

# Homelessness Assistance and Community Housing TRAINING CALENDAR January to June 2008

## PRACTICE ENHANCEMENT SKILLS

### Challenging Behaviours

Wednesday 5 & Thursday 6 March \$55.00 (includes GST)  
This program is designed to enhance workers' confidence when supporting people with challenging behaviours. Training will provide workers with some strategies, skills, possible interventions and new ways of looking at confrontational behaviours.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Complex Needs

Tuesday 22 & Wednesday 23 April \$55.00 (includes GST)  
This workshop will provide participants with skills to respond appropriately to complex needs within the context of homelessness. The particular emphasis will be on clients who have combined alcohol, drugs and psychiatric illness issues. It will also cover strategies for responding to clients with a range of other complex needs.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Crisis Intervention

Monday 19 May \$27.50 (includes GST)  
This workshop will explore the concept of crisis within a workers role and outline a basic framework for crisis intervention. It will cover analysing crisis situations using assessment skills, recognising constraints on intervention and when to refer. There will also be a focus on planning including staff management issues and agency support structures.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Introduction to Homelessness and Social Housing

Monday 31 March & Tuesday 1 April \$55.00 (includes GST)  
This introductory course is for workers who have been employed for less than 12 months in the homelessness assistance sector and social housing programs. The aim of this workshop is to provide participants with an understanding of the homelessness and social housing sector, the needs of people who are homeless and to increase their skills when working with their client group.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Introduction to Mediation

Thursday 17 & Friday 18 April \$55.00 (includes GST)  
This workshop is an introduction to the concepts of mediation in the context of conflict resolution. A structured approach to mediation is presented using a model that can be adapted to a variety of settings and incorporates the use of sole and co-mediators.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Segment One Training

Tuesday 29 April \$27.50 (includes GST)  
This workshop will provide an introduction to the process of completing an Office of Housing Recurring Homelessness (Segment One) application. The session covers the assessment framework indicators, eligibility rules, the application and support plan, tips for completing an application and case studies.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Segment Two & Three Training

Wednesday 21 May \$27.50 (includes GST)  
This workshop will provide an overview of Supported Housing (Segment Two) and Special Housing Needs (Segment Three) application criteria. The sessions cover the eligibility criteria, the different categories of each segment, processes for new and transfer applicants and the necessary documentation required for each category.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Supervision for Workers

Tuesday 13 May \$27.50 (includes GST)  
This training is relevant to workers who want to make the most of their supervision.  
Staff supervision is critical to ensuring quality service provision and sustaining and supporting staff. The focus of training will include: understanding the function and principles of supervision, individual and organisational issues affecting supervision, different models of supervision and the use of contracts.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

## STATEWIDE HOMELESSNESS ASSESSMENT AND REFERRAL FRAMEWORK

### NEW Strengths Based Assessment

One day of training to be held in the following Metropolitan regions:  
North West: Friday 15 February  
Southern: Thursday 27 March  
Eastern: Friday 28 March

Working with people from a strengths based approach recognises the structural and cultural barriers that constrain people's empowerment and ability to change. This workshop will cover the principles, frameworks and skills relevant to working from a strengths based approach including the initial assessment phase. The training is contextualised to suit regional assessment and referral framework projects.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

Strengths Based Assessment training is also being offered in the following rural regions:

Barwon: Friday 11 April  
Gippsland: Thursday 29 May  
Grampians: Monday 28 April  
Loddon Mallee: Thursday 22 May  
Hume: Thursday 5 June

## COMMUNITY HOUSING SKILLS

### Property Management

Accredited Unit CHCCH16B & CHCCH19B\*  
Wednesday 14 & Thursday 15 May \$55.00 (includes GST)  
This two day workshop will cover best practice models for managing vacancies, abandoned goods, assessing property conditions, identifying vacant properties, communicating advice, developing maintenance procedures and contracting maintenance parties. It is based on the following two nationally recognised units of competency; CHCCH16B Manage vacant properties and CHCCH19B Manage property maintenance.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Represent your Organisation at VCAT

Wednesday 12 & Thursday 13 March Accredited -CHCAD6A\* \$55.00 (includes GST)  
This two day workshop will examine the most common reasons for presenting a case to the Victorian Civil and Administrative Tribunal. The training covers serving notices, maintaining files and preparing for a hearing. It will focus on enhancing workers' ability to prepare and present cases successfully at VCAT. This training is essential for workers new to the provision of Tenancy Management Services. It is based on the nationally accredited unit of competency CHCAD6A Represent the Organisation in Court and participants may choose to undertake assessment tasks to gain a Certificate of Attainment.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Residential Tenancy Act

Thursday 17 April \$27.50 (includes GST)  
This workshop will provide participants with a working knowledge of the Residential Tenancy Act 1997 and amendments. This workshop will have a practical focus and workers will become familiar with appeal mechanisms, such as the Victorian Civil and Administrative Tribunal.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Tenancy Management

Accredited Unit CHCCH10C & CHCCH13C\*  
Wednesday 30 April & Thursday 1 May \$55.00 (includes GST)  
This two day workshop is aimed at workers new to Community Housing. The program covers – sign up through to cessation of tenancy agreements, rights and responsibilities, the importance of clear communication, organisation systems, OHS, tenancy reviews, crisis intervention protocols, property condition report, maintenance, financial/business imperatives and the Community Housing worker's role in managing arrears/rental issues. It is based on the following nationally recognized units of competency; CHCCH10C Manage and maintain tenancies & CHCCH13C Manage tenancy rent and tenant charges.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

## LEGISLATION AND COMPLIANCE

### NEW Children, Youth and Families Act (2005)

Monday 12 May \$27.50 (includes GST)  
Everyday many workers are confronted with indicators of child abuse. This workshop outlines the new Children, Youth and Families Act and reviews issues, implications and obligations for workers dealing with children, young people and their families.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Duty of Care

Thursday 13 March \$27.50 (includes GST)  
The aim of this workshop is to provide participants with an introduction to duty of care and the law of negligence and how duty of care is relevant to your work. It will focus on duty of care within a human rights framework and legal matters arising from prioritizing rights and aspirations of clients.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Fire Safety – Crisis Accommodation

Friday 7 March \$27.50 (includes GST)  
This workshop will cover fire awareness in the workplace, identifying hazards and evacuating procedures, as well as understanding the fire safety equipment. Equipment will be used in an outdoor area.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Fire Safety – Rooming Houses

Friday 30 May \$27.50 (includes GST)  
This workshop will cover fire awareness in the workplace, identifying hazards and evacuating procedures, as well as understanding the fire safety equipment. Equipment will be used in an outdoor area.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### First Aid Level 2

Tuesday 18 & Wednesday 19 March Accredited 21539VIC\* \$110.00 (includes GST)  
This workshop will provide participants with the theoretical knowledge and practical ability to respond appropriately to a broad range of basic first aid situations, including medical emergencies. First Aid Level 2 includes the Level 1 training.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### First Aid Re-Accreditation

Monday 26 May Accredited VBA398\* 9:00am – 5:00pm \$73.80 (includes GST)  
Attendance at this workshop is required by participants who have completed a First Aid Level 2 course no more than 3 years ago. This upgrade will give participants the necessary Level 2 qualifications for a further 3 years.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information please call the Housing Sector Development Training on 9096 7421*

### Data Collection and SMART 5 Introduction

Wednesday 5 March \$27.50 (includes GST)  
This course has been designed primarily for agency workers who wish to learn the basics of the National Data Collection and the methods of data collection, in particular, using SMART software to simplify the process of collecting, recording and submitting data.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### SMART 5 Intermediate

Thursday 6 March \$27.50 (includes GST)  
This course has been designed primarily for agency workers who wish to learn how to customise SMART and how to get relevant information out of the National Data Collection (both from SMART and from the various reports produced by the National Data Collection Agency).  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

## ACCREDITATION

### NEW Consumer Participation

Thursday 28 February **OR** Wednesday 30 April \$27.50 (includes GST)  
This one day workshop will focus on systematic consumer input and feedback mechanisms that can be integrated into all levels of organisational operations. The workshop will review the cultural change issues that may be involved in establishing this approach in the context of ensuring appropriately targeted and responsive client services.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### NEW Continuous Quality Improvement

Friday 14 March **OR** Monday 21 April \$27.50 (includes GST)  
This one day workshop will provide participants with the knowledge and skills required to develop continuous improvement systems and processes. Particular emphasis will be placed on the development of systems and the analysis of information to monitor and adjust performance strategies.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### NEW Document Management

Monday 25 February **OR** Friday 23 May \$27.50 (includes GST)  
How do organisations ensure that their policies and procedures are current, consistent with relevant legislation and accessible to all staff? This workshop will explore relevant industry standards relating to document management systems. The use of information technology based systems that can support the management of and access to organisational information will be explored.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

## MANAGEMENT TRAINING

### Graduate Certificate Housing Management and Policy

This prestigious post graduate qualification is designed to strengthen the overall housing and homelessness knowledge base. The course will broaden understanding of the policy and market context of social housing; develop critical and lateral skills; improve report writing and management skills and provide an opportunity to engage in a stimulating and challenging learning environment with students from other sectors and jurisdictions. A limited number of sponsorships will be on offer via a selection process. Sponsorships may also be available for the Graduate Diploma program.  
*For further information please call the Housing Sector Development Training on 9096 7421*

### Ensure a Safe Workplace

Accredited – BSBMGT505A\*  
Monday 2 & Tuesday 3 June \$55.00 (includes GST)  
The aim of this workshop is to provide participants with an overview of the Occupational Health and Safety Act 2004 and workers rights and obligations. In particular the focus will be on identifying hazards and assessing risks, promoting healthy work places and the role of managers. Participants may choose to undertake assessment tasks to gain a statement of attainment for this accredited unit from the Diploma of Business (Frontline Management)  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Governance Training

Tuesday 27 May \$27.50 (includes GST)  
This workshop will provide participants with an overview of the roles and responsibilities of managers and board/committee members. It will also cover a range of issues that will assist managers and board members to perform their respective roles effectively. These will include the difference between governance and management, decision making, resolving conflicts and statutory requirements.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Manage Budgets & Financial Plans

Monday 14 & Tuesday 15 April Accredited – BSBFLM513A\* \$55.00 (includes GST)  
This training program is designed for frontline managers who have a key role in implementing financial processes within a work team. The aim is to increase confidence in understanding financial terminology and basic financial systems and processes. It will cover developing budgets, building spreadsheets and managing different funding streams. It will also cover the preparation and reading of financial reports for various purposes.  
Participants may choose to undertake assessment tasks to gain a statement of attainment for this accredited unit from the Diploma of Business (Frontline Management)  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### NEW Managing Mental Health at Work

Thursday 15 May \$27.50 (includes GST)  
This training is designed for managers, supervisors and team leaders who are increasingly required to have a level of expertise in managing staff with depression or a related disorder. The workshop will assist in identifying the impact on individuals and the workplace and the skills required to respond appropriately.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Managing Supervision

Tuesday 8 & Wednesday 9 April \$55.00 (includes GST)  
The aim of this workshop is to assist participants to effectively make the transition from practitioner to supervisor and develop their skills and confidence in managing people effectively. Content will include exploring models of staff supervision and skills associated with effective staff supervision. The training is relevant for both individuals who have recently moved into a supervisory position or are not new to the supervisory role but wish to develop their skills and broaden their understanding of the issues that impact upon being an effective supervisor.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

## YOUTH FOCUSED SKILLS

### NEW Young People Leaving Care

Date to be advised \$27.50 (includes GST)  
Assisting young people aged 16 and over, who have been in the care of the State, to live independently, has been a priority of Federal and State Governments for several years. This workshop will explore how to work with Child Protection staff in developing a support plan for clients leaving the Child Protection system. Content will cover legal issues, accommodation options, communication and networking, ongoing support options and a targeted approach to case management.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### NEW Youth – Stages of Development

Monday 2 June \$27.50 (includes GST)  
The period between 15 and 25 years of age encompasses a journey of growth and self-discovery for young people unparalleled since their early childhood. This workshop explores the key stages and transition points in a young person's life and the capacity of young people to navigate these developmental stages from adolescence to early adulthood.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### NEW Youth – Life Skills

Tuesday 1 & Wednesday 2 April \$55.00 (includes GST)  
Young people need time and experience to learn the skills necessary for successful independent living. Young people learn through observation, role modelling, practice and support during times of success and failure. This workshop looks at creative ways to engage with young people in dealing with a range of issues such as: understanding 'self', socialising and group work, relationships and creating space. It will introduce a framework for assessing the extent to which young people are developing the capacity to live independently.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Youth Centred Family Focused Interventions – What does it take?

Thursday 6 March  
This workshop aims to deliver specific training to workers in the homelessness service sector in order to provide a more substantial capacity for family focused interventions when working with young people who are newly or longer term homeless.  
Training provider: Melbourne Citymission. Facilitator: Sarah Marrinan, Psychologist  
To register: download form from the FRMP website www.frmp.org.au (note registration form must be accompanied by cheque payment). For further information contact Mandy Baxter on 8625 4476

### Young Parents and Children in Youth Services

Wednesday 28 & Thursday 29 May \$55.00 (includes GST)  
This workshop has been developed to specifically focus on increasing workers' understanding, skills and confidence in working with young parents and their accompanying children in youth services. Participants will gain a deeper understanding of where children fit within the homelessness and family violence service system. The difficult task of being both young and a parent will be explored within the context of homelessness and family violence. It will cover aspects of children's development, focusing on 0-5 age range. The impact of homelessness and family violence on children will be explored with an emphasis on talking with young parents about their children. Participants will learn how to include accompanying children in case management processes with a focus on assessment.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

## FAMILY VIOLENCE

### Family Violence Integrated Pathways

This training package has been specifically designed to incorporate the changes implemented in the family violence integrated pathways approach. The training is accredited and is delivered by Swinburne University of Technology, No to Violence and the Domestic Violence Incest Resource Centre. Nine nationally accredited units have been specifically customised to incorporate the integrated approach and will be run over a variety of timeframes to incorporate the needs of part time workers. The training is offered for family violence workers, and those sector workers who interact with family violence as part of their work. It includes new units on Working with Users of Violence and Working with Disability and Violence.  
*For further details and enrolment, please contact Carly Provisse on 9214 6195*

### Children and Domestic Violence

Wednesday 9, 16 & 23 April \$82.50 (includes GST)  
This three-day accredited training delivers the DV Competency CHCDFV8B "Provide support to children affected by domestic and family violence." It will cover establishing confidence and rapport with children; exploring issues and developing plans, and providing support, advocacy and information. To be eligible to attend this 3 day training, participants must have completed the "Introduction to Domestic Violence" 4-day accredited course, or be eligible for RPL (Recognition of Prior Learning) for the competencies covered in that course.  
*Trainer Provider: Domestic Violence Incest Resource Centre (DVIRC). For further information contact DVIRC on 9486 9866 or dvirc@dvirc.org.au*

### Domestic Violence and the Family Law Act

Wednesday 7 & Thursday 8 May \$55.00 (includes GST)  
The Family Law system has had significant reforms which is likely to have major implications for women developing parenting arrangements post-separation and who have been in a violent relationship. This training is designed to give workers an overview of key legal and other reforms, the possible consequences for victims of domestic violence, and how they might support clients affected by these changes. It will also consider how to support victims required to use family dispute resolution, including planning for safe processes and outcomes.  
*Trainer Provider: Domestic Violence Incest Resource Centre (DVIRC). For further information contact DVIRC on 9486 9866 or dvirc@dvirc.org.au*

### Introduction to Domestic Violence

Wednesday 18 & 25 Accredited\* & Thursday 19 & 26 June \$110.00 (includes GST)  
This training is for those workers who are new (less than 12 months) to the domestic violence field and those workers in the health and community sector whose work brings them in contact with women and children experiencing domestic violence. Successful completion of the training and assessment will result in a nationally recognised Statement of Attainment and TAFE credits for those people undertaking qualifications within the Community Services Training Package (e.g. Certificate IV Community Studies).  
*Trainer Provider: Domestic Violence Incest Resource Centre (DVIRC). For further information contact DVIRC on 9486 9866 or dvirc@dvirc.org.au*

### Responding to Family Violence

Wednesday 12 March \$27.50 (includes GST)  
A short introductory course for those new to the field of family violence or who work in the housing sector. It covers the effects of family violence on children and adults; ways of asking questions about violence and responding to disclosures; a brief overview of legal responses and resources and referrals.  
*Trainer Provider: Domestic Violence Incest Resource Centre (DVIRC). For further information contact DVIRC on 9486 9866 or dvirc@dvirc.org.au*

### Responding to Family Violence

Thursday 3 April BENALLA \$27.50 (includes GST)  
A short introductory course for those new to the field of family violence or who work in the housing sector. It covers the effects of family violence on children and adults; ways of asking questions about violence and responding to disclosures; a brief overview of legal responses and resources and referrals.  
*Trainer Provider: Domestic Violence Incest Resource Centre (DVIRC). For further information contact DVIRC on 9486 9866 or dvirc@dvirc.org.au*

## RURAL WORKSHOPS

### Strengths Based Assessment

One day of training to be held in the regions of:  
BARWON: Friday 11 April  
GIPPSLAND: Thursday 29 May  
GRAMPIANS: Monday 28 April  
LODDON MALLEE: Thursday 22 May  
HUME: Thursday 5 June \$27.50 (includes GST)

Working with people from a strengths based approach recognises the structural and cultural barriers that constrain people's empowerment and ability to change. This workshop will cover the principles, frameworks and skills relevant to working from a strengths based approach including the initial assessment phase. The training is contextualised to suit regional assessment and referral framework projects.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Crisis Intervention

Thursday 22 May SALE \$27.50 (includes GST)  
This workshop will explore the concept of crisis within a workers role and outline a basic framework for crisis intervention. It will cover analysing crisis situations using assessment skills, recognising constraints on intervention and when to refer. There will also be a focus on planning, including staff management issues and agency support structures.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Indigenous Issues encompassing the Homelessness Experience

Tuesday 6 May HORSHAM \$27.50 (includes GST)  
Indigenous persons are significantly over represented in the homelessness population. In addition to the disadvantages borne by all groups with lower than average income levels, indigenous people must deal with an array of specific problems that range from poor health to racism and discrimination than the broader community. This workshop will assist participants to develop an awareness of issues affecting indigenous people within their services and look at ways of more appropriately meeting the needs of indigenous clients.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Case File Notes

Wednesday 4 June HUME \$27.50 (includes GST)  
This workshop aims to enhance participants' understanding of and ability to keep appropriate records. Issues related to confidentiality, client rights, accountability and legal implications will be covered as well as the Privacy Act and Law of Negligence. The workshop will also provide an opportunity for workers to practice appropriate file note recording.  
*Training Provider: Bendigo Regional Institute of TAFE. For further information contact Yvonne Wells on 5434 1665 or ywells@brifate.vic.edu.au*

### Further Rural training to be advised.

Unless otherwise stated workshops will be held in the Melbourne CBD and will be from 9:30am to 4:30pm.

\* For accredited training, participants will be able to undertake assessment tasks in order to successfully complete the accredited unit of competency.

All training is provided under contract on behalf of the Office of Housing, Housing Sector Development contactable on 9096 7421. Refer to training section www.homelessness.vic.gov.au