



# Professional development

*This list was developed in response to queries from readers of the Clearinghouse Newsletter who were interested in finding out about professional development or training courses available for workers in the child protection/child welfare area. Information about these courses has been obtained from a variety of sources and was correct at the time of printing. To find out more about particular courses, please contact the respective providers.*

COMPILED BY KATIE KOVACS.

## NEW SOUTH WALES

### Caseworker Development Course

Provider: Learning and Development Branch  
NSW Department of Community Services  
Phone: (02) 9692 7107

All new Caseworkers are employed centrally. They are employed at the start of the training calendar, and are placed in a group and stay with that same group throughout the Course. Topics covered include: Effective Interagency Relationships, Interactive Skills, Case Management, Legal and Statutory Responsibilities, Child Protection Dynamics, Assessing Risk of Harm, Cultural Awareness, Gathering Evidence, Working with Aboriginal Children and Families, Out of Home Care, Alcohol and other Drugs, Mental Health Issues, Responding to Domestic Violence and Building Relationships with Children, Young People and Carers.

### Child Sexual Assault – Core Training

Provider: Centre for Community Welfare Training  
Duration: 3 days  
Cost: \$300  
Date: 10–12 September 2002 (Sydney)  
Phone: (02) 9281 8822  
Website: [www.acwa.asn.au/CCWT](http://www.acwa.asn.au/CCWT)

This workshop will explore the core issues surrounding the sexual abuse of children. It will assist workers to fulfil the core responsibilities of recognising and reporting suspected cases of child sexual assault and to develop strategies to respond to children and non offending parents when sexual abuse is disclosed.

### Domestic Violence and Child Protection Issues and Dilemmas

Provider: Centre for Community Welfare Training  
Duration: 2 days  
Cost: \$200  
Date: 18 and 29 September 2002 (Sydney)  
Phone: (02) 9281 8822  
Website: [www.acwa.asn.au/CCWT](http://www.acwa.asn.au/CCWT)

This workshop provides a holistic approach to responding to issues of domestic violence and child protection. In particular, case management practices will be promoted that challenge offender actions and provide for the safety and well being of women and children. The dynamics of domestic violence will be explored and restraints theory will be examined in order to understand offender thinking and how this is manifested.

### Babyhood Matters

Provider: Centre for Community Welfare Training  
Duration: 1 day  
Cost: \$100  
Date: 26 November 2002 (Sydney)  
Phone: (02) 9281 8822  
Website: [www.acwa.asn.au/CCWT](http://www.acwa.asn.au/CCWT)

This course provides a solid introduction to the topic of infant mental health. It explores key issues such as the importance infancy plays in a person's developing mental health. The course examines research findings from the fields of psychology, biology and anthropology. The course also examines the question of what an infant needs from a caregiver for optimal development. There will be a mixture of learning activities including presentation by the facilitator, small group work and video presentations.

### Establishing a Volunteer Home Visiting Program

Provider: Centre for Community Welfare Training  
Duration: 1 day  
Cost: \$100  
Date: 16 October 2002 (Westmead)  
Phone: (02) 9281 8822  
Website: [www.acwa.asn.au/CCWT](http://www.acwa.asn.au/CCWT)

The Hills Family Centre developed the extra hands volunteer home visiting program six years ago in order to expand the support that could be offered to families in the Baulkham Hills Shire. As the State Government rolls out its Families First Strategies, many agencies have tendered or are tendering for funds to develop programs, one of which is to establish Volunteer Home Visiting Programs to support parents of young children. This workshop is for managers and coordinators who are interested in establishing a Volunteer Home Visiting Program.

### Using Fairytales as Therapy with Children

Provider: Centre for Community Welfare Training  
Duration: 1 day  
Cost: \$100  
Date: 19 August 2002 (Sydney)  
Phone: (02) 9281 8822  
Website: [www.acwa.asn.au/CCWT](http://www.acwa.asn.au/CCWT)

This one day workshop will examine the use of fairytales as a means of therapy in assisting children to deal with loss and trauma. Participants will be exposed to ways of supporting and facilitating a child's exploration, awareness and expression of trauma/traumatic feelings through the use of fairytales. The benefits of using

fairytales and the potential of their use in situations relating to death and dying, sexual assault, domestic violence and Post Traumatic Stress Disorder will be discussed. This workshop is practical and encourages participation and creativity.

### Managing Aggressive and Violent Behaviour

Provider: Centre for Community Welfare Training  
Duration: 2 days  
Cost: \$200  
Dates: 5–16 August 2002 (Newcastle); 28–29 October 2002 (Penrith); 4–5 November 2002 (Penrith)  
Phone: (02) 9281 8822  
Website: [www.acwa.asn.au/CCWT](http://www.acwa.asn.au/CCWT)

This two day workshop will enable participants to understand what factors may lead to aggressive and violent behaviour of clients. It will outline appropriate violence prevention, diffusion and post trauma support techniques and enable you to formulate and implement effective strategies for change in order to make your workplace safer for yourselves and your clients. The two days will cover: self-awareness and management skills, knowledge of causes and types of violence, intervention skills, including evasive self-defence, prevention and post trauma support skills, analysis and recording skills, organisational change strategies, legal, ethical and moral issues in violence management and dealing with clients with special needs.

### Evaluating your Service Part 1

Provider: Centre for Community Welfare Training  
Duration: 1 day  
Cost: \$110  
Date: 2 September 2002 (Kiama)  
Phone: (02) 9281 8822  
Website: [www.acwa.asn.au/CCWT](http://www.acwa.asn.au/CCWT)

This course answers questions such as: What is evaluation? How can you approach evaluation in human services? How do you know something worthwhile is happening in your service? What are the key evaluation concepts and language (eg aims, objectives, strategies, efficiency, effectiveness, adequacy, appropriateness, outcomes, performance indicators, benchmarks, TQM)? What mix of evaluation model and tools are useful in community organisations (for example, service plans, questionnaires, case studies, focus groups)? This one day workshop is a prerequisite for Evaluating Your Service - Part 2. By attending this workshop, participants will develop an approach to evaluation that is appropriate

for human services and identify what needs to be done to have good evaluation mechanisms in place in their service.

### **Evaluating Your Service Part 2**

Provider: Centre for Community Welfare Training

Duration: 2 days

Cost: \$220

Date: 16–17 September 2002 (Kiama)

Phone: (02) 9281 8822

Website: [www.acwa.asn.au/CCWT](http://www.acwa.asn.au/CCWT)

Do you want to evaluate your service? What do you do? Except for a brief theoretical introduction (a recap on Evaluating Your Service Part 1) this two day workshop will be practical. Participants will work on: what evaluation are you doing in your organisation?; what evaluation strategies would be useful to have in place in your organisation?; what tools are needed to implement the strategies?; developing the tools needed. This will be a practical workshop and you should only come if you are ready to work on the practicalities of what you want done in your organisation eg. developing evaluation plans, focus groups, databases, questionnaire design, case studies, graphical presentation of information, consultation processes, measuring social capital, etc. This workshop will get participants a long way down the path of putting evaluation strategies in place in their organisations.

### **Preventing Staff Burnout**

Provider: Centre for Community Welfare Training

Duration: 1 day

Cost: \$110

Date: 1 November 2002 (Sydney)

Phone: (02) 9281 8822

Website: [www.acwa.asn.au/CCWT](http://www.acwa.asn.au/CCWT)

This workshop clearly identifies the difference between stress, exhaustion, depression and burnout and provides managers with the skills and strategies to identify and reduce their prevalence in the workplace. As employees struggle to meet performance targets with declining resources, stress becomes a prominent concern. Positive stress is an essential

creative element. It can be channelled and used as the means to change. It can create opportunities through which personal development can be achieved. However, if not managed, it can also lead to exhaustion, burnout and depression. This essential workshop deals with ways of preventing one of the most serious dilemmas confronting management today.

### **Supervision: How and Why?**

Provider: Centre for Community Welfare Training

Duration: 2 days

Cost: \$220

Date: 26–27 August 2002 (Canberra); 21–22

October 2002 (Westmead)

Phone: (02) 9281 8822

Website: [www.acwa.asn.au/CCWT](http://www.acwa.asn.au/CCWT)

This two day training program is designed to provide managers and supervisors with a conceptual understanding of models of professional supervision and to develop their skills in individual and team supervision. This program requires participants to reflect on their own work as supervisors and to focus on the administrative supportive and developmental functions of supervision through the training exercises. The course will cover: issues of accountability and responsibility in supervision; importance of supervision in relation to assessment and decision-making; factors necessary for supervision to be effective; processes involved in the establishment and maintenance of supervisory relationships; problem-solving strategies regarding motivating staff, dealing with conflict, handling confrontation, etc; methods for monitoring the effectiveness of supervision.

### **Case Management in Out-of-Home Care**

Provider: Centre for Community Welfare Training

Duration: 2 days

Cost: \$200

Date: 12–13 August 2002 (Sydney)

Phone: (02) 9281 8822

Website: [www.acwa.asn.au/CCWT](http://www.acwa.asn.au/CCWT)

Are you so caught up in the minute details of a case you simply don't have the time

to sit back and look at the bigger picture? Do you feel as though no sooner have you dealt with one crisis than another one is looming? This course is about identifying and finding the right mix of the skills and knowledge required for effective case management. It will explore the skills of engaging the key players in the case management process and looking at how effective case management can best meet the needs of clients. Some of the issues to be addressed are: Preparing and implementing case plans; Understanding the purpose and process of case conferences and case reviews; Finding the right mix of assertiveness, self determination and negotiation; Prioritising and time framing key tasks; Building better relationships with stakeholders; and Record keeping. The workshop will inform participants of changes to case reviews and related practices as required by the new Children and Young Persons (Care and Protection) Act 1998.

### **What's new in Out-Of-Home Care?**

Provider: Centre for Community Welfare Training

Duration: 1 day

Cost: \$20 (limit 2 persons per agency)

Dates: 31 July 2002 (Sydney);

29 November 2002 (Westmead)

Phone: (02) 9281 8822

Website: [www.acwa.asn.au/CCWT](http://www.acwa.asn.au/CCWT)

The 2002 proclamation of the out-of-home care chapters of the Children and Young Persons (Care and Protection) Act brings never-seen-before changes to the way out-of-home care services are delivered to children and young people in NSW. The purpose of these changes is to create a high standard in the provision of out-of-home care and to clarify the roles and responsibilities of all parties involved. The Act sets in place clear guidelines for planning, record keeping and reviewing a child/young person's life, and what kind of information different parties should have access to. A significant shift in the working relationship between non-government designated agencies and the

## **Updating the National Child Abuse Prevention Programs database**

Since 1999, the National Child Protection Clearinghouse has maintained a searchable database of child abuse prevention programs in operation across Australia. Access to this database is available via the Clearinghouse web page at <http://www.aifs.org.au/na2.htm>. The database also formed the basis for a national audit of child abuse prevention programs which was produced by the Clearinghouse in 2000.

The database contains over 1800 programs and is designed to provide workers in the field with an opportunity to highlight the preventative work they are doing and to provide information about it to others. The database also provides a picture of the range and scope of child abuse prevention activities throughout Australia. Preventative work may include family support, community education, protective behaviours, child focussed or offender programs etc.

Currently the Clearinghouse is attempting to update the database by inviting program organisers who are already on the database to check their program details and notify us of any alterations. We also welcome programs not yet listed to contact us.

If your organisation is currently involved in running a child abuse prevention program, we invite you to complete a questionnaire about your program so that it can be included on the database. Questionnaires can be downloaded from the Clearinghouse web page (<http://www.aifs.org.au/nch/question.doc>), or completed over the phone.

Agencies already listed on the database which wish to alter program details are also invited to contact the Clearinghouse. Phone: (03) 9214 7888. Email [ncpc@aifs.org.au](mailto:ncpc@aifs.org.au).

Department of Community Services will occur as the Children's Guardian takes over the function of monitoring and reviewing the placement of children and young persons in out-of-home care.

### **Bad Kids or Hurt Kids? Strategies for Working with Young People**

Provider: Centre for Community Welfare Training  
Duration: 2 days  
Cost: \$200  
Date: 21–22 October 2002 (Penrith)  
Phone: (02) 9281 8822  
Website: [www.acwa.asn.au/CCWT](http://www.acwa.asn.au/CCWT)

This workshop will examine the nature of the helping relationship and strategies that can be used by those working with marginalised young people. The workshop is designed to facilitate skills which promote effective communication and the development of supportive, respectful, professional helping relationships with young people. Participants will learn strategies for working with angry, distressed, self-harming or suicidal young people, those with mental health issues and those who have substance abuse issues. There will be the opportunities for workers to look at obstacles and to apply appropriate strategies with clients in a variety of settings. Role plays and discussion of case studies will be used to identify areas of difficulty and examine practical strategies that help clients and protect workers.

### **Working with Schools and Connecting Communities**

Provider: Centre for Community Welfare Training  
Duration: 1 day  
Cost: \$100  
Date: 16 October 2002 (Sydney)  
Phone: (02) 9281 8822  
Website: [www.acwa.asn.au/CCWT](http://www.acwa.asn.au/CCWT)

This workshop will examine the real issues that confront out-of-school workers who attempt to put 'policy into practice' and work with schools. Barriers to implementation and their causes, including participant's own experiences will be looked at. In discussing the educational paradigm and variable factors that differentiate schools, participants will learn the best ways to address their own particular issues and how to best overcome them. A better understanding of the education paradigm and how it works will assist many outside organisations in attempts to work with schools. Examining methodologies, they can better develop relationships where they can work with, rather than feel that they are working against teachers and schools.

### **Basic Counselling Skills- Part 1**

Provider: Bankstown Community College (NSW)  
Duration: 3 hours x 8 weeks (6.30–9.30pm)  
Cost: \$190  
Date: Contact provider  
Phone: (02) 9793 8155

Website: [www.bankstowncommunitycollege.nsw.edu.au](http://www.bankstowncommunitycollege.nsw.edu.au)

This course will teach participants introductory counselling skills for use in community and workplace settings. It will also teach participants to establish a counselling environment, interview people effectively, maintain accurate records and adhere to professional ethics. A Student workbook will be provided. Participants must purchase a textbook (about \$45) and do homework and regular assessment tasks.

### **Basic Counselling Skills- Part 2**

Provider: Bankstown Community College (NSW)  
Duration: 7 hours x 4 weeks (9.30–5.00pm)  
Cost: \$190  
Date: Second semester (contact provider)  
Phone: (02) 9793 8155  
Website: [www.bankstowncommunitycollege.nsw.edu.au](http://www.bankstowncommunitycollege.nsw.edu.au)

This course will teach participants to classify problem behaviours and use therapeutic intervention techniques derived from models such as Behavioural, Rogerian, Gestalt, Rational and Transactional. This course will cover grief counselling and crisis counselling covering issues such as suicide, domestic violence, sexual assault and mental illness. This course will also discuss workplace counselling including employment interviews, performance reviews and job dismissals. A textbook purchase is required (about \$70) and regular homework will be set. A half day workshop will also run as decided by the group. Participants in this course must have completed the Part 1 course or equivalent.

### **Courses in Supervision**

Provider: Interrelate  
Duration: 120 hours (distance education and weekend workshop)  
Cost: \$650.00  
Date: Course starts in September 2002 (contact provider)  
Phone: (02) 9764 2466

The aim of this course is to train counselors in the theory and practice of clinical supervision. Comprehensive readings covering broad theoretical aspects and intensive experiential weekend workshop, ensures that practitioners develop relevant skills and knowledge.

### **Facilitation of Men's Groups**

Provider: Interrelate  
Duration: 65 hours distance education (3-day experiential component and online facility)  
Cost: \$350.00  
Date: Contact provider  
Phone: (02) 9764 2466

This course provides the opportunity for leaders to be exposed to the latest techniques and theories of working with men. A landmark initiative, based on current research, this course is highly

recommended for those working with men in a leadership role.

## **VICTORIA**

### **Child Protection Training and Development Unit,**

Provider: Department of Human Services  
Cost: Free  
Date: Contact provider  
Phone: (03) 9616 2991, (03) 9616 2866, (03) 9616 2992

The following courses will be run by the Unit for child protection staff at all levels within the protective services program. Places in programs are also available to regional placement and support staff, adoptions and permanent care, court advocacy unit and secure welfare staff. Some courses may have vacancies for community services organisation staff, which can be discussed with the course coordinators of individual courses. Courses run include: Induction, Violence in Families, Court Skills and Processes, Induction, Victorian Risk Framework for Supervisors and Managers, Working with Families for better outcomes, Effective Conflict Management., Transition to Supervisor, Working with Cultural Diversity, Kinship Care Placement, Engaging and Interviewing and Supporting Staff Effectively.

### **Managing Community Service Organisations**

Provider: RMIT  
Duration: 1 Semester  
Cost: \$1333.00  
Date: Contact provider  
Phone: 1800 067 117  
Website: <http://www.rmit.edu.au/shortcourses/>

This course assists participants develop frameworks and skills for organisational analysis and personal action. The lectures will cover; theoretical frameworks and paradigms in organisational theory; a critical and action orientated perspective on organisational analysis; understanding the development of organisations and their structures, culture, purpose and primary task; social perspectives on organisations and organisational change; and unconscious processes in organisations.

### **How to get the Best out of Your Volunteers**

Provider: Victorian University of Technology  
Duration: 1 evening, 6.00pm–9.30pm  
Cost: \$70.00  
Date: Contact provider  
Phone: (03) 9284 7920

Do you want to motivate, encourage and guide your team of volunteers successfully? Then this course is for you. At the end of the course participants will have gained skills to develop a team of committed volunteers whose contributions will be invaluable. Participants will also gain skills that will enable them to ensure that the volunteering experience is invaluable to the volunteers themselves.

### Best Practice In Volunteer Management

Provider: Volunteering Victoria

Duration: 1 day

Cost: \$66 members, \$88 non-members

Date: Contact provider

Phone: (03) 9650 8868

Email: volunteer@infoxchange.net.au

This one-day workshop will examine a 'best practice' approach to volunteer management, looking specifically at the origin and key principles of best practice, a step by step process for applying a 'best practice' approach to volunteer management, how to benchmark an organisation's vol-

unteer management practices against those of other organisations, how to assess an organisation's volunteer management practices and how to develop an action plan to improve volunteer management practices.

### Using Stories to Heal: Narrative therapy with children, young people and families who experience abuse.

Provider: Australians Against Child Abuse

Duration: 2 days

Cost: \$230.00

Date: 5-6 December 2002

Phone: (03) 9874 3922

Email: jmitchell@aaca.com.au

Website: www.aaca.netlink.com.au/

Stories are powerful meaning making strategies for children, young people and their families. This two day workshop offers the opportunity for participants to examine how personal life stories are influenced by abuse and family violence, the emergence of identity through stories, how stories can be used to heal and techniques for encouraging storytelling in therapy with children, young people and their families. The workshop



## Book review

# Recognising the needs of child protection workers

### *In the Firing Line: Violence and Power in Child Protection Work*

Janet Stanley and Chris Goddard, John Wiley & Sons, UK January 2002

### Reviewed by Joe Tucci

If you are one of the many professionals who have been confronted by violent clients, it is important to read this new book by Janet Stanley and Chris Goddard. First, you will experience a sense of relief that the authors have managed an open and honest examination of how violence is an intrinsic part of the practice of child protection. Second, you will nod furiously as you identify with the level of violence related by workers in the field. Finally, you may be challenged enough from the conclusions drawn by the authors to adjust your view about how such exposure to violence affects your decision-making.

In reading the book, you will note the authors' legitimate claim that while inquiries into the deaths of children from abuse have preoccupied health and welfare professions and the media for nearly three decades, little attention has been given to the effectiveness of protective services, where a child has not died but has been severely abused. As such, *In the Firing Line* offers theoretical developments and research findings in a number of areas relevant to the failure of state child protection systems to protect children from re-abuse.

Significantly, the authors vividly demonstrate that for many children, abuse directed towards them is only one part of a larger picture of violence engaged in and experienced by the whole family. For example, in 78 per cent of the sample of case files studied, there were descriptions of physical assault of other family members, in addition to maltreatment of the child. Moreover, 70 per cent of files recorded that the male in the parent role was involved in at least one criminal activity requiring investigation by the police.

The authors then highlight the alarming amount of violence experienced by child protection workers in their day to day work. In almost half of the research sample, protective workers had received a death threat from the



Authors Janet Stanley and Chris Goddard at the launch of *In the Firing Line*.

families of children with whom they were working. Just under a quarter of the workers had been assaulted, 14 per cent had experienced attempted assault, 44 per cent threatened with physical assault, and 10 per cent threatened with sexual assault – all in a period of six months.

Thus it is not surprising to read the claim by Stanley and Goddard that such workers often display hostage-like behaviour. It is in exploring the application of "hostage theory" to the practice of child protection that this book is most valuable. It highlights the connection between the impact of violence on the protective worker and their capacity to accurately recall the extent of abuse suffered by the child. Responding as hostages, workers may minimise, distort and re-classify the extent to which a child continues to be at risk of serious re-abuse.

The major contribution of *In the Firing Line* is its capacity to focus our attention to the needs and vulnerability of child protection workers. The authors review the centrality of supervision and training, and propose a framework for integrating the research findings. Most importantly, the book highlights how systems should work to actively protect their own staff from threats of and actual violence. This recognition is pivotal to improving the practices of child protection.

Joe Tucci is Executive Director of Australians Against Child Abuse.

will focus on ways to appreciate the principles of respect, transition and commitment in assisting in recovery from abuse related trauma. Through discussion of participants' own cases and series of exercises and role plays, participants will have the opportunity to practice this approach.

### **Responding to Sibling Abuse: Charting Unexplored Territory**

Provider: Australians Against Child Abuse  
Duration: 1 day  
Cost: \$120.00  
Date: 9 August 2002  
Phone: (03) 9874 3922  
Email: [jmitchell@aaca.com.au](mailto:jmitchell@aaca.com.au)  
Website: [www.aaca.netlink.com.au/](http://www.aaca.netlink.com.au/)

Children who have been abused by their siblings experience a range of difficulties. This workshop will examine the structural responses required to support children in this situation as well as issues practitioners confront in working with the children's parents and other siblings. It will draw on recent literature and research on the area as well as offer the opportunity to develop specific skills in assessing the impact of sibling abuse.

### **Working with families where a young person is engaging in violent and aggressive behaviour**

Provider: Australians Against Child Abuse  
Duration: 1 day  
Cost: \$120.00  
Date: 30 August 2002  
Phone: (03) 9874 3922  
Email: [jmitchell@aaca.com.au](mailto:jmitchell@aaca.com.au)  
Website: [www.aaca.netlink.com.au/](http://www.aaca.netlink.com.au/)

There are many families who present to clinical services who are at a loss to know what to do with an adolescent in their family who is displaying violent and aggressive behaviour. The result sometimes being that the young person is excluded from the family home. This workshop will promote the ability of participants to understand these behaviours and intervene in these families.

### **Developing helping Conversations with children who have experienced abuse and neglect and their parents.**

Provider: Australians Against Child Abuse  
Duration: 2 days  
Cost: \$230.00  
Date: 17–18 October 2002  
Phone: (03)9874 3922  
Email: [jmitchell@aaca.com.au](mailto:jmitchell@aaca.com.au)  
Website: [www.aaca.netlink.com.au/](http://www.aaca.netlink.com.au/)

This two-day workshop will explore the consequences of abuse and family violence on the development of a child's sense of self, relationships, confidence and abilities. Participants will have the opportunity to develop enhanced skills in working with children who have experienced abuse and trauma and explore strategies to engage participants in the child's recovery. This workshop will enhance participants'

skills, knowledge and understanding in communicating with and responding to children who have experienced abuse or family violence. Participants will have the opportunity to examine the impact of abuse on the parent/s and parent-child relationship and explore ways to promote the parents' ability to better understand their child's experience and develop positive ways to support and communicate with their child.

### **Working therapeutically with parents whose children have been abused**

Provider: Australians Against Child Abuse  
Duration: 1 day  
Cost: \$120.00  
Date: 27 November 2002  
Phone: (03) 9874 3922  
Email: [jmitchell@aaca.com.au](mailto:jmitchell@aaca.com.au)  
Website: [www.aaca.netlink.com.au/](http://www.aaca.netlink.com.au/)

This workshop will assist participants to explore their work with parents of children who have experienced abuse and the philosophies and assumptions that underpin this work. Using a child centred approach, this workshop will explore the importance of understanding the needs of parents. There will be a focus on the emotional needs of parents and appreciating the vulnerabilities of parents with their own history of abuse. Different psychotherapeutic theories of engaging and working with parents will be drawn upon throughout this workshop.

### **Adolescent Counselling**

Provider: Professional Development Institute-Monash University  
Duration: 10 weeks x 3 hours (Churchill, Clayton and Warragul)  
Costs: \$ 765  
Date: Contact provider  
Phone: (03) 9905 2618

This course aims to meet the needs of the community in the area of adolescent counselling by providing participants with the appropriate knowledge, skills and attitudes required to provide support and guidance to young people with whom they are in contact with. Personnel providing counselling are not always fully prepared for the traumatic and often highly sensitive nature of the information they receive in their emerging role as both confidantes and mentors. The course has been designed to provide practical counselling skills which best meet the special needs of adolescents, within a framework of various community support networks and within the context of professional and ethical consideration.

### **School Welfare Leadership Program**

Provider: Professional Development Institute-Monash University  
Duration: 24 hours over 8 weeks (classes in the evenings)  
Cost: Contact provider  
Date: Semester 2 (contact provider)  
Phone: (03) 9905 2618

This course aims to assist schools to develop effective student welfare support structures and processes. At the end of the course, each participating school will have reviewed its current policies and practices and have developed a comprehensive School Welfare Plan.

### **Introduction to Mental Health**

Provider: SCOPE Victoria  
Duration: 1 day  
Cost: \$88.00  
Date: Contact provider  
Phone: (03) 9536 4213

This course assists participants to develop an understanding of mental health, to learn how to access relevant services, how to assist individuals with mental health issues and what to do in a crisis, dealing with myths and to gain an understanding of specific psychiatric conditions.

### **Introduction to Counselling**

Provider: SCOPE Victoria  
Duration: 1 day  
Cost: \$88.00  
Date: Contact provider  
Phone: (03) 9536 4213

This Program assists participants to develop effective communication strategies, support clients to communicate effectively, develop active listening techniques, clarify messages, interview effectively, learn about the counselling process and explore and clarify personal issues.

### **Supporting Clients with Disabilities Manage Loss and Grief**

Provider: SCOPE Victoria  
Duration: 1 day  
Cost: \$88.00  
Date: Contact provider  
Phone: (03) 9536 4213

This course offers participants with an overview of grief and loss as it relates to individuals with disabilities. The course aims to give participants an understanding of the grief process.

## **QUEENSLAND**

### **Certificate IV Coordination of Volunteers**

Provider: Volunteering Queensland  
Duration: 4 days  
Cost: \$350 members \$450 non members  
Date: Contact provider  
Phone: (07) 3002 7600  
Website: [www.volunteeringqueensland.org.au/education2.html](http://www.volunteeringqueensland.org.au/education2.html)

This course is designed to provide participants with the knowledge and skills necessary to successfully coordinate volunteers. The course consists of 6 units; Plan and Develop a Volunteer Program; Recruitment and Selection of Volunteers; Orientate and Train Volunteers; Supervise and Support Volunteers; Motivate and recognise Volunteers; Evaluation and Quality Management of a Volunteer Program.

### Volunteer Management Essentials

Provider: Volunteering Queensland

Duration: 1 day

Cost: \$60 members \$80 non members

Date: Contact provider

Phone: (07) 3002 7600

Website: [www.volunteeringqueensland.org.au/education2.html](http://www.volunteeringqueensland.org.au/education2.html)

This workshop is designed for participants who are initiating or developing a volunteer program; want to review and update volunteer management skills; or for new volunteer coordinators. This workshop develops the skills and frameworks vital to healthy and effective work with volunteers.

### Introduction to Submission Writing

Provider: Volunteering Queensland

Duration: 1 day

Cost: \$60 members \$80 non members

Date: Contact provider

Phone: (07) 3002 7600

Website: [www.volunteeringqueensland.org.au/education2.html](http://www.volunteeringqueensland.org.au/education2.html)

This is a practical workshop that focuses upon the fundamental steps in planning, writing and presenting funding submissions: develop funding project ideas; identify appropriate sources of funding; address funding guidelines and applications; discuss project evaluation and reporting requirements.

## WESTERN AUSTRALIA

### Certificate IV Coordination of Volunteers

Provider: Volunteering WA

Duration: 4 days (9.15am–4.00pm)

Cost: member agencies \$330 non member agencies \$550

Date: Contact provider

Phone: (08) 9021 5552

The only Certificate IV level qualification of its type in WA, this course offers the coordinators or managers of volunteers

the opportunity to gain national accreditation in achieving the skills and competencies required for effective management of volunteers and volunteer programs. The course utilises a flexible delivery process and includes both 'off' and 'on the job' learning. There are six modules to be completed: Plan and Develop a Volunteer Program; Recruitment and Selection of Volunteers; Orientate and Train Volunteers; Supervise and Support Volunteers; Motivate and recognise Volunteers and Evaluation and Quality Management of a Volunteer Program.

## SOUTH AUSTRALIA

### Introduction to Mental Health

Provider: Social Options Australia

Duration: Half day (9.00am–1.00pm)

Cost: \$77

Date: 4 November 2002

Phone: (08) 8326 8033

Email: [info@soa.com.au](mailto:info@soa.com.au)

This is an intensive introductory workshop for those dealing with people with mental health issues. Participants can be workers with contact with the public on a daily basis, or those with clients with a particular mental health concern who would like to improve their understanding and skills to enhance customer service. This workshop gives an overview of mental health issues, systems and referral networks, practical tips and input from a consumer team who will provide participants with information first hand.

### Legal Aspects of Mental Health

Provider: Social Options Australia

Duration: Two hours (9.00am–11.00am)

Cost: \$40

Date: 19 August 2002

Phone: (08) 8326 8033

Email: [info@soa.com.au](mailto:info@soa.com.au)

This course is for participants dealing with people with mental health issues

and who want to know more about the legislative framework. This workshop gives an overview of relevant legislation and how it fits into systems and referral networks. It offers a practical approach to the Disability Discrimination Act, Mental Health Act, Guardianship and Administration Acts and the role of various authorities such as the Office of the Public Advocate and the Ombudsman and services such as Mental Health Services, Management Assessment Panel and doctors.

### Mental Health Plus

Provider: Social Options Australia

Duration: Half day (9.00am–1.00pm)

Cost: \$77

Date: 18 November 2002

Phone: (08) 8326 8033

Email: [info@soa.com.au](mailto:info@soa.com.au)

This course is open to people who have already attended our course 'Introduction to Mental Health' at any time over the past two years. A refresher of skills and knowledge previously learned is followed by sessions on legal issues in mental health, case management, accountability, confidentiality and boundaries of responsibility. Participants are required to bring a case study for group discussion.

### Complaints Handling

Provider: Social Options Australia

Duration: Half day (9.00am–1.00pm)

Cost: \$77 (\$109 with handbook)

Dates: 12 August 2002; 21 October 2002

Phone: (08) 8326 8033

Email: [info@soa.com.au](mailto:info@soa.com.au)

This popular course examines the importance of training in complaints handling for the human services; key questions about complaints in an organisation; how to make an organisation complaints friendly; developing a complaints policy; and integrating complaints into an organisation's daily practice. It also teaches practical complaints handling skills.

## WANTED

# Therapists who have experience working with Aboriginal and Torres Strait Islander children

The Cape York/Gulf Remote Area Aboriginal and Torres Strait Islander Child Care Advisory Association (RAATSICC) addresses issues of social justice and equity of access to services for families with children in remote areas from Aboriginal and Torres Strait Islander Communities across the Cape York and the Gulf regions of Northern Queensland.

RAATSICC is currently attempting to put together a database of qualified therapists with experience in treating Aboriginal and Torres Strait Islander children who have witnessed domestic violence.

It is hoped that therapists who will be listed on the database will be able to provide culturally appropriate services and demonstrate awareness of contemporary issues relating to service provision in Aboriginal Communities. It is also hoped that therapists will use

recognised therapeutic and educational modalities, while offering innovative programs with a proven track record.

Therapists who join the Therapeutic Register do not need to reside in Queensland but will need to be prepared to travel to Northern Queensland when required, although transportation and accommodation costs will be covered by RAATSICC. All therapists would be paid a daily rate which will be determined by joint discussion between therapists and the Association. Therapists in private practice or from government services are all welcome to join the database.

For further information about the RAATSICC Therapeutic Register, please contact Gareth Wild by phone 0408 490 627, or via email: [gareth@ar.com.au](mailto:gareth@ar.com.au)

### **Dealing with Difficult Situations and People**

Provider: Social Options Australia  
Duration: Half day (9.00am–1.00pm)  
Cost: \$77  
Date: 9 September 2002  
Phone: (08) 8326 8033  
Email: info@soa.com.au

This is an intensive workshop aimed at those who find themselves dealing with difficult customers and difficult situations. It offers 'a hands on' approach with practical tips, exercises and discussion which can be put to work as soon as the workshop is over. Participants can bring difficult situations to the workshop for discussion, analysis and action.

### **Conflict Resolution in the Human Services**

Provider: Social Options Australia  
Duration: Half day (9.00am–1.00pm)  
Cost: \$77  
Date: 22 July 2002  
Phone: (08) 8326 8033  
Email: info@soa.com.au

This workshop is full of techniques on how to achieve the win-win solution that can be found in situations where people see things differently and hold different views. Using examples from the Human Services, this course will explore how conflict arises, how difference can be valued and solutions found to most problems

### **How to Facilitate Really Successful Meetings**

Provider: Social Options Australia  
Duration: Half day (9.00am–1.00pm)  
Cost: \$77  
Date: 26 August 2002  
Phone: (08) 8326 8033  
Email: info@soa.com.au

Meetings have been called the 'heart of teamwork', and play an important part in team building and the successful achievement of our organisational goals. As well as covering what goes wrong at meetings, and the results of poor meeting leadership, the workshop will show how to lead a successful and participative meeting. Practical ideas will be presented on encouraging participation, managing the group process and getting to consensus and closure.

### **Balancing Management and Leadership**

Provider: Social Options Australia  
Duration: Half day (9.00am–1.00pm)  
Cost: \$77  
Date: 25 November 2002  
Phone: (08) 8326 8033  
Email: info@soa.com.au

Being a leader and being a manager require different skills and a different head set. This practical program will explore the differences between leadership and management and is designed for those people who are aspiring to leadership and or have managerial responsibilities and want to bring others with them.

### **Building Teams**

Provider: Social Options Australia  
Duration: Half day (9.00am–1.00pm)  
Cost: \$77  
Date: 29 October 2002  
Phone: (08) 8326 8033  
Email: info@soa.com.au

A group of people working together is not a team – turning people into teams and getting them working to complement and support one another is a skill. This workshop will help team leaders and people wanting to be team leaders with practical strategies and skills.

### **Using Program Logic to Plan or Evaluate Your Program**

Provider: Social Options Australia  
Duration: Full day  
Cost: \$143 includes lunch  
Date: 5 August 2002  
Phone: (08) 8326 8033  
Email: info@soa.com.au

Program Logic is a simple yet rigorous tool which can be used either as a planning tool for a program or as tool for planning an evaluation. Participants will be lead through the process of using program logic through examples and will then work with their own material to begin producing their own planning or evaluation tool.

### **Planning a Program Evaluation**

Provider: Social Options Australia  
Duration: Full day  
Cost: \$143 includes lunch  
Date: 23 September 2002  
Phone: (08) 8326 8033  
Email: info@soa.com.au

This course will take participants through the process of planning an evaluation. It will also examine some of the critical issues of evaluation including different types of evaluation; different models; various methodologies; outcome measurement; qualitative and quantitative approaches and statistics for evaluation.

### **Designing Questionnaires**

Provider: Social Options Australia  
Duration: Full day  
Cost: \$143 includes lunch  
Date: 14 October 2002; 2 December 2002  
Phone: (08) 8326 8033  
Email: info@soa.com.au

This is a new course which examines the theory and practice of designing questionnaires by human service organisations. These questionnaires could be for use in evaluation, research or customer feedback. This course will examine the common principles and approaches which underlie good questionnaires

### **Motivating Volunteers through Rewards, Recognition and Support: the best ways to ensure volunteers are fulfilled and valued**

Providers: Volunteering South Australia  
Duration: Half day (10.00am–1.00pm)  
Cost: \$80  
Date: 19 September 2002  
Phone: (08) 8221 7177  
Webpage: <http://www.volunteeringsa.org.au>

This course aims to provide participants with practical knowledge and skills to maximise volunteer enthusiasm, commitment and retention. Upon completion participants will have: awareness of the power of recognition and support as a means of validating and motivating volunteers, a model for understanding the motivational interests and needs of volunteers, explored a system of rewards based on motivational needs, knowledge of rules for recognition, a range of inexpensive ideas for recognition and tips for improving motivation and an understanding of the "work climate" in relation to motivation and retention .

### **Developing Leadership and Team Volunteering Skills: Optimising paid and unpaid staff relations**

Providers: Volunteering South Australia  
Duration: 1 day (10.00am–3.30pm)  
Cost: \$140  
Date: 28 November 2002  
Phone: (08) 8221 7177  
Webpage: <http://www.volunteeringsa.org.au>

This course aims to provide participants with the opportunity to develop their leadership skills to inspire and guide volunteers toward a team effort. Upon completion participants will have: a model for going into situations as a team leader, identified the qualities and skills of good volunteer leaders, explored and identified their own leadership style, assessed key coordinating and linking skills that assist volunteers to work as a team, challenged a range of myths about teamwork and developed methods for identifying and developing leadership in volunteers.

## **NORTHERN TERRITORY**

### **Child Protection Training**

Provider: Department of Health and Welfare  
Cost: Free  
Date: Contact provider  
Phone: (08) 8999 2400 ask for FACS Education and Training Coordinator

The Northern Territory has two FACS trainers and while most programs are run for FACS staff only, some programs are open to other welfare workers or interested professionals. Courses run include: Introduction to Child Protection, Life Story Work in Alternative Care, Case Management for FACS, Strategies for effective Communication, Introduction to Substitute Care, Alcohol and Other Drugs Implications for Welfare Workers and Report Writing.

*Katie Kovacs is Project Officer with the National Child Protection Clearinghouse at the Australian Institute of Family Studies.*