



February		June																								
<p>Volunteer Orientation Facilitator: VAST Wednesday 22 February 9.30am-4.00pm FREE</p> <p>Rights and responsibilities of volunteers, basic WH&S practices, communication and conflict resolution strategies are explored in this orientation. Strategies to assist elderly people and people with disabilities are also covered.</p>	<p>Work Health & Safety and Manual Handling Facilitator: Steven Champion Thursday 22 March 9.30am-4.00pm</p> <p>The first part of this training will introduce WHS legislation, rights and responsibilities and safety practices. The second part will provide practical guidelines when assisting HACC clients with walking, stairs, wheelchairs, buses, etc.</p>	<p>Understanding Boundaries & Duty of Care Facilitator: Jaye Toole Thursday 12 April 9.30am-2.30pm</p> <p>How do you know when you are caring too much or need to set professional boundaries? This workshop will show you what professional Boundaries and Duty of Care are and how to implement strategies to take reasonable care of your clients and yourself.</p>	<p>The Accidental Counsellor Facilitator: Marianne Gabriel Wednesday 9 May & 10 May Time: 9.30am-4.00pm</p> <p>Aims to provide participants with an understanding and set of basic skills for managing issues in a structured and confident manner. Opportunities for theoretical understanding and practical skills readily able to be applied in the workplace.</p>	<p>Squalor & Hoarding Workshop Facilitator: Susan Graham Wednesday 6 June 9.30am-3.30pm</p> <p>Uncover why and when squalor and hoarding is a problem. What are the contributing factors? Identifying the "telltale" signs and working towards solutions. By the end of the session a framework for action-identifying risks and consequences and share plans will be addressed.</p>	March		April		<p>Responding to and Communicating with People with Mental Health or Emotional Issues Facilitator: Marianne Gabriel Thursday 1 March 9.30am-4.00pm</p> <p>Being prepared with mental health first aid skills will empower participants to offer help to others until professional help is available or until the crisis is resolved. The aims are to preserve life, prevent further harm, promote recovery and provide comfort.</p>	<p>Team Building Skills for Managers Facilitator: Debbie Jamieson Wednesday 28 March 9.30am-4.00pm</p> <p>Why is it that some teams work together really well, while others seem to be more trouble than they are worth? This interactive course, aimed at people in a leadership role or aspiring to a leadership role, will provide you with the practical skills and knowledge to build a positive team environment.</p>	<p>Responding Assertively to Challenging Conversations Facilitator: Marianne Gabriel Wednesday 18 April 9.30am-4.00pm</p> <p>This interactive workshop provides participants with basic skills to respond to challenging conversations and situations with confidence in a calm and clear manner. It introduces a variety of methods and explores issues participants may face when helping others.</p>	<p>Financial Management for ADHC Requirements Facilitator: Phil Schwenke Wednesday 16 May 9.30am-4.00pm</p> <p>Money & funding is the life blood of your service. Understanding how to manage funding for your service and deal effectively with your funders can mean the difference between success and failure. This workshop takes a hands-on, practical approach to money matters and compliance in non profit organizations.</p>	<p>Home and Community Care (HACC) Orientation Facilitator: Enis Jusufspahic Thursday 8 March & Wednesday 27 June 9.30am-1.00pm FREE</p> <p>This course is an overview of the HACC service framework in the Eastern Region of Sydney and will uncover the concepts and standards existing within the HACC program.</p>	<p>Policy Writing Skills for ADHC Requirements Facilitator: Debbie Jamieson Thursday 29 March 9.30am-1.00pm</p> <p>HACC services are now preparing for their quality reviews under the new Community Care Common Standards (CCCS). For many services this involves reviewing and updating their policies and procedures to ensure they reflect the new standards.</p>	<p>Project Management Facilitator: Grace Leotta Thursday 26 April 9.30am-4.00pm</p> <p>Develop strategies and learn how to use a range of project management tools to successfully design, plan, manage or participate in a project from beginning to end. This one day session is for people who manage or participate in projects as part of their work.</p>	<p>Cultural Intelligence Facilitator: Charlotta Oberg Thursday 24 May 9.30am-3.00pm</p> <p>You will be provided with tools to manage cultural diversity to deliver even better services at work in multicultural Australia. Discover three vital principles to connect across cultures for better Community Services. Get practical, research-based cultural toolkit for HACC professionals.</p>	<p>Managing Challenging Behaviour of HACC Clients Facilitator: Jaye Toole Wednesday 14 March 9.30am-2.30pm</p> <p>Improve your ability to build a working relationship of people with challenging behaviour. Learn how to identify and explore the influences of behaviour; explore the influence of communication; maintain self-control and you will be given the opportunity to discuss some simple strategies.</p>	<p>Apply First Aid Facilitator: Mary Blankevoort Wednesday 4 April (1 day) Must book by 21st March 9.30am-4.00pm</p> <p>This course teaches the fundamental principles, knowledge and skills to enable the first aider to provide emergency care for injuries and illnesses, in the home, the workplace or while carrying out HACC services. This is a one day course. You may be required to complete a workbook prior to the training date.</p>	<p>Managing Challenging Staff & Handling Grievances Facilitator: Debbie Jamieson Wednesday 2 May 9.30am-4.00pm</p> <p>One of the most challenging aspects of management work is dealing with "challenging" staff and handling grievances that may arise. This interactive workshop, aimed at people in a management or supervisory role, will provide you with practical strategies when faced with this challenge.</p>	<p>Safe Home Visiting Facilitator: Anita Mulally Wednesday 30 May 9.30am-2.30pm</p> <p>This training gives participants the opportunity to learn clear procedures and strategies that ensures staff/volunteers physical and emotional safety when visiting clients and their families.</p>	<p>Applying Community Care Common Standards Facilitator: Carrie Hayter Thursday 15 March 9.30am-3.30pm</p> <p>From March 2011 community care services must demonstrate compliance with the new Community Care Common Standards (CCCS). Participants will learn skills and use practical tools and templates to get your agency implementing the new standards.</p>	<p>Enabling Approach with HACC Clients Facilitator: Enis Jusufspahic Wednesday 11 April 9.30am-3.00pm FREE</p> <p>An enabling approach focuses on 'doing with' and supports the person 'to do' rather than 'doing for' or 'doing to' the person. This training will assist you in aligning your approach with these techniques and ways of communication this to your clients.</p>	<p>Volunteer Orientation Facilitator: Debbie Jamieson Saturday 5 May 10.30am-3.30pm</p> <p>Rights and responsibilities of volunteers, basic WHS, communication and conflict resolution strategies are explored. Strategies to assist elderly people and people with disabilities are discussed.</p>	<p>Writing Successful Tenders & Submissions Facilitator: Debbie Jamieson Thursday 31 May 9.30am-4.00pm</p> <p>Writing successful tenders and funding submissions is critical to the future of most not-for-profit organisations. This training will assist you to develop professional tenders/submissions to improve your chances of success.</p>	<p>Engaging with Aboriginal Communities Facilitator: Alana Moffett Wednesday 20 June 9.30am-4.00pm</p> <p>This interactive session will explore ways to best engage the Aboriginal community in service provision. Participants will gain insight into how culture shapes our values, attitudes and behaviour. Also includes 'Walking the Walk' component in applying principles to work practices.</p>	<p>Boundaries & Communication Skills for HACC Volunteers Facilitator: Vaishali Shah Thursday 28 June 9.30am-2.30pm FREE</p> <p>In this workshop you will learn what are boundaries and why we need professional boundaries in volunteer roles. Learn how to set boundaries and communicate assertively with your clients.</p>
<p>Squalor & Hoarding Workshop Facilitator: Susan Graham Wednesday 6 June 9.30am-3.30pm</p> <p>Uncover why and when squalor and hoarding is a problem. What are the contributing factors? Identifying the "telltale" signs and working towards solutions. By the end of the session a framework for action-identifying risks and consequences and share plans will be addressed.</p>																										
March		April																								
<p>Responding to and Communicating with People with Mental Health or Emotional Issues Facilitator: Marianne Gabriel Thursday 1 March 9.30am-4.00pm</p> <p>Being prepared with mental health first aid skills will empower participants to offer help to others until professional help is available or until the crisis is resolved. The aims are to preserve life, prevent further harm, promote recovery and provide comfort.</p>	<p>Team Building Skills for Managers Facilitator: Debbie Jamieson Wednesday 28 March 9.30am-4.00pm</p> <p>Why is it that some teams work together really well, while others seem to be more trouble than they are worth? This interactive course, aimed at people in a leadership role or aspiring to a leadership role, will provide you with the practical skills and knowledge to build a positive team environment.</p>	<p>Responding Assertively to Challenging Conversations Facilitator: Marianne Gabriel Wednesday 18 April 9.30am-4.00pm</p> <p>This interactive workshop provides participants with basic skills to respond to challenging conversations and situations with confidence in a calm and clear manner. It introduces a variety of methods and explores issues participants may face when helping others.</p>	<p>Financial Management for ADHC Requirements Facilitator: Phil Schwenke Wednesday 16 May 9.30am-4.00pm</p> <p>Money & funding is the life blood of your service. Understanding how to manage funding for your service and deal effectively with your funders can mean the difference between success and failure. This workshop takes a hands-on, practical approach to money matters and compliance in non profit organizations.</p>	<p>Home and Community Care (HACC) Orientation Facilitator: Enis Jusufspahic Thursday 8 March & Wednesday 27 June 9.30am-1.00pm FREE</p> <p>This course is an overview of the HACC service framework in the Eastern Region of Sydney and will uncover the concepts and standards existing within the HACC program.</p>	<p>Policy Writing Skills for ADHC Requirements Facilitator: Debbie Jamieson Thursday 29 March 9.30am-1.00pm</p> <p>HACC services are now preparing for their quality reviews under the new Community Care Common Standards (CCCS). For many services this involves reviewing and updating their policies and procedures to ensure they reflect the new standards.</p>	<p>Project Management Facilitator: Grace Leotta Thursday 26 April 9.30am-4.00pm</p> <p>Develop strategies and learn how to use a range of project management tools to successfully design, plan, manage or participate in a project from beginning to end. This one day session is for people who manage or participate in projects as part of their work.</p>	<p>Cultural Intelligence Facilitator: Charlotta Oberg Thursday 24 May 9.30am-3.00pm</p> <p>You will be provided with tools to manage cultural diversity to deliver even better services at work in multicultural Australia. Discover three vital principles to connect across cultures for better Community Services. Get practical, research-based cultural toolkit for HACC professionals.</p>	<p>Managing Challenging Behaviour of HACC Clients Facilitator: Jaye Toole Wednesday 14 March 9.30am-2.30pm</p> <p>Improve your ability to build a working relationship of people with challenging behaviour. Learn how to identify and explore the influences of behaviour; explore the influence of communication; maintain self-control and you will be given the opportunity to discuss some simple strategies.</p>	<p>Apply First Aid Facilitator: Mary Blankevoort Wednesday 4 April (1 day) Must book by 21st March 9.30am-4.00pm</p> <p>This course teaches the fundamental principles, knowledge and skills to enable the first aider to provide emergency care for injuries and illnesses, in the home, the workplace or while carrying out HACC services. This is a one day course. You may be required to complete a workbook prior to the training date.</p>	<p>Managing Challenging Staff & Handling Grievances Facilitator: Debbie Jamieson Wednesday 2 May 9.30am-4.00pm</p> <p>One of the most challenging aspects of management work is dealing with "challenging" staff and handling grievances that may arise. This interactive workshop, aimed at people in a management or supervisory role, will provide you with practical strategies when faced with this challenge.</p>	<p>Safe Home Visiting Facilitator: Anita Mulally Wednesday 30 May 9.30am-2.30pm</p> <p>This training gives participants the opportunity to learn clear procedures and strategies that ensures staff/volunteers physical and emotional safety when visiting clients and their families.</p>	<p>Applying Community Care Common Standards Facilitator: Carrie Hayter Thursday 15 March 9.30am-3.30pm</p> <p>From March 2011 community care services must demonstrate compliance with the new Community Care Common Standards (CCCS). Participants will learn skills and use practical tools and templates to get your agency implementing the new standards.</p>	<p>Enabling Approach with HACC Clients Facilitator: Enis Jusufspahic Wednesday 11 April 9.30am-3.00pm FREE</p> <p>An enabling approach focuses on 'doing with' and supports the person 'to do' rather than 'doing for' or 'doing to' the person. This training will assist you in aligning your approach with these techniques and ways of communication this to your clients.</p>	<p>Volunteer Orientation Facilitator: Debbie Jamieson Saturday 5 May 10.30am-3.30pm</p> <p>Rights and responsibilities of volunteers, basic WHS, communication and conflict resolution strategies are explored. Strategies to assist elderly people and people with disabilities are discussed.</p>	<p>Writing Successful Tenders & Submissions Facilitator: Debbie Jamieson Thursday 31 May 9.30am-4.00pm</p> <p>Writing successful tenders and funding submissions is critical to the future of most not-for-profit organisations. This training will assist you to develop professional tenders/submissions to improve your chances of success.</p>	<p>Engaging with Aboriginal Communities Facilitator: Alana Moffett Wednesday 20 June 9.30am-4.00pm</p> <p>This interactive session will explore ways to best engage the Aboriginal community in service provision. Participants will gain insight into how culture shapes our values, attitudes and behaviour. Also includes 'Walking the Walk' component in applying principles to work practices.</p>	<p>Boundaries & Communication Skills for HACC Volunteers Facilitator: Vaishali Shah Thursday 28 June 9.30am-2.30pm FREE</p> <p>In this workshop you will learn what are boundaries and why we need professional boundaries in volunteer roles. Learn how to set boundaries and communicate assertively with your clients.</p>									
<p>Home and Community Care (HACC) Orientation Facilitator: Enis Jusufspahic Thursday 8 March & Wednesday 27 June 9.30am-1.00pm FREE</p> <p>This course is an overview of the HACC service framework in the Eastern Region of Sydney and will uncover the concepts and standards existing within the HACC program.</p>	<p>Policy Writing Skills for ADHC Requirements Facilitator: Debbie Jamieson Thursday 29 March 9.30am-1.00pm</p> <p>HACC services are now preparing for their quality reviews under the new Community Care Common Standards (CCCS). For many services this involves reviewing and updating their policies and procedures to ensure they reflect the new standards.</p>	<p>Project Management Facilitator: Grace Leotta Thursday 26 April 9.30am-4.00pm</p> <p>Develop strategies and learn how to use a range of project management tools to successfully design, plan, manage or participate in a project from beginning to end. This one day session is for people who manage or participate in projects as part of their work.</p>	<p>Cultural Intelligence Facilitator: Charlotta Oberg Thursday 24 May 9.30am-3.00pm</p> <p>You will be provided with tools to manage cultural diversity to deliver even better services at work in multicultural Australia. Discover three vital principles to connect across cultures for better Community Services. Get practical, research-based cultural toolkit for HACC professionals.</p>	<p>Managing Challenging Behaviour of HACC Clients Facilitator: Jaye Toole Wednesday 14 March 9.30am-2.30pm</p> <p>Improve your ability to build a working relationship of people with challenging behaviour. Learn how to identify and explore the influences of behaviour; explore the influence of communication; maintain self-control and you will be given the opportunity to discuss some simple strategies.</p>	<p>Apply First Aid Facilitator: Mary Blankevoort Wednesday 4 April (1 day) Must book by 21st March 9.30am-4.00pm</p> <p>This course teaches the fundamental principles, knowledge and skills to enable the first aider to provide emergency care for injuries and illnesses, in the home, the workplace or while carrying out HACC services. This is a one day course. You may be required to complete a workbook prior to the training date.</p>	<p>Managing Challenging Staff & Handling Grievances Facilitator: Debbie Jamieson Wednesday 2 May 9.30am-4.00pm</p> <p>One of the most challenging aspects of management work is dealing with "challenging" staff and handling grievances that may arise. This interactive workshop, aimed at people in a management or supervisory role, will provide you with practical strategies when faced with this challenge.</p>	<p>Safe Home Visiting Facilitator: Anita Mulally Wednesday 30 May 9.30am-2.30pm</p> <p>This training gives participants the opportunity to learn clear procedures and strategies that ensures staff/volunteers physical and emotional safety when visiting clients and their families.</p>	<p>Applying Community Care Common Standards Facilitator: Carrie Hayter Thursday 15 March 9.30am-3.30pm</p> <p>From March 2011 community care services must demonstrate compliance with the new Community Care Common Standards (CCCS). Participants will learn skills and use practical tools and templates to get your agency implementing the new standards.</p>	<p>Enabling Approach with HACC Clients Facilitator: Enis Jusufspahic Wednesday 11 April 9.30am-3.00pm FREE</p> <p>An enabling approach focuses on 'doing with' and supports the person 'to do' rather than 'doing for' or 'doing to' the person. This training will assist you in aligning your approach with these techniques and ways of communication this to your clients.</p>	<p>Volunteer Orientation Facilitator: Debbie Jamieson Saturday 5 May 10.30am-3.30pm</p> <p>Rights and responsibilities of volunteers, basic WHS, communication and conflict resolution strategies are explored. Strategies to assist elderly people and people with disabilities are discussed.</p>	<p>Writing Successful Tenders & Submissions Facilitator: Debbie Jamieson Thursday 31 May 9.30am-4.00pm</p> <p>Writing successful tenders and funding submissions is critical to the future of most not-for-profit organisations. This training will assist you to develop professional tenders/submissions to improve your chances of success.</p>	<p>Engaging with Aboriginal Communities Facilitator: Alana Moffett Wednesday 20 June 9.30am-4.00pm</p> <p>This interactive session will explore ways to best engage the Aboriginal community in service provision. Participants will gain insight into how culture shapes our values, attitudes and behaviour. Also includes 'Walking the Walk' component in applying principles to work practices.</p>	<p>Boundaries & Communication Skills for HACC Volunteers Facilitator: Vaishali Shah Thursday 28 June 9.30am-2.30pm FREE</p> <p>In this workshop you will learn what are boundaries and why we need professional boundaries in volunteer roles. Learn how to set boundaries and communicate assertively with your clients.</p>													
<p>Managing Challenging Behaviour of HACC Clients Facilitator: Jaye Toole Wednesday 14 March 9.30am-2.30pm</p> <p>Improve your ability to build a working relationship of people with challenging behaviour. Learn how to identify and explore the influences of behaviour; explore the influence of communication; maintain self-control and you will be given the opportunity to discuss some simple strategies.</p>	<p>Apply First Aid Facilitator: Mary Blankevoort Wednesday 4 April (1 day) Must book by 21st March 9.30am-4.00pm</p> <p>This course teaches the fundamental principles, knowledge and skills to enable the first aider to provide emergency care for injuries and illnesses, in the home, the workplace or while carrying out HACC services. This is a one day course. You may be required to complete a workbook prior to the training date.</p>	<p>Managing Challenging Staff & Handling Grievances Facilitator: Debbie Jamieson Wednesday 2 May 9.30am-4.00pm</p> <p>One of the most challenging aspects of management work is dealing with "challenging" staff and handling grievances that may arise. This interactive workshop, aimed at people in a management or supervisory role, will provide you with practical strategies when faced with this challenge.</p>	<p>Safe Home Visiting Facilitator: Anita Mulally Wednesday 30 May 9.30am-2.30pm</p> <p>This training gives participants the opportunity to learn clear procedures and strategies that ensures staff/volunteers physical and emotional safety when visiting clients and their families.</p>	<p>Applying Community Care Common Standards Facilitator: Carrie Hayter Thursday 15 March 9.30am-3.30pm</p> <p>From March 2011 community care services must demonstrate compliance with the new Community Care Common Standards (CCCS). Participants will learn skills and use practical tools and templates to get your agency implementing the new standards.</p>	<p>Enabling Approach with HACC Clients Facilitator: Enis Jusufspahic Wednesday 11 April 9.30am-3.00pm FREE</p> <p>An enabling approach focuses on 'doing with' and supports the person 'to do' rather than 'doing for' or 'doing to' the person. This training will assist you in aligning your approach with these techniques and ways of communication this to your clients.</p>	<p>Volunteer Orientation Facilitator: Debbie Jamieson Saturday 5 May 10.30am-3.30pm</p> <p>Rights and responsibilities of volunteers, basic WHS, communication and conflict resolution strategies are explored. Strategies to assist elderly people and people with disabilities are discussed.</p>	<p>Writing Successful Tenders & Submissions Facilitator: Debbie Jamieson Thursday 31 May 9.30am-4.00pm</p> <p>Writing successful tenders and funding submissions is critical to the future of most not-for-profit organisations. This training will assist you to develop professional tenders/submissions to improve your chances of success.</p>	<p>Engaging with Aboriginal Communities Facilitator: Alana Moffett Wednesday 20 June 9.30am-4.00pm</p> <p>This interactive session will explore ways to best engage the Aboriginal community in service provision. Participants will gain insight into how culture shapes our values, attitudes and behaviour. Also includes 'Walking the Walk' component in applying principles to work practices.</p>	<p>Boundaries & Communication Skills for HACC Volunteers Facilitator: Vaishali Shah Thursday 28 June 9.30am-2.30pm FREE</p> <p>In this workshop you will learn what are boundaries and why we need professional boundaries in volunteer roles. Learn how to set boundaries and communicate assertively with your clients.</p>																	
<p>Applying Community Care Common Standards Facilitator: Carrie Hayter Thursday 15 March 9.30am-3.30pm</p> <p>From March 2011 community care services must demonstrate compliance with the new Community Care Common Standards (CCCS). Participants will learn skills and use practical tools and templates to get your agency implementing the new standards.</p>	<p>Enabling Approach with HACC Clients Facilitator: Enis Jusufspahic Wednesday 11 April 9.30am-3.00pm FREE</p> <p>An enabling approach focuses on 'doing with' and supports the person 'to do' rather than 'doing for' or 'doing to' the person. This training will assist you in aligning your approach with these techniques and ways of communication this to your clients.</p>	<p>Volunteer Orientation Facilitator: Debbie Jamieson Saturday 5 May 10.30am-3.30pm</p> <p>Rights and responsibilities of volunteers, basic WHS, communication and conflict resolution strategies are explored. Strategies to assist elderly people and people with disabilities are discussed.</p>	<p>Writing Successful Tenders & Submissions Facilitator: Debbie Jamieson Thursday 31 May 9.30am-4.00pm</p> <p>Writing successful tenders and funding submissions is critical to the future of most not-for-profit organisations. This training will assist you to develop professional tenders/submissions to improve your chances of success.</p>	<p>Engaging with Aboriginal Communities Facilitator: Alana Moffett Wednesday 20 June 9.30am-4.00pm</p> <p>This interactive session will explore ways to best engage the Aboriginal community in service provision. Participants will gain insight into how culture shapes our values, attitudes and behaviour. Also includes 'Walking the Walk' component in applying principles to work practices.</p>	<p>Boundaries & Communication Skills for HACC Volunteers Facilitator: Vaishali Shah Thursday 28 June 9.30am-2.30pm FREE</p> <p>In this workshop you will learn what are boundaries and why we need professional boundaries in volunteer roles. Learn how to set boundaries and communicate assertively with your clients.</p>																					
<p>Engaging with Aboriginal Communities Facilitator: Alana Moffett Wednesday 20 June 9.30am-4.00pm</p> <p>This interactive session will explore ways to best engage the Aboriginal community in service provision. Participants will gain insight into how culture shapes our values, attitudes and behaviour. Also includes 'Walking the Walk' component in applying principles to work practices.</p>	<p>Boundaries & Communication Skills for HACC Volunteers Facilitator: Vaishali Shah Thursday 28 June 9.30am-2.30pm FREE</p> <p>In this workshop you will learn what are boundaries and why we need professional boundaries in volunteer roles. Learn how to set boundaries and communicate assertively with your clients.</p>																									