workplace systems and procedures in the identification and management of client aggression
- ★ How client needs drive behaviour which may sometimes result in aggression
- ★ Prevention of aggression through preparation of self and the environment
- ★ Legal factors to consider when responding to client aggression
- ★ How to predict client aggression using the Assault Cycle
- ★ A range of effective verbal de-escalation and physical evasion techniques that keep staff and clients safe
- ★ Restraint - definition, legal, ethical, technical and impact considerations. Techniques
- ★ Post incident procedures – documentation, process debriefing and skills evaluation



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Course outline

Participants should wear loose casual clothing and runners.

The course includes the following sessions:

- Systems Approach
- Client Need and Organisational Context
- Professionalism
- Preparation
- The Assault Cycle & Identifying Triggers
- Legal Framework
- Crisis Communication De-escalation
- Evasion and releases
- Restraint — definition, legal, ethical and technical considerations. Technique demonstration and practise.
- Documentation
- Process Debriefing
- Skills Evaluation

Learning Outcomes and Assessment Strategies for this course are available on website:

<http://www.mtu.net.au/part/part-learn.html>

Testimonials

Feedback from participants includes:

The presentation of the topic was done in a holistic and professional manner all three days. Four staff who had attended numerous training over the years appreciated an engaging presenter who knew their subject matter. For a presenter to deliver 98% of Topic without referring to manuals was quite amazing to see. Our industry needs your experience. Great Course.

Youth/Adolescent Worker

Effective response. Identifying stressors and positive alternative outcomes.

Welfare Worker

It gives an insight into coping strategies that are practical and useful – more of it.

Welfare Worker

Created new ideas and techniques to the approach to my position.

Disability Worker

The whole content! I thought the presentation was fantastic and very easily adapted for the workforce.

Disability Worker

OH&S and legal issues around incident reporting and restraints.

Disability Worker

The applicability of the information. The practical knowledge the instructor had. The knowledge of our workplace, clients and management was extremely valuable. The empathy the instructor had for our job. The sense of humour made it enjoyable training. Good graphs, illustrations. All Good!

Disability Worker

Other PART™ training available:

1 Day Crisis Communication De-escalation Course

2 Day course – includes crisis communication de-escalation and evasive techniques
Half and 1 Day Refresher Course

5 Day Train-the-Trainer Course

Check the website for available courses - www.mtu.net.au

To arrange a course and discuss your organisations needs, please contact us on:

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