

# Homelessness Assistance and Community Housing TRAINING CALENDAR ~ July - December 2010

## MANAGEMENT TRAINING

### Manage Budgets & Financial Plans

Tuesday & Wednesday 16-17 November \$77.00 (includes GST)

This training is designed for frontline managers or coordinators of programs and services who have financial management responsibilities, including the implementation of financial processes within a work team. The aim is to enhance confidence in understanding a variety of financial management tasks and provide strategies to manage financial tasks within your organisation more effectively. Key topic areas will include developing and implementing budgets; building spreadsheets; understanding and analysing financial reports for various purposes; and managing different funding streams.

Training Provider: Bendigo TAFE

A registration form is provided with this calendar, otherwise enquiries can be emailed to [hach@britafe.vic.edu.au](mailto:hach@britafe.vic.edu.au), or phone 5434 1665.

### Lead and Develop Others in the Workplace

Thursday & Friday 9-10 December \$77.00 (includes GST)

Leading others can be a difficult job - but there are systematic workplace activities and communication styles which help frontline managers to get the best from their team, while helping team members to develop additional skills. This workshop will be interactive and informative for those currently leading a team or wanting to develop these skills.

Training Provider: Bendigo TAFE

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### Supervision – Managers' Perspective

Monday & Tuesday 30-31 August \$77.00 (includes GST)

The aim of this workshop is to assist participants make the transition from practitioner to supervisor and develop their skills and confidence in managing people effectively. The training is relevant for individuals who have recently moved into a supervisory position and for supervisors with some experience who wish to develop their skills and broaden their understanding of the issues that impact upon being an effective supervisor. Content will include an exploration of models of supervision and skills associated with effective staff supervision.

Training Provider: Bendigo TAFE

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## PRACTICE ENHANCEMENT SKILLS

### Case Management – Introduction

Monday 26 July \$38.50 (includes GST)

The aim of this workshop is to provide participants with a range of skills and knowledge to facilitate positive service user outcomes, utilising case management and planning. Material presented will be based on the "Case Management Resource Kit for SAAP Services" produced by the National Case Management Working Group and the Homelessness Assistance Service Standards around direct service delivery and case management.

Training Provider: Bendigo TAFE

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### Case Management – Advanced

Thursday & Friday 9-10 September \$77.00 (includes GST)

This workshop follows on from the Case Management Introduction training. It will provide participants with the opportunity to critically reflect upon their current case management practices. Emphasis will be on participants sharing and discussing their own practice approaches as well as reviewing examples of 'good' practice from other homelessness assistance and community managed housing agencies. The focus will be on providing participants with a range of advanced skills and knowledge relevant to working with service users with complex needs and issues.

Pre-requisite: Case Management – Introduction.

Training Provider: Bendigo TAFE

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### Challenging Behaviours – Introduction

Wednesday & Thursday 4-5 August OR \$77.00 (includes GST)

Wednesday & Thursday 20-21 October

This program is designed to enhance a worker's confidence when supporting people with challenging behaviours. Mental illness classification will be explored with the aim of identifying difficulties that workers may encounter, such as communicating with people with personality disorders, acquired brain injury, delusions or hallucinations. The workshop will focus on creating a non-violent culture, working within a legal framework, and appropriate limit setting. A range of challenging behaviours will be explored, such as manipulation, conflict, self-harm, threats of suicide, continuous service users and avoidant clients. Training will provide workers with some strategies, skills, possible interventions and new ways of looking at confronting behaviours.

Training Provider: Bendigo TAFE

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### Challenging Behaviours – Advanced

Wednesday & Thursday 1-2 December \$77.00 (includes GST)

This two-day workshop expands on the Challenging Behaviours - Introduction workshop which participants must have completed prior to registering for this workshop. The main focus will be on exploring anger, aggression, violence, and workers' own responses to these behaviours. Triggers, predictors and the assault cycle will be covered as well as assessment processes and the response continuum. This workshop will involve role plays and draw on practice examples and scenarios from participants' workplaces to develop strategies to work with these types of challenging behaviours.

Pre-requisite: Challenging Behaviours – Introduction.

Training Provider: Bendigo TAFE

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### Complex Needs

Wednesday & Thursday 10-11 November \$77.00 (includes GST)

This workshop will provide participants with skills to respond appropriately to clients presenting with multiple complex needs within the context of homelessness. Particular emphasis will be on understanding the criteria required to be eligible for assessment for the Multiple Complex Needs Initiative. The workshop will explore the symptoms, needs and experiences of service users and the skills required in working with people with complex needs, along with strategies for assessment and referral.

Training Provider: Bendigo TAFE

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### Counselling Skills – Introduction

Monday & Tuesday 2-3 August \$77.00 (includes GST)

The aim of this two-day workshop is to provide an opportunity for participants to develop generic interpersonal skills which are necessary in any counselling/interviewing or helping process. The focus will be on micro-skills and how one uses oneself in the counselling process with clients. The use of assessment tools and a brief understanding of resistance and empowerment will be explored through case studies and role plays. The workshop will lay the foundations for understanding theories and frameworks that underpin the counselling process. Training will draw on participants' skills and experiences and will reflect the application of skills and approaches with the diversity of service users.

Training Provider: Bendigo TAFE

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### Counselling Skills – Intermediate

Monday & Tuesday 25-26 October \$77.00 (includes GST)

This intermediate level training course will provide participants with an overview of recent theories and frameworks which impact on strategies for intervention with clients in the homelessness and housing context. Components from person-centred therapy, cognitive behavioural therapy, reality therapy and solutions focused models will be explored. Understandings which impact on counselling work will also be drawn from resilience theory, brain development, strengths perspective and motivational counselling. Through this exploration participants will have an opportunity to develop their skills to engage more effectively with difficult clients. Pre-requisite: Participants must either have completed the two-day Counselling Skills – Introduction workshop or have worked in the field for several years providing ongoing casework – details to be provided on registration.

Training Provider: Bendigo TAFE

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### Counselling Skills – Advanced

Friday 10 December \$38.50 (includes GST)

This advanced level workshop will provide participants who work with clients on an ongoing basis, an opportunity to consolidate their skills and explore a number of relationship issues that impact on clients. This training is only for those participants who have previously completed the Intermediate level training as it involves some reflection on the skills learnt in the previous workshop. The emphasis is on the self in the counselling relationship and the importance of boundaries and understanding stress indicators. There will be an opportunity to demonstrate the use of skills for undertaking advanced client work through practice sessions and the use of reflective tools.

Pre-requisite: Participants must have completed Counselling Skills – Intermediate.

Training Provider: Bendigo TAFE

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### Crisis Intervention

Monday 22 November \$38.50 (includes GST)

This one-day workshop will explore the concept of crisis within a worker's 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 TAFE

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### Introduction to Homelessness and Social Housing

Thursday & Friday 29-30 July OR \$77.00 (includes GST)

Wednesday & Thursday 24-25 November

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 TAFE

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### Reflective Practice

Monday 8 November \$38.50 (includes GST)

In the busy environment of everyday practice it is often difficult to find the time to reflect on what is guiding your practice. This workshop will provide participants with an opportunity to consider how to integrate reflective practice and learnings into their work. The workshop will explore the meanings of practice reflection and reflective practice; the recursive cycle of reflective practice; a framework for reflective practice; and the links between reflective practice, professional and practice development and quality service provision. Participants will have the opportunity to work through the framework using an example from their practice.

Training Provider: Bendigo TAFE

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### Strengths Based Approach to Practice

Monday 13 September \$38.50 (includes GST)

The workshop will cover the principles, frameworks and skills relevant to working from a strength based approach. The strengths based approach recognises that growth and change are built on people's strengths and capacities. Working with people from a strength based approach recognises the structural and cultural barriers that constrain people's empowerment and ability to change. The workshop will introduce participants to conversational techniques and processes to assist strengths based practice.

Training Provider: Bendigo TAFE

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## Youth Focused Skills



### Young Parents and Children in Youth Services

Tuesday & Wednesday 12-13 October \$77.00 (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 TAFE

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### Young People Leaving Care

Friday 17 September \$38.50 (includes GST)

This workshop is designed for direct service workers who have an interest in, or are working with young people who have had involvement in the care system. The aim of the workshop is to strengthen participants' knowledge of working with this group of young people. Participants will learn about current research regarding leaving care, the components of a 'good' leaving care process, and the current resources which are available for workers.

Training Provider: Bendigo TAFE

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## Alcohol And Other Drugs



### Alcohol & Other Drugs – Introduction

Wednesday & Thursday 6-7 October \$77.00 (includes GST)

This workshop aims to provide participants with introductory skills in working with people with alcohol and other drugs issues. Topics covered will include attitudes and beliefs; models of intervention and support; current policies; and the alcohol and other drugs service system. Training will reflect the diverse background of service users. The workshop will draw on and build participants' skills in a way that facilitates easy integration in their workplace.

Training Provider: Bendigo TAFE

A registration form is provided with this calendar, otherwise enquiries can be emailed to [hach@britafe.vic.edu.au](mailto:hach@britafe.vic.edu.au), or phone 5434 1665.

### Alcohol & Other Drugs – Advanced

Wednesday & Thursday 8-9 December \$77.00 (includes GST)

The aim of this workshop is to build upon the skills and knowledge developed in the introductory alcohol and other drugs workshop so that participants develop greater confidence in working with people with alcohol and drug issues. Understanding the link between substance abuse and mental health issues will also be covered in the workshop. The focus will be on using case studies to apply knowledge, develop questions through motivational interviewing and develop appropriate documentation.

Pre-requisite: Participants must have completed Alcohol & Other Drugs – Introduction.

Training Provider: Bendigo TAFE

A registration form is provided with this calendar, otherwise enquiries can be emailed to [hach@britafe.vic.edu.au](mailto:hach@britafe.vic.edu.au), or phone 5434 1665.

## Community Housing



### Property Management

Accredited Units CHCCH416C & CHCCH419A\* \$77.00 (includes GST)

Monday & Tuesday 6-7 September OR

Tuesday & Wednesday 16-17 November

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: CHCCH416C Manage vacant properties and CHCCH419A Manage property maintenance implementation.

Training Provider: Bendigo TAFE

A registration form is provided with this calendar, otherwise enquiries can be emailed to [hach@britafe.vic.edu.au](mailto:hach@britafe.vic.edu.au), or phone 5434 1665.

### Represent Your Organisation at VCAT

Accredited Unit CHCAD506A\* \$77.00 (includes GST)

Monday & Tuesday 16-17 August OR

Monday & Tuesday 6-7 December

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: CHCAD506A Represent the organisation in a court or tribunal. Participants may choose to undertake assessment tasks to gain a Statement of Attainment.

Training Provider: Bendigo TAFE

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### Residential Tenancy Act

Tuesday 24 August OR \$38.50 (includes GST)

Monday 1 December

This workshop will provide participants with a working knowledge of the Residential Tenancy Act 1997 and amendments. The 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 TAFE

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### Tenancy Management

Accredited Units CHCCH410A & CHCCH413A\* \$77.00 (includes GST)

Tuesday & Wednesday 19-20 October

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; organisational systems; Occupational Health and Safety; tenancy reviews; crisis intervention protocols; property condition reports; maintenance; financial/business imperatives and the Community Housing worker's role in managing arrears/rental issues. It is based on the following nationally accredited units of competency: CHCCH410A Manage and maintain tenancy agreements and services; and CHCCH413A Manage tenancy rent, charges and rental arrears. Participants may choose to undertake assessment tasks to gain a Statement of Attainment.

Training Provider: Bendigo TAFE

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## Mental Health



### Dual Diagnosis

Wednesday & Thursday 13-14 October \$77.00 (includes GST)

How do you work effectively with clients with dual diagnosis? This two-day workshop will explore the complexities of mental illness combined with alcohol and other drugs and explore some theoretical concepts in relation to what comes first. The specifics of particular mental illnesses in relation to alcohol and other drugs will be covered, for example, drug-induced psychoses. Some common issues that workers may face with clients with a dual diagnosis are anxiety, depression and sleep problems. The importance of boundary setting, knowing your limitations and when to refer will be covered.

Training Provider: Bendigo TAFE

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### Mental Health First Aid

Friday 6 & Friday 20 August OR \$77.00 (includes GST)

Friday 26 November & Friday 3 December

9.00am to 4.45pm

This workshop provides skills and knowledge designed to help a person better recognise and manage a potential or developing mental health problem in the workplace or community. Like other first aid courses, it does not train people to diagnose or treat health problems; it covers helping people in mental health crisis situations and/or in the early stages of mental health problems. The two day workshop provides information about depression, anxiety disorders, psychosis and substance use disorders.

Training Provider: Bendigo TAFE

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### Suicide Risk Assessment

Tuesday & Wednesday 27-28 July OR \$77.00 (includes GST)

Monday & Tuesday 11-12 October

In this practical two-day workshop participants will undertake the ASIST (Applied Suicide Intervention Skills Training) model of suicide first aid. This workshop aims to prepare workers to provide suicide first aid intervention to persons at risk of suicide. In particular the workshop will focus on identifying situations where someone may have thoughts of suicide; understanding how your beliefs and attitudes can affect suicide interventions; understanding the reasons for thoughts of suicide and the reasons for living; reviewing client risk; developing a plan to increase safety from suicidal behaviour; following up on all safety commitments; and accessing further help as needed.

Training Provider: Bendigo TAFE

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## Inclusive Practice



### Gay Lesbian Bisexual Transgender Intersex

Wednesday 10 November \$38.50 (includes GST)

The aims of the workshop are to redress the isolation that some sex attracted people face in their community, and to raise awareness about the nature and effects of homophobia. The WayOut pilot project developed a new model for work in the field based on youth participation, public activism and social marketing. It was externally evaluated by the Australian Research Centre in Sex, Health & Society and received the 2004 Victorian Public Health Award for Innovation in the Capacity Building Category.

Training Provider: Bendigo TAFE

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### Indigenous Issues and Homelessness

Friday 8 October \$38.50 (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. 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 TAFE

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## Family Violence

Training provider for all Family Violence workshops is Domestic Violence Resource Centre (Victoria). For details of workshops visit their website [www.dvrcv.org.au](http://www.dvrcv.org.au). Registration forms can be provided by emailing [dvrcv@dvrcv.org.au](mailto:dvrcv@dvrcv.org.au) or telephoning 9486 9866.

## LEGISLATION AND COMPLIANCE

### Case File Notes

Monday 16 August \$38.50 (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 practise appropriate file note recording.

Training Provider: Bendigo TAFE

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

Monday 15 November \$38.50 (includes GST)

Every day many workers are confronted with the indicators of child abuse. This workshop will provide an outline of the Children, Youth and Families Act (2005) and review the issues, implications and obligations of workers dealing with children, young people and their families.

Training Provider: Bendigo TAFE

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