

Managing Challenging Behaviour of HACC Clients



Overview

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.

- ✚ Defining challenging behaviour
- ✚ Exploring the behaviour scale
- ✚ Identifying and exploring the influences on behaviour
- ✚ Explore the influence of communication
- ✚ Maintaining self-control
- ✚ Discussing some simple strategies

Who can attend? ALL HACC staff/volunteers	
Date: Wednesday 14 March 2012 Time: 9:30-2:30pm	Venue: Level 3 Bowen Library. 669 Anzac Pde, Maroubra Junction 2035
Cost: HACC workers \$55 (prices include 10% GST) Non-HACC workers \$110 (Please contact VAST for more information on Non-HACC bookings) <i>The total training fee will be charged if less than 14 days notice is given of a cancellation.</i>	
Facilitator: Jaye Toole has been working with community organisations for over 20 years. She is currently the Training Coordinator for the MDS Training Centre. Her role involves coordination and delivery of training to all persons working in the aged and disability sectors and it also includes corporate organisations. Jaye delivers training involving competencies from the Cert III in Home and Community Care, Aged Care and Disability Work as well as Cert IV in Frontline Management, Disability Work and TAA. Her qualifications include a Bachelor degree in Health, Ageing and Community Services, Diploma in Training and Assessment, Human Resource Management and Volunteer Management.	

Full payment is due at time of booking.

Please go to our website to download the booking form

<http://www.jnc.org.au>

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home and community care

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