



Community Sector Professional Workshop Outlines January – June 2012

Brought to you by the MNC Regional Council for Social Development

2012 Workshops and Courses

Grief and Loss	Page 2
Cultural Competency.....	Page 4
Introduction to the HACC Sector.....	Page 5
HR Basics.....	Page 6
Strengths Approach.....	Page 7
Documentation in Community Care.....	Page 9
Optimising Positive Behaviour.....	Page 10
Governance.....	Page 11
Registration Form.....	Page 12



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Grief & Loss

Where: Port Macquarie Uniting Church, corner of Sherwood Rd & Oxley Hwy

When: Monday 30 April 2012

Time: 9:30am to 4:00pm



Who should attend: Front line staff, Case Managers/coordinators, Carers, Managers, Supervisors, Administration staff. This important training is for everybody who would like to learn more about loss and grief and dealing with people who are experiencing this, regardless of who they are or the role they fill in the organisation.

Course Outline: Loss and grief is part of everyday life and whilst the passing of a loved one often signifies the largest loss we may feel, there are many other types of loss and grief that we can, and do, go through.

Grief is a process and very often people in grief feel that the pain is so huge that it will never lessen, but it does. The five stage process of understanding grief is helpful when going through grief, or working or helping another person in that position.

There are key interpersonal skills we can use in helping a person move through their grief and come to terms with their loss, which will be highlighted on the day. Knowing what to say to a person experiencing grief and offering them the right support are important factors in helping them deal with their thoughts and emotions at this time.

What you will learn: As humans we experience different types of grief, and may have different reactions to the loss we are experiencing, all of which are covered in this informative and interactive workshop.

Other topics that will be covered include:

- Models of grief
- Types of grief
- Frozen grief
- Grief reactions
- Complicated mourning
- Helping a person through mourning
- Good interpersonal skills in working with loss and grief
- Handling emotions in grief
- Creating a work/life balance

Trainer details Caryn Walsh Pure Magic Training International (pty) Ltd

Caryn Walsh is an experienced therapist, educator, lecturer and trainer, having worked across multiple industries in these capacities over the last fifteen years. She taught at the



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Australian College of Applied Psychology for ten years and the Jansen Newman Institute for 5 years, and runs a private counselling practise in Sydney. She is a director and founder of Pure Magic International Training Solutions (Pty) Ltd, a proactive training organisation that provides more than 100 programmes to community and corporate based organisations in topics such as leadership, creating top teams, emotional intelligence in organisations, successful case management and suicide prevention, to name a few. More information can be obtained on www.puremagictraining.com.au



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Cultural Competency

Where: Club Forster, 19 Strand St, Forster

When: Wednesday 20 June 2012

Time: 9:30am to 4:00pm



Overview of the Course: In terms of Indigenous health and wellbeing 'Closing the Gap' is a social justice agenda that aims to improve the underlying conditions creating disadvantage in our society.

This workshop is an initiative that creates the opportunity for service providers to come together with Aboriginal people to gain an awareness of Aboriginal cultural ways of knowing, being and doing; overcoming barriers; reflecting on how we can work together; and where to go from here.

Who should attend: Managers, supervisors and board members should attend

Learning outcomes:

- Aboriginal people's cultural ways of being, knowing and doing
- The psychological impact of colonisation
- An outline of 'Closing the Gap' and what that means for service providers
- Addressing Barriers & Working together

Facilitator: Liz Lewis is a Gumbaynggirr woman who has always strived to bridge the gap between Aboriginal community and service delivery. As an Aboriginal project officer, Liz has worked within Aboriginal communities throughout the north and mid north coast areas of northern NSW.

Within her fourteen years at Southern Cross University lecturing in Aboriginal health and social/emotional wellbeing, Liz knows too well the importance of creating a safe space where Aboriginal and non Aboriginal people can embrace and acknowledge cultural issues and the need for respect.

At the present Liz is employed as an Aboriginal Outreach Worker with the Northern Rivers GP Network and her role is to:

- Establish links that encourage and support Aboriginal people accessing health services;
- Identify barriers and together with Aboriginal community people devising strategies to overcome these barriers;
- While also working with health professionals, health services and Aboriginal people to develop culturally respectful policies and practices.



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Introduction to the HACC sector

Where: Nambucca Heads RSL, 3 Nelson St, Nambucca

When: Thursday 9 February 2012

Time: 9:30am to 3:00pm



Where: Kempsey Respite Services, 2 Yaelwood St, Kempsey

When: Tuesday 22 May 2012

Time: 9:30am to 3:00pm

Overview of the course: This workshop will help new workers understand the HACC Program and how their role fits within a broader system that enhances the independence of frail aged people, younger people with disabilities, and their carers, in order to avoid their premature admission to long term residential care.

Who Should Attend? Staff (paid and unpaid) who are new to the HACC sector.

What you will learn: After attending this course, participants will be able to:

- Identify the HACC target group, including special needs groups
- Have a general understanding of HACC National Standards
- Describe the key HACC Services on the Mid North Coast
- Understand the intake, assessment and referrals processes
- Be aware of the funding and reporting requirements of their service
- Information will be given on the aged care reforms and the future of HACC

Facilitator: The HACC Development Officer, Nicole Weber from the Mid North Coast Regional Council for Social Development, will be facilitating this workshop. Nicole has over 15 years experience in the human services sector, in a range of roles including direct support work, case management, generalist management and Human Resource Management. Nicole's facilitation style is engaging and energetic and she has a particular interest in the Strengths and Person-Centred Thinking approaches.



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HR Basics

Where: Nambucca Heads RSL, 3 Nelson St, Nambucca

When: Tuesday 28 February 2012

Time: 9:30am to 4:00pm

Where: Kempsey Respite Services, 2 Yaelwood St, Kempsey

When: Wednesday 23 May 2012

Time: 9:30am to 4:00pm



Workshop Outline: This engaging, practical and participative workshop will cover the key areas required to support effective staff supervision and management. Topics will include

1. Attracting the right person to the job
2. Getting the best from team members
3. Legal and ethical obligations of employers and supervisors

Who should attend: Supervisors, managers and people with HR responsibilities should attend this training.

Learning outcomes: Participants of this workshop will have a clear understanding of their legal and ethical obligations as a supervisor. They will have some clear directions and tools to guide them in finding the right people for their team, getting the best performance out of them, and building a positive workplace culture.

Facilitator: HACC Development Officer Nicole Weber from the Mid North Coast Regional Council for Social Development will be facilitating this workshop. Nicole has over 15 years experience in the human services sector, in a range of roles including direct support work, case management, generalist management and Human Resource Management. Nicole's facilitation style is engaging and energetic and she has a particular interest in the Strengths and Person-Centred Thinking approaches.



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Strengths Approach

Where: Kempsey Respite Services, 2 Yaelwood St, Kempsey
When: Wednesday 14 March and Thursday 15 March 2012
Time: 9:30am to 4:00pm

Where: Club Forster, 19 Strand St, Forster
When: Tuesday 5 June and Wednesday 6 June 2012
Time: 9:30am to 4:00pm

Where: Nambucca Heads RSL, 3 Nelson St, Nambucca
When: Tuesday 26 June and Wednesday 27 June 2012
Time: 9:30am to 4:00pm



Overview of the course: This two day workshop explores what the Strengths Based Approach (SBA) is and how the concepts can be applied within the community care framework. The approach aims to focus on people's inherent strengths, not their deficits. Asking people what they can do; what their aspirations are and how they would like to live their life or how they see their future. This is done in an empowering and balanced way that is focussed on what people skills and strengths are. The SBA aims at changing service delivery from the model of 'doing for' to 'doing with' and seeing services users as the experts in their own lives.

The SBA is gaining impetus not only in the community care sector but other sectors such as education and psychology. The Community Care sector is in a period of change so it is important that people in the sector are aware of this shift in the way services have been traditionally provided. This shift will not only be felt among people working in the sector but also by the service users and society as a whole. By knowing the core fundamentals of this approach and how we can use these effectively with clients, will ensure more positive outcomes for those accessing community care services.

Who Should Attend? The workshop is suitable for those people who are new to the Strengths Approach and want to learn about the fundamentals of this Approach and how this can be applied in a client services context. It is suitable for support workers, case managers, coordinators and managers.

What you will learn: Participants will have considered the core principles of strengths-based practice and have identified the processes and skills of the approach and their implications for practice. You will learn the tools to put the SBA into practice with practical exercises, discussions, reflections that will challenge. These strategies will assist with shifting the culture in the community care sector.



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Facilitators: **Sue Currie** is a Project Officer at MNCRCSD and a highly experienced professional in a range of community and health services settings. Sue has worked with a diverse range of client groups including newly settled refugees, older people, carers and people with a disability. She has an inclusive and common sense approach to facilitating learning, and draws on her extensive experience to connect theory to practice.

Nicole Weber from MNCRCSD has over 15 years experience in the human services sector, in a range of roles including direct support work, case management, generalist management and Human Resource Management. Nicole's facilitation style is engaging and energetic and she has a particular interest in the Strengths and Person-Centred Thinking approaches.



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Documentation in Community Care

Where: Manning Uniting Church Taree

When: Tuesday 3 April 2010

Time: 9:30am to 4:00pm



Overview of the Course: This workshop examines the knowledge and skills you need for thorough and efficient documentation practice. You will learn what is expected of client documentation: what to document, when, and how to do it. This course is essential for anyone whose role includes contributing to client records in the context of delivering community care.

Who should attend: staff whose role includes contributing to client records.

Learning outcomes:

- What should be documented?
- Differences between objective and subjective language
- Guidelines for good documentation practice
- Simple and practical tips to avoid common pitfalls

Facilitator: Jenny Bray from Jenny Bray Consulting has worked in the community care industry for over 20 years. Jenny's previous experience has included delivering direct care with adults with an intellectual disability; providing referral and information services and policy work in a peak body (the Brain Injury Association of NSW); policy work for the NSW Department of Community Services; delivering training for community care providers and TAFE; and project managing a vast array of Projects. Since 1998 Jenny has operated successfully as an independent consultant and trainer, operating in New South Wales, Queensland and South Australia.

Project areas Jenny has worked in include early intervention; early childhood intervention; local government; aged care; the Home and Community Care Program; National Respite for Carers Program; and disability services.



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Optimising Positive Behaviour

Where: Manning Uniting Church, 29-31 Albert St, Taree

When: Wednesday 4 April 2012

Time: 9:30 to 4:00pm



Overview of the Course: Also known as Managing Challenging Behaviours, the Optimising Positive Behaviour course is designed to get you to think about what behaviour is, and then to explore how different definitions can influence our techniques for responding to behavioural phenomena. Although human behaviour is a complex area of study, this one day course provides a brief introduction to basic concepts in behavioural psychology; looks at our own responses to behaviour in others; and then provides an overview of Positive Behaviour Support (PBS). This course can be delivered with disability services specific content, or with consideration to broader service delivery contexts.

Who should attend: All people working with clients in the community care sector.

Learning outcomes: This course is intended as a *starting point* in considering behaviours of concern. You may need to do further specific training in techniques for responding. However, this course endeavours to provide a forum where your current workplace challenges can be considered, and positive behavioural support strategies explored.

Facilitator: **Jenny Bray from Jenny Bray Consulting** has worked in the community care industry for over 20 years. Jenny's previous experience has included delivering direct care with adults with an intellectual disability; providing referral and information services and policy work in a peak body (the Brain Injury Association of NSW); policy work for the NSW Department of Community Services; delivering training for community care providers and TAFE; and project managing a vast array of Projects. Since 1998 Jenny has operated successfully as an independent consultant and trainer, operating in New South Wales, Queensland and South Australia.

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Governance Training

Where: Club Forster, 19 Strand St, Forster

When: Wednesday 7 March 2012

Time: 9:30 to 4:00pm

Where: Manning Uniting Church, 29-31 Albert St, Taree

When: Thursday 8 March 2012

Time: 9:30 to 4:00pm

Where: Port Macquarie Uniting Church, corner Oxley Hwy & Sherwood Rd, Port Macquarie

When: Tuesday 20 March 2012

Time: 9:30 to 4:00pm

Where: Curran Centre, 12 Gordon St, Coffs Harbour

When: Tuesday 3 April 2012

Time: 9:30 to 4:00pm

Where: Kempsey Respite Services, 2 Yaelwood St, Kempsey

When: Wednesday 4 April 2012

Time: 9:30am – 4:00pm



Overview of the course: One of the significant challenges facing not-for-profit organisations is effective governance. Boards and Management Committees have a high level of accountability and responsibility which can seem overwhelming at times. We have written a workshop for Board members and Managers of organisations. Together we will explore the roles and responsibilities, structures and safety nets that can support effective governance. We will also look at strategies and opportunities for finding and keeping the right people on Boards, effective risk management, due diligence and where to find more information as the human services sector responds to ongoing change.

Who should come: Managers and new or experienced Board members of not-for-profit organisations.

Learning outcomes: This workshop will cover the key areas of compliance for Boards, and explore the ways that Managers and Boards can work together to ensure organisations are compliant, resilient, responsive to change and viable into the future.

Facilitators: **Sue Currie** is a Project Officer at MNCRCSD and a highly experienced professional in a range of community and health services settings. Sue has worked with a diverse range of client groups including newly settled refugees, older people, carers and people with a disability. She has an inclusive and common sense approach to facilitating learning, and draws on her extensive experience to connect theory to practice. **Nicole Weber** from MNCRCSD has over 15 years experience in the human services sector, in a range of roles including direct support work, case management, generalist management and Human Resource Management. Nicole's facilitation style is engaging and energetic and she has a particular interest in the Strengths and Person-Centred Thinking approaches.



Mid North Coast Regional Council for Social Development

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Training Registration Form 2012

1. Please complete a separate registration form for each course
2. Attendance may be limited to 2 people per organisation for high demand courses
3. Please email or fax your completed registration form to the fax/admin email provided above

1 Your details:

Organisation name: _____

Funding Type (please circle): HACC Community Services Other

Organisation address: _____

Contact name for invoice: _____

Email for invoice: _____

Phone : _____ Fax: _____

2 Please nominate the training session you wish to attend:

Course Name: _____

Location: _____

Date(s): _____

Start / Finish times: _____

3 Who will be attending?

Name	Role	Email address	Access/dietary/ other needs?

4 Payment Details:

Fees vary by course – please check the amounts on the course information pages. You will receive email confirmation of your enrolment and an invoice once your registration has been processed. Courses have maximum numbers of participants (usually around 20), so please register early to avoid disappointment.

This training calendar is funded by ADHC and Community Services and accordingly, priority will be given to enrolments from these funded services. Where spaces are available they will be made available to other organisations on a cost recovery basis.

Cancellations must be received in writing 14 days prior to course commencement for a full refund of fees.

Office use only:

Registration no:	Invoice no:	Applicable Fee:	Payment Received: