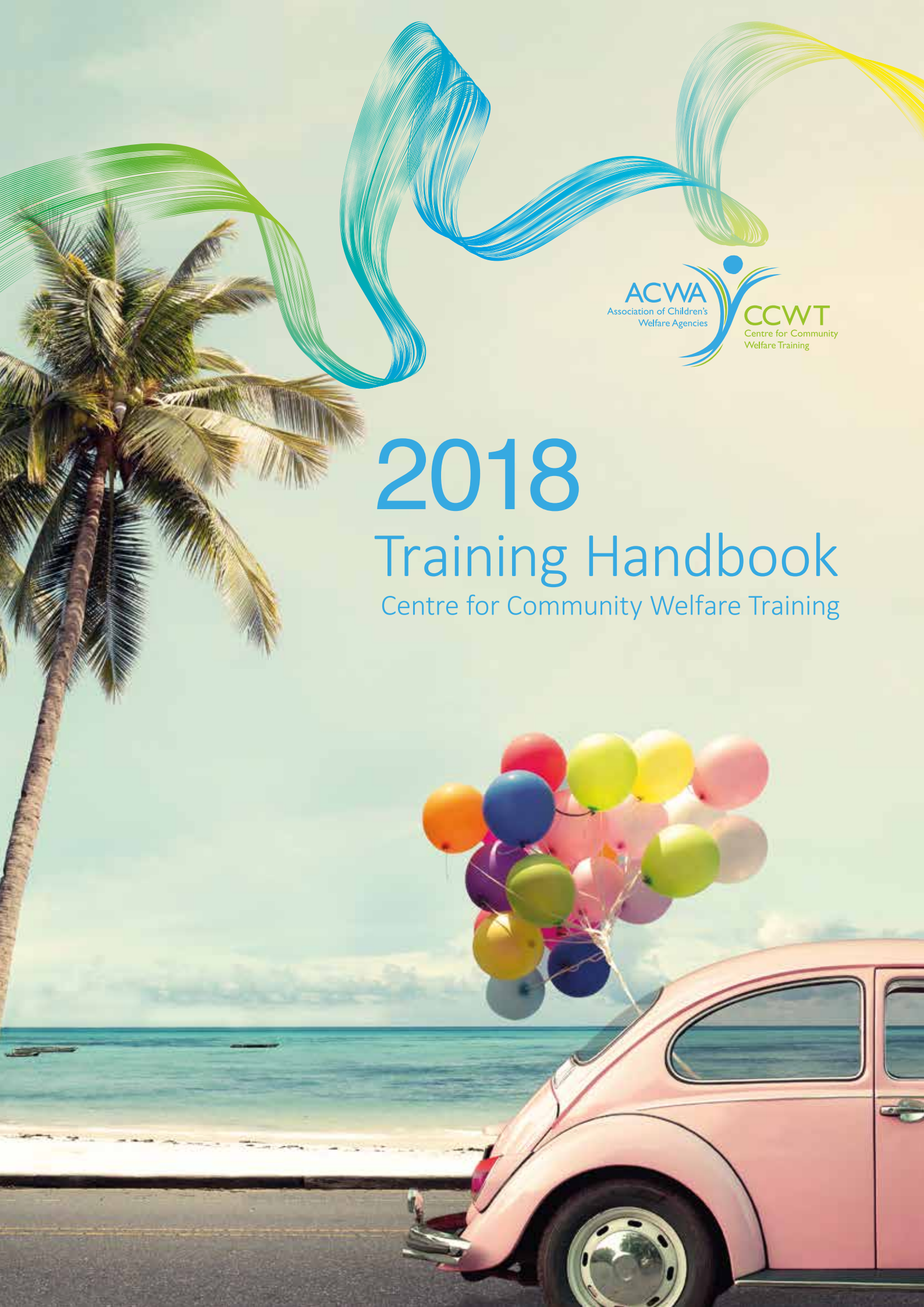

ACWA
Association of Children's Welfare Agencies

CCWT
Centre for Community Welfare Training

2018
Training Handbook
Centre for Community Welfare Training

ACWA
Association of Children's Welfare Agencies

CCWT
Centre for Community Welfare Training

Centre for Community Welfare Training
Level 4
695-699 George Street
Sydney NSW 2000

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ccwt@ccwt.edu.au

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NSW GOVERNMENT Family & Community Services

CCWT acknowledges the funding support of the Department of Family and Community Services

Welcome

Over the last 30 years we have seen many changes in the community sector and provided relevant professional development opportunities and qualifications to support the work in the sector. Recent changes include the transition of out-of-home care services to the non-government sector, a major restructure of how services are offered in the homelessness sector, changes to targeted early intervention programs and, of course, the advent of the NDIS (National Disability Insurance Scheme). In this Calendar you will find many courses that will provide you with more information and skills in these areas.

CCWT offers more than just a training calendar:

- Our In-House Services team will provide you with workshops, coaching, supervision, training needs analyses and other workforce development strategies.
- The Leadership and Management team offers the ever-popular Community Leadership Program for new and upcoming leaders, and the nationally accredited BSB51915 Diploma of Leadership and Management.
- The Qualifications team can assist you to achieve qualifications in community services, counselling and child, youth and family intervention at the Certificate IV or Diploma levels.

Our best asset are all of the community sector practitioners, consultants and trainers who provide courses for us on our Calendar and through In-House. A big thanks to all of you for your commitment to this sector.

CCWT is the learning and development arm of ACWA, the Association of Children's Welfare Agencies. ACWA is the non-government peak body for NSW and the ACT, representing the voice of community organisations working with vulnerable children, young people and their families. ACWA provides a variety of services to its member organisation and the broader children's welfare sector, including:

- Advocacy
- Policy advice and commentary
- Research and consultation
- Member support and information sharing
- Public messaging about fostering through Fostering NSW
- Sector conferences, forums and seminars on critical issues

ACWA is also the home of the Best Practice Unit, an innovative partnership of policy and learning, which works to strengthen practice, foster local innovation and build capacity in the sector.

Andrew McCallum
CEO

Linda Watson
Director

What's New @ CCWT

New registration options

In 2017 ACWA/CCWT launched a new website and database that allows for easier online registration and registration of multiple students.

One of the new features of the website is the Personal Profile. Every person who registers for an ACWA event or a CCWT workshop has a profile automatically created.

To access this profile go to:

www.skillsoncourse.com.au

Type in your first and last name and the email that you use to register for ACWA/CCWT events. Click on the Forgot Password button and you will be directed to set up a password.

Once you are in your profile you can:

- Change your contact details
- Look up the details of any courses or events that you have registered for
- Access your certificates of attendance from ACWA/CCWT events
- Sign up for mailing lists
- Look at the history of the events and courses that you have attended

New ways of attending courses

Some of our workshops will be open to people attending by video conference. To find out if this includes the workshop you wish to attend go to the website listing for your workshop – here will be an option to enrol in a video conference class on the same date as the workshop.

In early 2018 CCWT will release information on a range of webinars, communities of practice and coaching opportunities. To begin with these will be aimed at people working in the out of home care sector, and provide support during the implementation of the permanency reforms.

Training Terms and Conditions

Visit our website for the CCWT training terms and conditions.

www.ccwt.edu.au

Australian Psychological Society – CPD

If you are a member of APS, you can accrue continuing professional development (CPD) hours by participating in courses in this handbook that you determine to be relevant for your professional practice, learning plan and objectives.
For more information, go to Australian Psychological Society website:
www.psychology.org.au

Australian Association of Social Workers (AASW)

All courses in this calendar handbook (or website) are AASW endorsed continuing professional development (CPD) activities.
For full information on CPD for AASW members please visit their website:
www.aasw.asn.au

AASW
Endorsed CPD

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Nationally Recognised Training at CCWT

Nationally Recognised Training

Gain a qualification or a targeted set of skills

Nationally recognised training is training that leads to a qualification or a set of units targeted at a particular skill. It is also known as Vocational Education and Training (VET). Qualifications and skill sets achieved are valid nationally.

3 reasons to complete a qualification or skill set

1. Some job roles require tertiary level qualifications in particular areas – this includes the VET qualifications as well as university issued qualifications.
2. Achieving either a qualification or a skill set of a few units could open up new types of work for you or make you more attractive to a new employer.
3. You are exposed to the most up-to-date knowledge and practices in the sector and this could lead to improved work practices and better outcomes for clients.

What topics can I study?

CCWT offers qualifications at Certificate IV and Diploma level in:

- Community services, including specialisations in case management and child protection
- Child, youth and family intervention, including a specialisation in residential care
- Leadership and management

Qualifications and units are offered through a mix of face-to-face workshops, distance packages and online modules.

Recognition of Prior Learning (RPL)

If you are an experienced worker you may be eligible for Recognition of Prior Learning (RPL). RPL can be undertaken for one unit, a group of units or a whole qualification. You can also use a mix of RPL and training and assessment to gain a qualification. RPL provides recognition for the skills and knowledge you already have, as well as reducing the time and cost of completing a qualification.

For more details visit the CCWT website: www.ccwt.edu.au

RPL processes are tailored to each individual student

RTO Trading Name: Centre for Community Welfare Training
RTO Number: 90494

We come to you!

In-House Training Services

Convenient, flexible and cost effective

Our team can be contracted to deliver a range of professional learning and development services specifically for your organisation. This includes:

- Workshops
- Coaching and/or mentoring
- Individual or group supervision
- Development of written or online learning modules
- Analysis of training needs and development of learning plans
- Delivery of qualifications through learning or assessment only pathways

Why choose In-House Training?

In-House training is effective when you:

- Have 10 or more staff with the same development need
- Want to ensure all your team have had access to the same knowledge
- Need training that is based on your processes or reflects your context

Participants of In-House training also comment on the value of the event in building team culture.

What subjects can I choose from?

The workshops listed in this Handbook are all available for delivery to your team. But our team of experienced trainers can also develop and tailor courses to suit your needs in other subject areas. If you aren't sure what course you are needing, a CCWT staff member will talk through your situation and advise on courses that may suit.

Alternatively you can complete the enquiry form on our website.

Contact In-House to discuss your needs and receive a quote:
email: inhouse@acwa.asn.au ph: (02) 9281 8822
www.ccwt.edu.au/inhouse

Become a Member of ACWA

As a member of ACWA, you will join a solid network of organisations and professionals dedicated to supporting the wellbeing of children, young people and their families and committed to enhancing the skills and capacity of the community services sector.

ACWA Member Benefits

- A $20 per day discount on CCWT Calendar courses
- Discounts and priority invitations for forums and events
- Newsletters and regular sector updates
- Use of the Member Legal Panel
- Professional development opportunities

Annual Subscription Fees

Category	Early Bird	Full Price
Individual	$158	$166
Up to $3M	$254	$267
Over $3M Up to $5M	$642	$675
Over $5M Up to $10M	$1916	$2012
Over $10M Up to $25M	$3190	$3350
Over $25M	$6366	$6684

For member eligibility and other information please go to: **www.acwa.asn.au**

About ACWA

The Association of Children's Welfare Agencies (ACWA) is the NSW non-government peak body representing the voice of community organisations working with vulnerable children, young people and their families.

We work with our members, partners, government and non-government agencies and other peak bodies to bring about positive systemic reform that will deliver better outcomes to the lives of children and young people, including those living in out-of-home care.

What We Do

Policy & Research

ACWA is an advocacy body committed to representing the rights of vulnerable children, young people and their families from early intervention through to open adoption and transitioning to adulthood.

For more than 50 years, ACWA's work has been particularly focused on out-of-home care and we continue to play an integral policy and advocacy role in this area.

What's New at ACWA

A weekly clearinghouse email disbributed to members and non-members.

Developing Practice Journal

developing practice is a peer-reviewed journal published by ACWA for the child, youth and family services sector. It has been published since 2001, and is nationally and internationally recognised for its coverage of issues affecting vulnerable children, young people and families.

Legal Panel

ACWA has developed a Legal Panel with expertise in corporate governance, employment and contract law as well as specialist child protection and Children's Court experience to assist members' access to sound legal advice. ACWA chose each firm through a rigorous process based on their experience and value for money – so members can deal directly with the participating firms in confidence, knowing they have additional service quality and fee charging protections.

Out-of-Home Care Forums

For practitioners in service delivery to examine OOHC issues, discuss key areas of common interest and concern and to network with other care providers.

Best Practice Unit

The Best Practice Unit (BPU) works to strengthen practice, promote local innovation and build capacity across the sector, integrating expertise from across ACWA and CCWT and providing ACWA's member networks with relevant training packages, policy advice and participation in research.

Many of CCWT's training programs build on the work of the ACWA Best Practice Unit to provide cost effective and accessible training opportunities for people working across the community welfare sector, firmly grounded in the research and policy developed through the unit.

Conference

ACWA's biennial conference is the longest running child and family conference in Australasia.

The next conference will be held in August 2018.

Foster Care Week

Foster Care Week is an annual event that has been running in NSW since 1990, coordinated by ACWA with the support of non-government foster care agencies and other partners.

Activities during the week include the Sydney Foster Care Week Picnic Day for foster carers and their families, regional activities and social events for carers, and engagement with the general public via a range of media.

Fostering NSW

The Statewide Carer Recruitment and Retention project, which drives public awareness-raising campaigns designed to support the recruitment efforts of Out-of-Home Care providers and promote the positive social norms of fostering.

Community Leadership Program 2018

An inspiring 8 month long leadership development program offering a unique opportunity to develop the full potential of staff and transform them into the next generation of ethical, engaged and empowered leaders in the community sector.

> *The program challenged my usual style. It educated and informed me and increased my confidence.*
>
> – *past participant*

For more information contact
Lesley 02 9281 8822
leadership@acwa.asn.au

ACWA Association of Children's Welfare Agencies

CCWT Centre for Community Welfare Training

Sponsored by

HESTA

An Industry Superfund

Aged Care

Dementia and Communication – Going into their Space

Learn creative ways to address communication changes that come with dementia and discover new understandings of their communication needs.

Who Should Attend? Anyone working with people who have dementia, e.g. Alzheimer's disease.

Beate Steller
Duration: ½ day

Developing the Best Business Model for Your Service in the New Environment

Develop a business model to keep your existing consumers/ customers and attract new ones and have a continuous source of income in a market, consumer driven environment.

Who Should Attend? Managers in community, aged and disability services.

Grace Leotta
Duration: 1 day

Loss and Grief that Comes with the Transition into Aged Care and Dementia

Research confirms that older people find the transition into aged care challenging. This disenfranchised loss is addressed by providing proactive strategies that support older people (with and without dementia) through this transition.

Who Should Attend? Counsellors, nurses, therapists, aged care specialists, carers, psychologists and other allied health professionals.

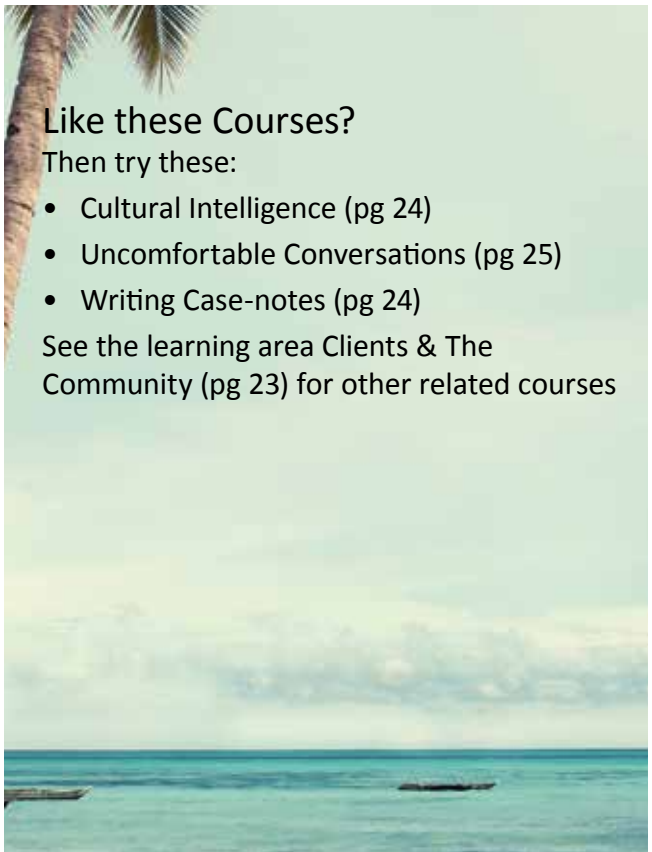
Beate Steller
Duration: 1 day

Recognising and Responding to the Abuse of Older People

Improve your skills and confidence in recognising and responding to the abuse of older people.

Who Should Attend? Frontline workers, line supervisors, managers and senior staff working with older people.

Saul Nightingale
Duration: 1 day



Like these Courses?

Then try these:

- Cultural Intelligence (pg 24)
- Uncomfortable Conversations (pg 25)
- Writing Case-notes (pg 24)

See the learning area Clients & The Community (pg 23) for other related courses

Alcohol and Other Drugs

Addiction

The Circles Concept of Addiction

In this workshop we will look at how all addictions develop and what can be done to effectively recover from them. A practical, entertaining workshop relevant to people working with addictions.

Who Should Attend? Anyone working with people who are 'at risk' of developing an addiction to a certain behaviour (or who have already done so).

Harry Mayr
Duration: 1 day

Let's Talk About Gambling

The aim of this workshop is to increase the awareness and skills related to addressing problem gambling within contexts other than gambling specific services. Learn how to identify when a person may be involved in problem gambling and develop strategies to engage and work with these clients.

Who Should Attend? Community services staff, counsellors and health and welfare workers outside the problem gambling field.

Alison Bell
Duration: 1 day

Trauma and Addictions

The link between complex childhood trauma and adult addictions is well known (ACE study). In this workshop we will explore the theme of addiction as a coping mechanism. Participants will gain the 'how to' provide a balance of trauma and addiction interventions for positive and efficient client growth and recovery.

Who Should Attend? This training is suitable for new to experienced workers from mental health, counselling, alcohol and other drugs, problem gambling, homelessness and respective welfare sectors.

Philip Hilder
Duration: 1 day

Unravelling Poly Addictions – Addressing Substance Dependency and Behavioural Addictions

Traditionally, there has been a mythical gulf between substance dependencies and behavioural addictions. Neurologically we now know that both stimulate the reward systems of the brain. This training explores treatment specific needs in alcohol, other drug, problem gambling, and other addictive behaviour.

Who Should Attend? This training is suitable for beginning to experienced workers from mental health, counselling, alcohol and other drugs, problem gambling, homelessness and respective welfare sectors.

Philip Hilder
Duration: 1 day

Alcohol and Other Drugs

Double Whammy – Co-occurring Mental Health and Alcohol and Other Drug Disorders

Do you feel daunted by the complexity of challenges that clients experiencing these disorders face? Through presentation of information, discussion and experiential activities you will gain knowledge and skills and increase your confidence to provide effective services for this client group.
Assessment can be undertaken in:

- CHCMHS005 Provide services to people with co-existing mental health and alcohol and other drug issues
- CHCCCS014 Provide brief interventions

Who Should Attend? Workers in the community services sector, including managers and team leaders.

Mandy Marsters
Duration: 2 days
NRT

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& Mental Health

Double Whammy Masterclass – Co-occurring Mental Health and Alcohol and Other Drugs

Seize the opportunity to take your skills and knowledge to the next level. Interactive group learning processes will be utilised to enable you to respond to complexity, using current best practice strategies.

Who Should Attend? Experienced workers, managers and supervisors who provide services to clients with these co-occurring disorders.

Mandy Marsters
Duration: 1 day

Involuntary Clients: Challenges and Opportunities

Examine the specific challenges and identify effective approaches for working with people who are under pressure to change.

Who Should Attend? Workers who provide counselling or casework services.

Alison Bell
Duration: 1 day

Motivational Interviewing: Helping People Change

Motivational interviewing is a person-centred, evidence-based approach aimed at decreasing resistance and increasing the possibility of change within an atmosphere of acceptance and compassion.

Who Should Attend? Alcohol and other drugs workers, mental health workers, health practitioners, community sector workers.

Alison Bell
Duration: Metro – 3 days
Regional – 2 days only

Orientation to the Alcohol and Other Drugs Field

Acquire the knowledge, attitudes and skills needed to work with clients who use and misuse alcohol and/or other drugs. Learn practical strategies to support you working in this often challenging field.
Assessment can be undertaken in:

- CHCAOD001 Work in an alcohol and other drugs context
- CHCAOD002 Work with clients who are intoxicated

Who Should Attend? Workers who are new to the AOD field, also people working in all services who have clients with alcohol and/or other drug problems.

Tracey Greenberg
Duration: 2 days
NRT

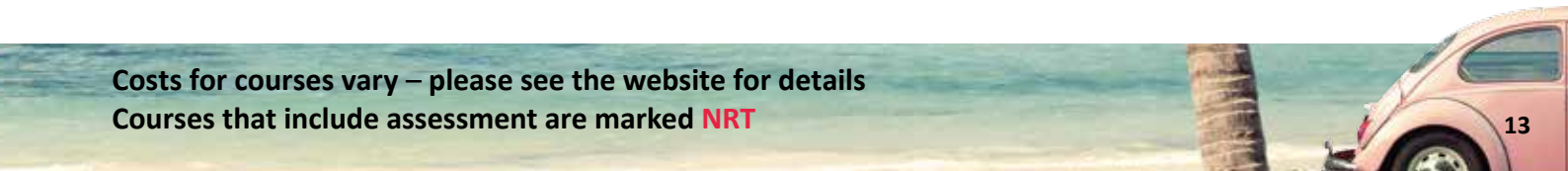
Relapse Prevention in Mental Health and AOD Treatment

Learn relapse prevention strategies for clients to support their recovery from mental health and/or AOD issues. You will be introduced to a range of tools to assist with monitoring wellbeing.

Who Should Attend? Anyone working with clients who are experiencing transition in their AOD use or mental health treatment, even when working with these clients in another context.

Toni-Lee Philips
Duration: 1 day

Costs for courses vary – please see the website for details
Courses that include assessment are marked NRT



Mental Health

Complex Trauma and Mental Health

Complex developmental trauma is the trauma of childhood neglect, physical and sexual assault, and exposure to family and community violence. This training explores mindful, strengths-based and creative counselling for transformation and recovery.

Who Should Attend? Experienced workers providing counselling services.

Philip Hilder
Duration: 2 days

Entering the New Paradigm – Supporting Non-Clinical Mental Health Recovery

Be part of the transformational change in Mental Health by exploring the history, values and principles underpinning non-clinical recovery. Gain knowledge and practical skills to provide effective recovery-oriented services to mental health service-users in a wide range of settings and roles.

Who Should Attend? Workers in a range of roles and services who come in to contact with people who experience mental health disorders, their families and carers, and anyone with an interest in non-clinical mental health recovery.

CCWT Learning and Development Specialist
Duration: 1 day
NRT

Mental Health First Aid for Community Sector Workers

Mental health first aid is the help provided to a person who is developing a mental health problem, or who is in a mental health crisis (e.g., the person is suicidal or has had a traumatic experience). Like physical first aid, mental health first aid is given until the person receives professional help or until the crisis resolves. Mental health first aid strategies are taught in evidence-based training courses authored by Mental Health First Aid (MHFA) Australia and delivered by accredited MHFA Instructors across the country.

Who Should Attend? Community sector workers and those supervising workers (including those doing home visiting and assertive outreach).

Donna Bevan
Duration: 2 days

Mindfulness for the Anxious Client

Anxiety is a normal response to stress but can contribute to persistent worry, sleeplessness and fatigue. Learn how mindfulness can reduce symptoms of anxiety, enhance psychological flexibility and be used professionally.

Who Should Attend? Community, health and human services workers, counsellors and psychotherapists.

Michael Dash
Duration: 1 day

Navigating Your Way around Mental Health Law

This course will provide you with an understanding of mental health legislation and human rights, with a focus on the Mental Health Act (2007).

Who Should Attend? Staff of government and non-government organisations working with persons who are affected by the Mental Health Act (2007).

Peter Bazzana
Duration: 1 day

Personality Disorders

Historically the treatment for personality disorders was accepted as arduous and likely to fail. Now, working with personality dynamics is easily understood and readily achievable. This training explores the modern creative and mindful approaches to personality change that makes this achievable.

Who Should Attend? New to experienced counsellors/ psychologists and mental health workers.

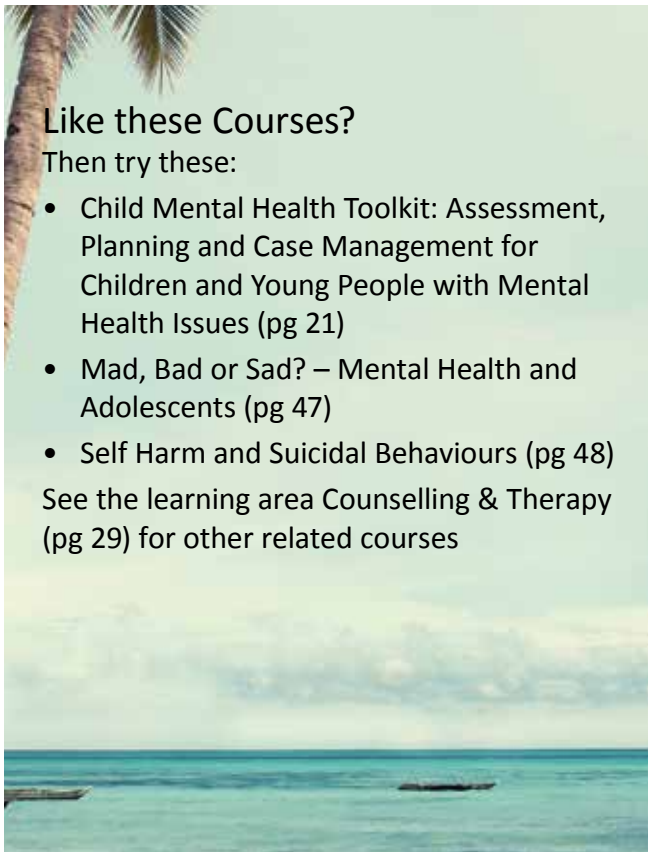
Philip Hilder
Duration: 1 day

Personality Disorders: A Psychodynamic and Attachment Theory Perspective

This workshop takes an in-depth look at personality development and the aetiology of personality disorders. Participants are given a schema to understand how complex clients work and how best to approach their therapy.

Who Should Attend? Experienced psychologists, social workers, counsellors and other clinicians working in a therapeutic role.

Don Finnegan
Duration: 2 days



Refining Skills in Non-Clinical Mental Health Recovery-oriented Practice

Take your practice to the next level by developing your knowledge and refining skills, approaches, attitudes and strategies to provide authentic and effective recovery-oriented services and supports.
Note: Completion of 'Entering the New Paradigm – Supporting Non-Clinical Mental Health Recovery' is a pre-requisite for enrolling in this course.
Assessment can be undertaken in:
• CHCMHS002 Establish self-directed recovery relationships
• CHCMHS003 Provide recovery oriented mental health services

Who Should Attend? Experienced workers, (including co-ordinators, team-leaders, supervisors and managers), who come in to contact with people who experience mental health disorders, their families and carers.

CCWT Learning and Development Specialist
Duration: 1 day
NRT

Unpacking the Complexity of Hoarding and Squalor

Hoarding Disorder and Severe Domestic Squalor is on the increase with an estimated 600,000 Australians affected. But how do you work with and support someone living in clutter? Like the proverbial iceberg, it's not what you can see on top of the water but rather, what's underneath.

Who Should Attend? Frontline workers, case workers, mental health workers, family workers.

Debbie Graham
Duration: 2 days

Working with Anxiety Disorders

Improve your skills and confidence in recognising and responding to the abuse of older people.

Who Should Attend? Experienced staff working therapeutically with clients.

Felicity Rea
Duration: 2 days

At The Workplace

Communication Skills

Communicating Assertively in the Workplace

Learn how to speak up, stand your ground, say no and deal with conflict without being seen as difficult or coming across as aggressive.

Who Should Attend? Anyone who wants to express themselves more clearly and deal with difficult situations more effectively.

Lane Blume
Duration: 1 day

Managing Challenging Behaviours

Increase your skills and confidence in managing the challenging behaviours of co-workers and clients in this practical, participative and reflective workshop that maximises self-awareness and gives you clearly defined strategies.

Who Should Attend? Workers who are managing challenging behaviours of clients and co-workers.

CCWT Learning and Development Specialist
Duration: 1 day

Managing Difficult Calls

The course will provide participants with simple, practical tips, ideas and strategies for managing a range of difficult calls. Self care will also be discussed.

Who Should Attend? This workshop is for anyone who may have to manage difficult telephone calls.

CCWT Learning and Development Specialist
Duration: 1 day

Effective Writing

Grant and Tender Writing

Write applications that are focused, easy to read and persuasive; and that meet the needs of the funders. Bring examples that you want to work on.

Who Should Attend? Anyone who wants to write more effective grants, proposals and tenders.

Lane Blume
Duration: 1 day

The Nuts and Bolts of Writing

Learn the fundamentals of grammar and punctuation, and how to avoid some common usage errors, so that you will write more clearly, effectively and professionally.

Who Should Attend? Open.

Lane Blume
Duration: 1 day

Leadership

Conflict Management

Develop knowledge, skills, and techniques to manage conflict with confidence. Increase your self-awareness and apply your learning to either professional or personal contexts.

Who Should Attend? Open.

CCWT Learning and Development Specialist
Duration: 1 day

Mindfulness in Workplace Relationships

Mindfulness increases a worker's capacity to think with clarity, act with compassion and speak with gentle authority. In this course, we will reflect on four essential elements of mindful practices: body and breath, thought patterns, emotional regulation and actions.

Who Should Attend? Professionals in high anxiety, demanding work contexts.

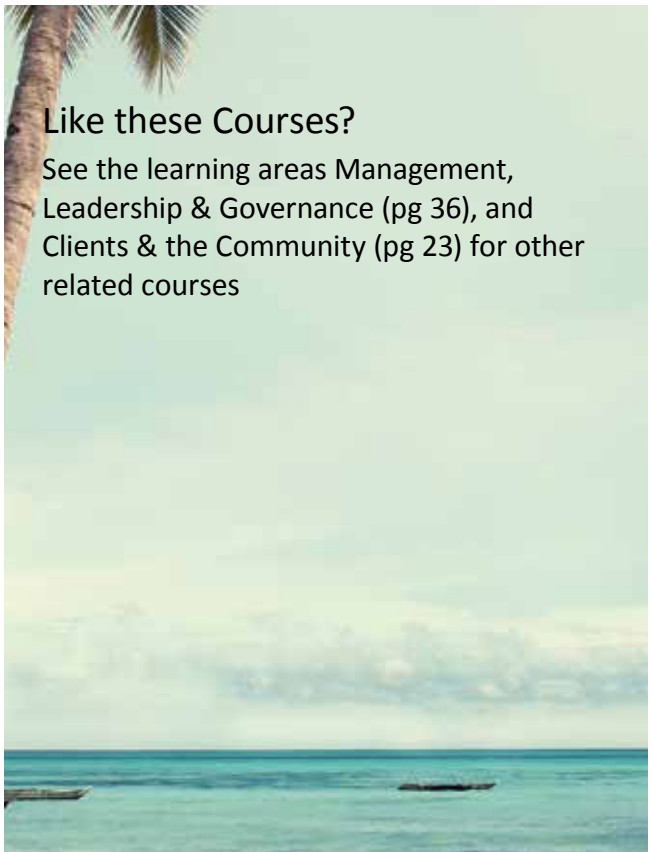
Mary Jo McVeigh
Duration: 1 day

Tackling Tricky Conversations in the Workplace

Learn how to have conversations about tricky topics in the workplace. Articulate problems with clarity and ensure proper follow up to maximise positive outcomes.

Who Should Attend? Managers, Team Leaders and Supervisors.

Jackie Burke
Duration: 1 day



Manage Time and Projects

Time Management and Self-Leadership

Identify common time mis-management habits and learn how to make use of effective planning systems, even when under pressure.

Who Should Attend? Workers and managers who want to improve their time management strategies.

Lane Blume
Duration: 1 day

Workflow and Time Management

Explore key patterns and habits, and develop effective strategies to achieve personal self-management of everyday pressures and tasks.

Who Should Attend? Open.

CCWT Learning and Development Specialist
Duration: 1 day

Distance Learning

Cost including Assessment: $250/$230 Members
Cost without Assessment: $50/$40 Members

Making Communication Work at Work

Learn how to be successful in common workplace communication tasks, such as giving feedback, running meetings and groups, and in the day-to-day interactions with clients and co-workers. This distance kit provides opportunities to practice new skills.
Assessment can be undertaken in:
• CHCCOM002 Use communication skills to build relationships

Who Should Attend? Open.
Distance Kit
NRT

WHS in the Workplace

This course is an introduction into how to work safely and within the bounds of policy, procedure and legislation. WHS is an area of work in which myths abound so it is essential to have a sound understanding of the purposes and application of WHS legislation.
Assessment can be undertaken in ONE of the following units:
• HLTWHS001 Participate in work health and safety
• HLTWHS003 Maintain work health and safety
• HLTWHS004 Manage work health and safety

Who Should Attend? Open.
Distance Kit
NRT

Child Protection, Early Intervention

Child Protection

Child Protection – Identify and Respond to Children and Young People at Risk

Essential training for mandatory reporters, covering updated child protection legislation and its application when delivering services to children and/or their families.
Assessment can be undertaken in:

- CHCPRT001 Identify and Respond to children and young people at risk

Who Should Attend? Mandatory reporters and those who manage mandatory reporters.

CCWT Learning and Development Specialist
Duration: 2 days
NRT

Responding to Child Protection Allegations Against Employees

This workshop will equip you with the skills to respond to child protection allegations made against employees. The training provides an overview of employer's obligations under the NSW Ombudsman Act. You will examine the steps involved in the investigation process, risk assessment and management.

Who Should Attend? Heads of agencies, investigators, managers or supervisors, who are responsible for responding to and/or investigating reportable child protection allegations or convictions against employees and staff involved in developing child protection policies, training and education.

NSW Ombudsman
Duration: 1 day

Safety Centred Practice in Child Protection – An Introduction

Safety Centred Practice is a collaborative, solution-focused approach to enhancing child safety within the context of family. This practical workshop focuses on safety centred engagement, assessment and planning skills.

Who Should Attend? Case workers, case managers and support workers working in government and non-government organisations with child protection service delivery responsibilities.

Eleonora De Michele and Catherine Santoro
Duration: 2 days

The Sexual Abuse of Children – Lessons Learnt and How to Promote Safety within Organisations

Child sexual assault is every professional's business – identifying and responding to concerns about a child's safety or professional misconduct is a statutory responsibility. Creating child safe organisations is fundamental for all institutions.

Who Should Attend? All frontline staff, supervisors and managers working with or for children and young people in government and non-government organisations.

Eleonora De Michele
Duration: 3 days

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& Family Work

Early Intervention and Family Support

Assessing Children: Autism, ADHD or Trauma?

Acquire the knowledge to assess whether a child's presentation relates to trauma, ADHD or to Autism Spectrum Disorders. Hear from a psychologist and child and adolescent psychiatrist about approaches that optimise the outcomes for children.

Who Should Attend? Workers from child protection, early intervention, and child and adolescent mental health services.

Justine Ellis and Beth Macgregor
Duration: 1 day

Building Parents' and Carers' Reflective Capacities

Acquire the skills to support parents and carers to understand and respond to the needs and feelings underlying their children's behaviour. Learn how to engage in a reflective dialogue with parents and carers, speak on behalf of the child and offer developmental guidance.

Who Should Attend? Workers in early intervention, child protection and family support services.

Beth Macgregor
Duration: 1 day

Child Development and Attachment: Impact from Early Years to Adulthood

Examine the implications of early relationship experiences for children's emotional development, and learn how to help parents who are struggling to meet their children's needs, as well as children who have experienced adverse early care.

Who Should Attend? Experienced child and family workers.

Beth Macgregor
Duration: 2 days

Culturally Responsive Family Work with Migrant and Refugee Communities

In Australia, the area of working across cultures is no longer a specialist skill but central to all our practice. Participants will be introduced to a framework for culturally responsive practice and explore how this can be applied when working with migrant and refugee communities.

Who Should Attend? Community workers working with or wishing to engage in working with migrant and refugee families.

Janet Irvine and Lisa Osborn (Settlement Services International)
Duration: 1 day

Difficult Conversations with Resistant Parents

Explore an effective conversation style that utilises both a psychobiological and curiosity approach to engaging parents who are classified as involuntary clients and often labelled as resistant to engagement.

Who Should Attend? Professionals working in the child protection, early intervention or family relationship fields.

Mary Jo McVeigh
Duration: 3 days

Domestic and Family Violence: Understanding the Impact on Children

Learn about the implications of living with domestic violence for children's development and their physical and mental wellbeing, and explore strategies to support children who have experienced domestic violence.

Who Should Attend? Professionals that work with families, children or young people who are seeking a comprehensive introduction to understanding the impacts of family and domestic violence on children.

Mirna Tarabay
Duration: 1 day

Costs for courses vary – please see the website for details
Courses that include assessment are marked NRT

Engaging Parents: Establishing a Working Alliance with Parents/Carers of Children and Young People at Risk

Enhance your clinical practice through proven skills and strategies to positively engage parents from the outset in your work with children and young people at risk.

Who Should Attend? Psychologists, counsellors, case workers, youth workers, parent educators – all professionals working in the fields of family services, kinship care, OOHC, child protection and related services.

Maya Floyd and Lauren Stracey
Duration: 2 days

Engaging with Families: Using Questions as an Intervention – Appreciative Inquiry and Solution-Focused Questions

Both the solution-focused questioning approach and appreciative inquiry assume that individuals, families and organisations can bring about and maintain the changes they desire. Questions are an intervention and with our questions we make the world!

Who Should Attend? Case workers, case managers and support workers working in government and non-government organisations with child protection service delivery responsibilities.

Eleonora De Michele and Catherine Santoro
Duration: 2 days

Parenting

Fathers Matter

Alongside every engaged father is a committed practitioner. For several years there has been a more intense focus on father engagement in child protection. This one-day training will encourage participants to look at their internal values and biases and how these may support or hinder success in engaging fathers. Men's behaviour and choices matter to families and being father-inclusive in our work opens space and opportunities. We cannot just work with women and children, as families come in packages. Fathers also bring with them much social capital in their family systems such as grandparents, brothers, aunts and these do need to be utilised to progress child safety. This is important for families but may be even more significant for families from poor or historically oppressed communities.

Who Should Attend? Supervisors, managers, practitioners and leaders in child and family service systems.

Annette Smith
Duration: 1 day

From Birth Onwards – Caring for Babies in the Early Months

Supporting parents and carers in caring for babies in the early months sets a pattern for building a trusting relationship and secure attachment.

Who Should Attend? Family support workers and case workers working with those caring for new babies.

Terry Georgeson
Duration: 1 day

Parenting Advice: 50 Solutions for 50 Parenting Problems

A course jam-packed with solutions (including emotion coaching, time in and much more) to tricky parenting questions for parents of children aged 0-10 years. All solutions are based on top-quality research about the best way to support children's development.

Who Should Attend? Anyone working with parents.

Beth Macgregor
Duration: 1 day

Walking with Clients through Pregnancy and Birth

This course gives information and perspectives on pregnancy and birth to help support workers to best support their clients in a time of significant transition.

Who Should Attend? Family support workers, case workers working with pregnant mothers and their partners if involved.

Terry Georgeson
Duration: 1 day

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Specialist Knowledge

Are We There Yet? A Human Rights Approach to work with Children and Young People who have been Abused

Further enhance your trauma informed practice with children and young people who have experienced abuse by expanding your knowledge and skills to include a human rights framework of engagement.

Who Should Attend? Professionals who are working in a casework or therapeutic way with children and young people who have been abused.

Mary Jo McVeigh
Duration: 1 day

Child Mental Health Toolkit: Assessment, Planning and Case Management for Children and Young People with Mental Health Issues

Learn from a child psychiatrist how to identify, assess and manage common child and adolescent mental health disorders, including anxiety, depression, PTSD, attachment disorders, autism, ADHD and conduct disorder.

Who Should Attend? Senior/experienced case workers working in child protection, family support, youth support and out-of-home care.

Beth Macgregor and Justine Ellis
Duration: 2 days
Cost: $400/$360 Members

Child Sexual Assault – Helping Non-Offending Parents to Support their Child

This workshop will look at an effective conversation style that assists non-offending parents to support, believe and protect their children.

Who Should Attend? Professionals working with children and families, and those working in sexual assault fields.

Mary Jo McVeigh
Duration: 1 day

Children's Brain Development: Understanding the Impacts of Trauma, Supporting Resilience and Recovery
(formerly The Neurobiology of Childhood Trauma)

Learn about the influences of early childhood trauma and abuse on the developing brain, nervous system, human behaviour and memory, as well as ways to support resilience and recovery.
Note: This workshop is a prerequisite for the workshop 'Beyond Developmental Trauma – What We Know About Changing Brains, and Changing Outcomes for Children and Young Adults' on page 43.

Who Should Attend? Anyone who works with children, young people and families including teachers, child care staff, family support, refuge workers, early intervention, child protection workers and counsellors.

Mirna Tarabay
Duration: 2 days

Children, Family and Domestic Violence: A Trauma Informed Approach

Explore strategies for working with children who have lived through family and domestic violence to support resilience and avoid further traumatising.

Who Should Attend? Anyone who is working directly with children/young people who have experienced domestic violence and have some prior knowledge of the dynamics of domestic violence and its impacts on children and young people.

Mirna Tarabay
Duration: 2 days

Growing Children: Helping Parents Understand Their Child's Social and Emotional Development

Use theories about emotional and social development to have a greater understanding of children who are experiencing social and emotional difficulties. Learn from a child psychiatrist's clinical examples and identify strategies to support children and their families.

Who Should Attend? Anyone working with children and families.

Justine Ellis and Beth Macgregor
Duration: 1 day

Costs for courses vary – please see the website for details
Courses that include assessment are marked NRT

Introduction to Structured Decision Making – Safety Assessment and Risk Assessment

The Structured Decision Making system is an evidence-based decision support system that assists agencies and practitioners with child protection responsibilities make robust, reliable and equitable decisions about immediate safety and future risk to vulnerable children and families.

Who Should Attend? Case workers, case managers and support workers working in government and non-government organisations with child protection service delivery responsibilities.

Catherine Santoro
Duration: 2 days

Islands of Safety – Structured Program Focusing on Violence Prevention and Recovery

Islands of Safety is a structured program focusing on violence prevention and recovery. Safety of women and children is addressed through collective response-based practice.

Who Should Attend? Workers in early intervention, child protection, family support, domestic violence services, Brighter Futures and other services addressing family violence, child abuse or neglect.

Deidre Ikin
Duration: 1 day

Safety Planning with Parents of Children at Risk

Learn about practice-based conversational tools to assess risk and elicit protective factors in creating safety plans with parents and consulting with children around safety.

Who Should Attend? Case workers and those who work with parents whose children are at risk of harm.

Terry Georgeson
Duration: 1 day

Distance Learning

Cost including Assessment: $250/$230 Members
Cost without Assessment: $50/$40 Members

Child Protection Theory and Reflection

This distance course provides the opportunity to learn about and reflect on the practice frameworks used in the child protection sector, and to apply these to your work role.
Assessment can be undertaken in:
• CHCPRT006 Build professional practice and sectoral expertise

Who Should Attend? Workers with at least two years experience in child protection work.
Distance Kit

Clients & The Community

CHC52015 Diploma of Community Services RPL Workshop

Demonstrate your skills and knowledge in an interactive environment and gain the CHC52015 Diploma of Community Services.

Who Should Attend? Community sector workers with at least two years experience in client work.

CCWT Learning and Development Specialist
Duration: 2 days
Training and Assessment: $2800/$2000 Members
NRT

Casework and Case Management

Assessment and Referral Skills

A good assessment is made up of many things: trust, communication, safety and good decision-making; a great assessment requires a little bit more. Explore best practice assessment and referral.
Assessment can be undertaken in:
• CHCCCS004 Assess co-existing needs

Who Should Attend? Any worker providing direct support/ services to clients.

CCWT Learning and Development Specialist
Duration: 1 day
NRT

Case Management Masterclass

Hone your case management skills, learn about contemporary approaches, best practice elements, and successful responses to complexity, and how to use them in your work.

Who Should Attend? Experienced case workers and case managers.

Grace Leotta
Duration: 1 day

Effective Advocacy

Hone your advocacy skills to get the best for individuals, families and communities, learn to advocate confidently, assertively and clearly, and to support people to self-advocate.

Who Should Attend? Staff who work with individuals, families and communities.

Grace Leotta
Duration: 1 day

Effective Casework and Case Management

Learn the fundamentals of quality case management, and develop essential skills and strategies in key aspects of strengths-based and person-centred case management.

Who Should Attend? Case managers and support workers.

Grace Leotta
Duration: 2 days

Writing Case-notes and Documentation

Learn structured ways to ensure that your case-notes and documentation are clear, useful and consistent, and will hold up to scrutiny.

Who Should Attend? Open.

Lane Blume
Duration: 1 day

Client Relations

Aboriginal Cultural Appreciation

This workshop provides an overview of Aboriginal history and culture, as well as an introduction to culturally appropriate communication protocols and strategies to more effectively assist Aboriginal and Torres Strait Islander people in your work.

Who Should Attend? This workshop is open to all staff interested in improving their Aboriginal cultural awareness, as well as those working with Aboriginal people and communities.

NSW Ombudsman's Aboriginal Unit
Duration: ½ day
Cost: $160/$140 Members

Accidental Counsellor: 2 Day CCWT Workshop

Build skills, confidence and frameworks to respond effectively to people experiencing difficulties and emotional distress, whilst remaining attentive to self care in this participative and practical workshop.

Who Should Attend? Open.

CCWT Learning and Development Specialist
Duration: 2 days

Accidental Counsellor – Mastering the Skills

Deepen the skills and knowledge you gained in Accidental Counsellor with this practical one day extension focused primarily on skills application.
Note: Participants must have previously completed Accidental Counsellor to attend this course.

Who Should Attend? People who have completed the Accidental Counsellor.

Saul Nightingale
Duration: 1 day

Acts of Resistance, Acts of Reclaiming: Using Narrative Therapy when Working with People who have been Subjected to Sexual Assault

This workshop offers practical ideas in responding to people who have been subjected to sexual assault, supporting clients to tell their stories in strengthening rather than re-traumatising ways. Clients and workers will move towards hope in reclaiming lives from the ongoing effects of sexual assault.

Who Should Attend? Workers who provide support to people who have been subjected to sexual assault. This workshop is relevant to those working with adults and children.

Loretta Pederson
Duration: 1 day

Applying a Trauma Informed Approach

Learn about the impacts of trauma, particularly complex trauma, and discuss strategies to work more effectively with trauma survivors, including strategies for the individual worker and the service system.

Who Should Attend? Open.

Mirna Tarabay
Duration: 1 day

Beyond the Prison Gates

Develop specialist skills and knowledge about understanding the impacts of incarceration, offending risk factors and how to provide effective services to those transitioning from prison to the community.

Who Should Attend? Workers providing services/supports to clients, those who manage/supervise them and anyone interested in the criminal justice system.

Mandy Marsters
Duration: 1 day

Cultural Intelligence

Discover and master the three vital skills of Cultural Intelligence to help you succeed when working across cultures with clients, colleagues and communities. Develop trust, credibility and strong professional relationships more efficiently and enjoyably. This advanced workshop provides you with a toolkit for recognising the cultural differences that matter most.

Who Should Attend? Workers, managers in the community services sector.

SJ Yang O'Neill
Duration: 1 day

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Empowering and Supporting Clients by Focusing on Reinforcing Behaviours

What behaviours do you want to motivate and reinforce in your clients? Explore ways to encourage growth and empowerment in your clients grounded in behaviourism and social learning theory.

Who Should Attend? Community workers who are in direct contact with clients.

Debbie Deasy
Duration: 1 day

Managing Aggressive and Violent Behaviour

Predict, assess and defuse clients' aggressive and violent behaviour. You will also gain skills to make your workplace safer.

Who Should Attend? Open.

Daniel Salvatorie
Duration: 2 days

National Disability Insurance Scheme (NDIS) for Non-Disability Workers

Could the NDIS benefit those you work with, including people with mental illness? This workshop gives you a complete break down of the Scheme, who can access it and how.

Who Should Attend? Workers who do not work in the disability sector but who may be meeting and working with people who could be eligible for NDIS funding.

Libby Ellis
Duration: 1 day

Safe Home Visiting

Whether you are just starting your home visits or are experienced and want to review/refresh your practice, this workshop will help you to make your home visits safer and more productive. Use case scenarios and participant experiences to explore good practice policy, procedures and strategies.

Who Should Attend? Open.

Donna Bevan
Duration: 1 day

Successful Cultural Practice

A joint initiative of NSW Community Services and CCWT, this course will examine culturally reflective practice for working with people from CALD backgrounds, using the Culturally Reflective Practice model.

Who Should Attend? Community sector workers, managers and/or practitioners who work closely with culturally diverse individuals and families.

Betty Stampoulis-Lyttle
Duration: 1 day

Supporting Independence and Resilience with Clients

Do you work with people who are seemingly unwilling or unable to make decisions for themselves? Mobilise client strengths, networks and positive coping skills and be part of creating true self-determination.

Who Should Attend? Any worker providing direct support/ services to clients.

CCWT Learning and Development Specialist
Duration: 1 day

Uncomfortable Conversations: How to Talk about the Elephant in the Room

Develop awareness of the emotional triggers for yourself and others during uncomfortable conversations and reflect on how to bridge the gap between current behaviour and successful outcomes. Explore and practise frameworks to engage effectively in uncomfortable conversations.

Who Should Attend? Open.

CCWT Learning and Development Specialist
Duration: 1 day

What's Up with My Mob? Understanding the Impact of Transgenerational Trauma on Aboriginal Peoples

This workshop aims to challenge and test past perceptions of Aboriginal Peoples and their culture and will encourage participants to develop a more respectful understanding of Aboriginal clients, colleagues and society in general.

Who Should Attend? Open.

Melinda Brown
Duration: 1 day

Working with Challenging Behaviours through Marte Meo Developmental Method

Marte Meo offers a framework for supporting challenging behaviours from a developmental approach. It utilises video footage of client/carer interactions to analyse support needs and looks at 'problem behaviours' as an opportunity for development.

Who Should Attend? Anyone working in direct contact with clients including psychologists, social workers, early childhood professionals, counsellors, speech therapists, workers in aged care and disability.

Naomi Iliffe
Duration: 1 day

Costs for courses vary – please see the website for details
Courses that include assessment are marked NRT

Collaborative Practice

Collaborative Partnerships with Other Agencies (Making Partnerships with Other Agencies Work)

Lead and manage partnerships and collaborative efforts to achieve results and build a collaborative organisational culture.

Who Should Attend? Managers.

Grace Leotta
Duration: 1 day

Working in Partnership with Aboriginal Agencies

This workshop provides participants with cultural, business and practical insights on identifying and executing effective partnerships with Aboriginal agencies that will improve business sustainability, service delivery and the wellbeing of Aboriginal people.

Who Should Attend? Non-Aboriginal organisations delivering services to Aboriginal clients – frontline workers and managers.

Paul Callaghan
Duration: 1 day

Counselling Approaches

The Four Drivers of Self-Harming Behaviour

Learn how to effectively respond to self-harming behaviour by understanding the four key drivers of self-harm.

Who Should Attend? Anyone who knows or works with someone who uses self-harming behaviour.

Jackie Burke
Duration: 1 day

Suicidal Clients – When (and How) to Press the Panic Button

Everything you need to know to be able to properly assess and intervene when clients are suicidal.

Who Should Attend? Anyone working with suicidal clients.

Jackie Burke
Duration: 1 day

Domestic Violence

Applying a Trauma Informed Approach when Supporting Adults who have Experienced Domestic Violence

Examine and apply specific strategies and approaches that are trauma informed when working with and advocating for adults who have experienced domestic violence.

Who Should Attend? Case workers, support workers, advocacy services and anyone else who assists adults who have experienced or are currently experiencing domestic violence.

Mirna Tarabay
Duration: 1 day

Beyond Visible Injuries: Documenting Domestic Violence

The documentation of intimate partner domestic violence can be fraught with challenges for workers. This course addresses best practice in this area and considers the implications for adult clients, their children and service provision when documentation conceals rather than illuminates.
Note: An understanding of the dynamics underpinning intimate partner violence is required, so participants need to have attended earlier domestic violence courses.

Who Should Attend? Professionals working directly with women.

Daniela Francavilla
Duration: 1 day

Kind Man, Strong Man: Men Living Without Violence

This two-day program addresses the issue of men's violence against their intimate female partners. While assuming that the foundational understandings about men's violence are already present in participants, this two-day program invites participants to develop skills in conversation with men who use violence. It is men who are the main perpetrators of domestic violence, yet few services or workers possess the skills to effectively lead men towards change, that is to end their violence.

Who Should Attend? Case workers and counsellors who are working with men who use violence in the home.

Eric Hudson
Duration: 2 days

Understanding and Responding to Domestic Violence

All of us working in the social welfare, children's, AOD, health and education sectors need to be able to identify and screen for DV, understand the dynamics, the potential impacts, and be able to utilise good practice and safe responses.

Who Should Attend? Open.

Donna Bevan
Duration: 1 day

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Using Narrative Therapy to Respond to Domestic and Family Violence

This workshop offers practical responses to the impact of violence, supporting clients to tell their stories in strengthening rather than re-traumatising ways. Ideas to sustain workers will also be explored.

Who Should Attend? Workers providing support to people who have experienced domestic and family violence.

Loretta Pederson
Duration: 2 days

Engaging Communities

Enhance your Effectiveness with a Community Capacity Building Approach

Be inspired by community capacity building initiatives, develop your community capacity building skills, learn about strategies, resources and funding opportunities to support community capacity building and design a community capacity building action plan.

Who should attend? Youth workers, case workers, support workers, community development workers, local government practitioners, community organisers and managers/team leaders of community sector organisations.

Natalie Stevens
Duration: 1 day

Tips, Tactics and Techniques for Facilitating Effective Advocacy Campaigns

Learn about tactics and techniques that have been utilised to work effectively with community, networks and government to achieve change. Develop your toolkit of advocacy facilitation skills. Be guided through a series of strategic planning exercises that can be used to enhance campaigns.

Who Should Attend? Open.

Natalie Stevens
Duration: 1 day

Distance Learning

Cost including Assessment: $250/$230 Members
Cost without Assessment: $50/$40 Members

Being an Advocate

Community and health sector workers are often required to represent the interests of their clients or the communities in which they work. This distance package examines how to approach this role in forums and other participative processes.
Assessment can be undertaken in:
- CHCADV001 Facilitate the interests and rights of clients

Who Should Attend? Open.
Distance Kit
NRT

Case Management

Casework is at the core of many community service roles. Aimed at new or inexperienced case workers, this distance package covers the basic theories and practices of good case management.
Assessment can be undertaken in:
- CHCCSM005 Develop, facilitate and review all aspects of case management

Who Should Attend? Open.
Distance Kit
NRT

Client Assessment: Developmental Status

One of a set of three courses on client assessment, this course focuses on identifying client developmental status and its impact on service delivery.
Assessment can be undertaken in:
- CHCDEV001 Confirm client developmental status

Who Should Attend? Open.
Distance Kit
NRT

Client Assessment: Impact on Service Delivery

One of a set of three courses on client assessment, this course focuses on the use of client information in choosing appropriate services for individual clients and in the strategic direction of an organisation.
Assessment can be undertaken in:
- CHCDEV003 Analyse client information for service planning and delivery

Who Should Attend? Open.
Distance Kit
NRT

Costs for courses vary – please see the website for details
Courses that include assessment are marked NRT

Client Assessment: Social and Cultural Impacts

One of a set of three courses on client assessment, this course focuses on the social and cultural impacts on both individual clients and organisations as a whole.
Assessment can be undertaken in:

- CHCDEV002 Analyse impacts of sociological factors on clients in community work and services

Who Should Attend? Open.
Distance Kit
NRT

Community Development: Introduction

Examines the basic principles and practices of community development and advocacy.
Assessment can be undertaken in:

- CHCCDE003 Work within a community development framework
- CHCCDE002 Develop and implement community programs

Who Should Attend? Open.
Distance Kit
NRT

Cultural Diversity: Promoting Communication and Inclusion

Learn about culture – what it is and how it impacts on work practices. You will identify strategies to improve communication with, and inclusion of, diverse cultures in the workplace.
Assessment can be undertaken in:

- CHCDIV001 Work with diverse people

Who Should Attend? Open.
Distance Kit
NRT

Developing and Implementing Programs

Learn how to develop and deliver a program from planning through to review. This course provides a structured process for engaging stakeholders, developing, implementing and evaluating programs. It is adaptable for small and large programs.
Assessment can be undertaken in:

- CHCCCS007 Develop and implement programs

Who Should Attend? Open.
Distance Kit
NRT

Effective Networking

Have you ever stood around at a networking event wondering whether you were achieving anything? Take a more organised approach to your networking activities.
Assessment can be undertaken in:

- CHCPRP001 Develop and maintain networks and collaborative partnerships

Who Should Attend? Open.
Distance Kit
NRT

Counselling & Therapy

Counselling Approaches

Acceptance and Commitment Therapy

This introductory workshop will provide participants with an overview of the six core processes of ACT and the skills to develop and strengthen psychological flexibility in their own lives and those of their clients.

Who Should Attend? Anyone providing counselling, psychotherapeutic or casework services who wish to explore introductory ACT.

Monica Lamelas
Duration: 2 days

Applying a Crisis Intervention Model

Everyone is vulnerable to a crisis. We typically respond to matters of crisis by finding newfound resilience, or we block out the hurtful experience, or we breakdown. This training aims to support resilience, and effective crisis management and intervention skills.

Who Should Attend? Counsellors, caseworkers and people who supervise them.

Philip Hilder
Duration: 1 day

Art and Play Therapy with Children

Learn about child-led play therapy. Play therapy optimises children's self-expression and safety in counselling. Maximise your success in engaging with and supporting change for children 2-10 years old.

Who Should Attend? Psychologists, social workers, counsellors, pastoral workers and case workers who have a counselling role with children 2-10 years of age (no artistic experience or skill required).

Jacki Short
Duration: 1 day
Cost: $290/$270 Members (fee includes art materials)

Art Therapy for Adults
(formerly Introduction to Art Therapy)

Learn therapeutic uses of art for individual and group counselling. Art therapy can optimise self-expression, allow complex and multiple meanings to be represented simultaneously and engender feelings of relaxation and mastery.

Who Should Attend? Psychologists, social workers, counsellors, pastoral workers and case workers who have a counselling role or run groups for adult and adolescent clients and wish to incorporate art exercises (no artistic experience or skill required).

Jacki Short
Duration: 1 day
Cost: $290/$270 Members (fee includes art materials)

Attachment Based Therapy with Children and Adolescents

Family therapists have known the ever reaching effects of parental attunement and attachment. This course covers models and practices specifically designed to harness attachment theory and put it into practice.

Who Should Attend? Counsellors, psychologists, therapists working with children, young people and families.

Ray Medhora
Duration: 1 day

Being Here: Mindful Approaches in the Work with Children and Young People who have been Abused

Mindful practices afford workers the ability to stay present and can enhance the effectiveness of their intervention. This course investigates how these practices can be used with children. We will reflect on the effects of trauma on children and young people and the place of mindful practice in the trauma field.

Who Should Attend? Professionals working with children and young people who have been traumatised.

Mary Jo McVeigh
Duration: 1 day

Cognitive Behaviour Therapy: Introduction

CBT is an effective psychotherapy for many mental health issues including depression and anxiety. You will be introduced to CBT theory and assisted in applying practical strategies personally and professionally.

Who Should Attend? Workers providing counselling and casework services.

Roger Dunphy
Duration: 1 day

Dialectical Behaviour Therapy: Part A

Working with suicidal and self harm behaviour can trigger anxiety, hopelessness, uncertainty and feeling ineffective. Dialectical Behaviour Therapy offers a sense of structure, understanding and effective strategies for managing 'problem' behaviours.
DBT-Part A is the first 2 days of a two-part (4 day) course that provides a complete overview of the core concepts and skills utilised within DBT.

Who Should Attend? Individuals, counsellors, health care practitioners working with clients who self-harm or engage in high risk behaviours related to emotion dysregulation.

Ilana Karpin
Duration: 2 days

Dialectical Behaviour Therapy: Part B

Practise the strategies used both within a DBT session and coaching. Explore agenda setting, chain analysis and contingency management and an overview of the Distress Tolerance and Interpersonal Effectiveness modules.
Note: Completion of DBT-Part A is a prerequisite for enrolling in this course.

Who Should Attend? Individuals, counsellors, health care practitioners who have completed Dialectical Behaviour Therapy: Part A.

Ilana Karpin
Duration: 2 days

Empowering and Supporting Clients by Focusing on Reinforcing Behaviours

What behaviours do you want to motivate and reinforce in your clients? Explore ways to encourage growth and empowerment in your clients, grounded in behaviourism and social learning theory.

Who Should Attend? Community workers who are in direct contact with clients including psychologists, social workers, counsellors, case workers and case managers.

Debbie Deasy
Duration: 1 day

The Heart and Wall

The Heart and Wall is a therapeutic resource informed by Narrative Therapy. It gives practitioners a simple tool they can use to engage in conversations that provide hope and possibilities.

Who Should Attend? The workshop is suitable for psychologists, supervisors, counsellors, case workers, family support workers, youth workers, health workers, school counsellors, students and anyone interested in working in the welfare sector.

Kerry Lane
Duration: 1 day

Interpersonal Psychotherapy

Interpersonal Psychotherapy (IPT) is an evidence-based psychological therapy approved by Medicare under Better Outcomes in Mental Health Care (BOIMHC) programme. Enhance your skills to empower clients to improve their interpersonal relationships at this experiential workshop.

Who Should Attend? Counsellors, psychologists and case workers who engage therapeutically.

Matthew Evans
Duration: 2 days

Introduction to Existential Practice

Explore the philosophy of existence through the topics of death, freedom, responsibility, anxiety, meaning and authenticity, and how to use that exploration to bring another dimension to our therapeutic and counselling approach.

Who Should Attend? Counsellors, social workers, psychologists, and therapists.

Maya Floyd
Duration: 1 day

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Introduction to Family Therapy

Explore two major models of practice in contemporary family therapy: systems theory and behavioural family interventions, and the key therapeutic strategies offered in each approach. The Milan Model of Family Therapy will be the focus. Parent training will also be discussed.

Who Should Attend? Workers providing counselling or casework services.

Lea Crisante
Duration: 2 days

Introduction to Narrative Therapy

Learn about Narrative Therapy, the hopeful approach to counselling and community work that is responsive to the politics of therapy in an accessible, fun and thoughtful way.

Who Should Attend? Counsellors, therapists, case managers in the welfare sector, psychologists, mental health workers, sexual assault workers and family and relationship therapists.

David Newman
Duration: 2 days

Negotiating Power in Change Processes

This training will explore the dynamics of power in the human support sectors and the influence of this power on positive client change.

Who Should Attend? Workers looking to understand how to influence efficient and positive client change as part of their role.

Philip Hilder
Duration: 1 day

Psychological First Aid – a Crisis Intervention Model

Psychological First Aid is a crisis intervention model that follows best practice guidelines for promoting care and doing no harm to clients/consumers who are experiencing the vulnerability and the opportunity that emerges from crisis.

Who Should Attend? Workers who face clients and colleagues who are overwhelmed and in states of crisis.

Philip Hilder
Duration: 1 day

The Science and Psychology of Flourishing

Traditionally, psychology has focused on 'illness', neglecting the most important areas of our lives, like connection, meaning and resilience. Learn practical strategies that can be used for yourself and/or clients to improve mental health, resilience and wellbeing.

Who Should Attend? Psychologists, counsellors and therapists or anyone interested in learning about positive interventions.

CCWT Learning and Development Specialist
Duration: 1 day

Solution-Focused Brief Therapy

Build a comprehensive understanding of the theoretical background of SFBT by demonstration and practice of the key skills and tools. You will learn how to apply SFBT to a variety of counselling situations.

Who Should Attend? Workers providing counselling or casework services.

Frances Huber
Duration: 2 days

Working with Despair and Suicidal Experience Using Narrative Practice

In this workshop we will go beyond risk assessments to focus on life-saving skills and ideas we can use when someone is struggling with despair or suicidal experience. The skills you will be learning are drawn from narrative therapy, which offers a respectful, hopeful and non-pathologising stance. This promises to be an invigorating day around a topic that can be worrying and saddening.

Who Should Attend? Experienced practitioners working with suicidal clients.

David Newman
Duration: 1 day

Working with Relationships: Introduction to Couple Therapy

This workshop will provide an introductory framework for how to conceptualise and conduct couple therapy sessions. Participants will be provided with ideas about how to structure the first and subsequent sessions, how to conduct an assessment of couple difficulties and how to develop interventions.

Who Should Attend? Any counsellor/therapist who is interested in working with couples presenting with typical relationship issues including fighting, loss of intimacy, conflict over specific, long standing issues and stage-specific concerns, e.g. after the birth of children.

Lea Crisante
Duration: 1 day

Costs for courses vary – please see the website for details
Courses that include assessment are marked NRT

Grief and Loss

Loss and Grief Work with Adults

'Grief has no rules, mourn your own way' is one of the new understandings of loss and grief which have changed much over the last 30 years. Renew your grief support skills and learn specialised strategies for suicide bereavement.
Assessment can be undertaken in:
• CHCCCS017 Provide loss and grief support

Who Should Attend? Anyone who is working with people experiencing loss and grief.

Beate Steller
Duration: 2 days
NRT

Loss and Grief Work with Children and Young People

Managing change and loss is an inevitable part of life and when supported well, children can become resilient. Learn about loss and grief from a child's developmental perspective and age appropriate interventions.

Who Should Attend? People who work directly or indirectly with children and young people.

Beate Steller
Duration: 1 day

Working with Grief from an Attachment Theory Perspective

Come and join us for an exploration of how attachment theory can help us understand how our early experiences predispose both ourselves and our clients to a normal or a complicated grief trajectory.

Who Should Attend? Professionals working therapeutically with clients who are confronted with death and dying, and experiencing grief and loss issues, including social workers, psychologists, counsellors, psychotherapists, welfare workers, disabilty workers and aged care workers.

Stefan Durlach
Duration: 1 day

Supervision

Clinical Supervision: Models and Methods

Clinical Supervision: Models and Methods harnesses the existing knowledge, experience and skills of workers, and provides them with practice frameworks and skills for offering support and direction to others.

Who Should Attend? Counsellors, therapists, case-workers, supervisors, managers and people with practice experience, who offer some form of clinical peer, mentoring, supervisory, advisory, consulting or management service as part of their role.

Philip Hilder
Duration: 1 day

Trauma

Groupwork with Children and Young People who have Experienced Trauma

Enhance your groupwork skills when working with children who have experienced trauma. The creative groupwork techniques you will learn and enjoy experimenting with in this course are based on the application of the theory and practice principles of growth informed groupwork and trauma enlightened intervention.

Who Should Attend? Experienced professionals who run therapeutic groups with children and young people.

Mary Jo McVeigh
Duration: 1 day

Healing Trauma through Narrative Groupwork

Reduce the isolating effects of trauma utilising group members as witnesses to transformation and healing through definitional ceremony. Remembering practice invokes others who support that journey.

Who Should Attend? Case workers, counsellors, community workers, mental health practitioners, social workers, school counsellors, psychologists and psychotherapists working with complex trauma and people, families or communities at risk.

Deidre Ikin
Duration: 2 days

Therapeutics of Trauma Informed Care and Management

Like cultural competence, the integration of trauma informed care practices are a central requirement for all psychosocial care services. This training aims to address the negative impact and lasting legacy that trauma has on consumers, and covers the principles and practices of trauma informed care for positive recovery.

Who Should Attend? Managers and workers from mental health, counselling, alcohol and other drugs, problem gambling, homelessness and respective welfare sectors.

Philip Hilder
Duration: 1 day

Trauma, Identity and Hope: A Narrative Therapy Approach

Trauma and abuse frequently attack a person's sense of identity. Explore a Narrative Therapy approach to working with trauma and abuse, with a particular focus on the strength and resilience of clients, and on developing alternative and more hopeful stories of identity.

Who Should Attend? Workers with some familiarity with Narrative Therapy and trauma providing counselling or casework services to children, young people and/or adults.

Richard Elms
Duration: 1 day

Understanding and Working with Simple and Complex Trauma

This workshop overviews the neuropsychology underpinning how we recover from and fail to recover from trauma. It provides participants with a map for trauma therapy and a range of techniques to facilitate this.

Who Should Attend? Experienced case workers and counsellors who would like more information on trauma.

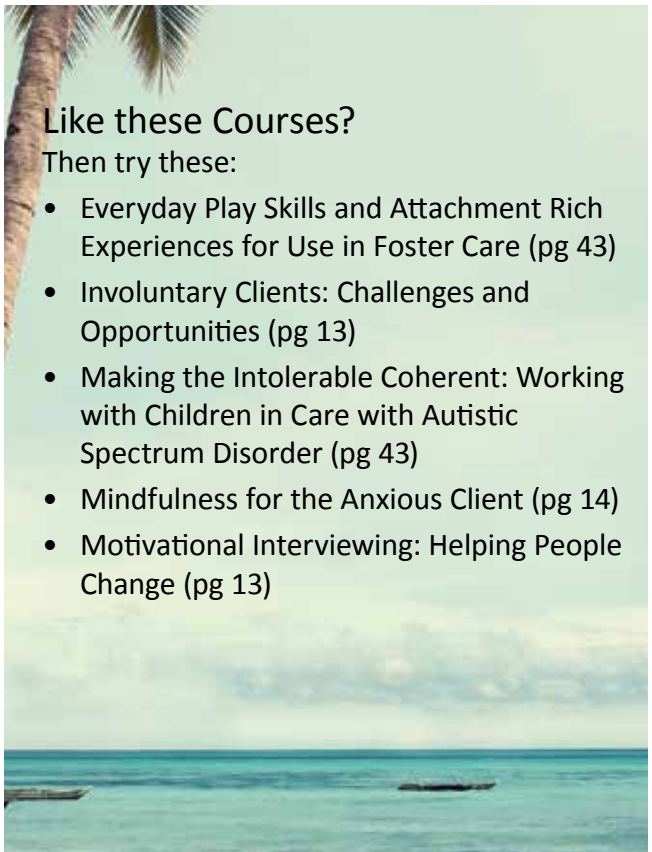
Don Finnegan
Duration: 2 days

Working with Adult Survivors of Childhood Trauma

Enhance your relational and therapeutic skills and examine strategies for supporting post-traumatic growth when working with adults who have survived childhood abuse (complex trauma).

Who Should Attend? Counsellors, psychologists, social workers, health professionals or any clinician who works in a therapeutic role with adult survivors of childhood trauma.

Mirna Tarabay
Duration: 2 days



Distance Learning

Cost including Assessment: $250/$230 Members
Cost without Assessment: $50/$40 Members

Counselling Frameworks

Not all community workers are counsellors, but all community workers can benefit from an understanding of how to establish an appropriate relationship with a client and to guide clients through telling their story as a basis for assessing needs and identifying services.
Assessment can be undertaken in:
• CHCCSL001 Establish and confirm the counselling relationship

Who Should Attend? Open.
Distance Kit
NRT

Trauma Informed Care

This distance kit introduces the basics of trauma, indicators and impact on development stages.
Assessment can be undertaken in:
• CHCMHS007 Work effectively in trauma informed care OR
• CHCMHS013 Implement trauma informed care

Who Should Attend? Open.
Distance Kit
NRT

Online Learning

Counselling Fundamentals

This online course is an introduction to the work of counselling. It is the first module for the Diploma of Counselling, but can also be completed as a stand alone module. It is delivered online and through video, assessor contact, role-plays and a textbook is provided.
Assessment can be undertaken in:
• CHCCSL001 Establish and confirm the counselling relationship
• CHCCSL002 Apply specialist interpersonal and counselling interview skills
• CHCCSL003 Facilitate the counselling relationship and process
• CHCCSL007 Support counselling clients in decision making processes

Who Should Attend? Case workers/those who work on an ongoing basis with a client.

Online Learning
Cost: $1660/$1600 Members
NRT

Disability

Advocacy and the National Disability Insurance Scheme (NDIS)

This workshop provides participants with tools and skills to advocate for people with disability (and encourage self-advocacy) throughout the NDIS planning and implementation stages.

Who Should Attend? Professionals working with people with disability in some capacity.

Mel Harrison (People with Disability Australia)
Duration: 1 day

'Challenging Behaviours' in Children and Adults with Intellectual Disabilities

An interactive and practical course that answers all questions about 'challenging behaviours', how to manage them, what works and what doesn't. Learn the strategies, know what to do and be ready for the NDIS.

Who Should Attend? Workers supporting clients with intellectual disabilities.

Mingga Anggawan
Duration: 1 day

The Interface of the National Disability Insurance Scheme (NDIS) and the Child Protection and Family Support Systems

Learn to assist carers of children and young people with disability navigate the NDIS by understanding the interface of the NDIS and Child Protection and Family Support Systems.

Who Should Attend? This course is aimed at case workers who work in Family Support, Brighter Futures, Child Protection and OOHC, and with children and young people with disability.

Terry Georgeson and Betty Stampoulis-Lyttle
Duration: 1 day

Involvement in the Justice System – Sociological Risk Factors

Explore and discuss sociological risk factors for people with cognitive disability associated with their contact with the Justice System, as well as personal and societal values and attitudes towards people with this disability, and work towards prevention and minimising involvement with the Justice System.

Who Should Attend? Frontline staff working with and supporting people with cognitive disability who are at risk of contact, or are in contact, with the Justice System. Managers are also welcome to attend, ideally in addition to rather than instead of their frontline staff.

Vanessa Lui
Duration: 1 day

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Navigating the Criminal Justice System

This practical course will provide participants with the knowledge, skills and contacts they need to be able to effectively support a defendant with cognitive disability in their interactions with police, legal representatives and the courts.

Who Should Attend? Managers, case workers, case managers, clinicians and frontline staff in disability and community services.

Aimee Chaffer
Duration: 2 days

Preparing for the National Disability Insurance Scheme (NDIS): Supporting Individuals Using Life Coaching Techniques

This workshop offers the practical skills and resources required when supporting individuals prepare for the NDIS. Learn coaching techniques to assist with goal clarification and aspiration articulation.

Who Should Attend? This course is aimed at individuals who support people with disability, and their families. The course expects that attendees have relevant experience of working in the Disability Sector, and have a solid understanding of the current landscape, in regards to the National Disability Insurance Scheme.

Davina Park and Betty Stampoulis-Lyttle
Duration: 1 day

Recognising and Responding to Abuse and Neglect

This one-day workshop is designed for service providers that work with people with disability, where abuse and neglect/ domestic violence or sexual assault may be experienced. The workshop will help them to recognise and respond to abuse and neglect using relevant and current legislation. It will also provide strategies to address these issues using a five part accessible safety planning tool.

Who Should Attend? Professionals working with people with disability in some capacity

Mel Harrison
Duration: 1 day

Supporting Aboriginal Peoples in Contact with the Justice System

This workshop will address cultural realities of Aboriginal Peoples with disabilities in order to improve service delivery to Aboriginal clients and co-workers.

Who Should Attend? Frontline staff working with and supporting people with cognitive disability who are at risk of contact, or are in contact, with the Justice System. Managers are also welcome to attend, ideally in addition to rather than instead of their frontline staff

Mel Brown
Duration: 1 day

A Window on Autism

Get an insight into how it feels to be trapped in the world of autism and learn through the real, unique experience on how to better support clients with autism.

Who Should Attend? Parents and staff working with children and adults with diagnosis of autism spectrum disorder who want to learn the specific ways to supporting the clients.

Mingga Anggawan
Duration: 1 day

Costs for courses vary – please see the website for details
Courses that include assessment are marked NRT

Management, Leadership

Leadership

Emotionally Intelligent Leadership

Emotional Intelligence (EQ) is a core skill for leaders in the workplace in managing staff, change and conflict. Develop strategies for developing your own EQ and to manage the emotions of staff/teams.
Assessment can be undertaken in:
• BSBLDR501 Develop and use emotional intelligence

Who Should Attend? Managers, team leaders, coordinators.

CCWT Learning and Development Specialist
Duration: 1 day
NRT

Leadership for a Healthy Work Environment

Learn to lead and create a healthy workplace environment, where staff are energised and motivated, team members communicate well, work cooperatively and are inclusive, and conflict and problems are managed.
Assessment can be undertaken in:
• BSBLDR502 Lead and manage effective workplace relationships

Who Should Attend? Managers, coordinators and team leaders.

Grace Leotta
Duration: 1 day
NRT

Team Leadership

We will discuss strategies and use resources to bring together different capabilities in the team, facilitate communication with all stakeholders, lead planning, and promote problem solving.
Assessment can be undertaken in:
• BSBWOR502 Lead and manage team effectiveness

Who Should Attend? Managers, coordinators, team leaders, project workers, experienced practitioners.

Judi Apte
Duration: 2 days
NRT

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& Governance

Management Fundamentals

Diploma of Leadership and Management Get Recognised Workshop

Demonstrate your skills and knowledge in an interactive environment and gain the BSB51915 Diploma of Leadership and Management. Some work will be required outside of the workshop.

Who Should Attend? Managers, supervisors, coordinators and team leaders with at least one year's experience.

CCWT Learning and Development Specialist
Duration: 3 days
Cost: $2400/$2300 Members
NRT

RPL Upgrade to New Diploma of Leadership and Management

If you already have a BSB51107 Diploma of Management upgrade to BSB51915 Diploma of Leadership and Management by RPL. Some work will be required outside of the workshop.

Who Should Attend? Experienced managers, supervisors, coordinators and team leaders.

CCWT Learning and Development Specialist
Duration: 1 day
Cost: $995/$975 Members
NRT

From Talk to Action, Measuring Outcomes for Success using Results Based Accountability

This workshop provides an introduction to the Results Based Accountability framework for planning positive, measurable outcomes for communities and for program level evaluation and continuous quality improvement.

Who Should Attend? This training is for any organisation or government department who is interested in measuring outcomes.

Beth Stockton
Duration: 1 day

New Managers and Coordinators

Gain new skills and tools that will assist you to be effective in your role as a manager or coordinator. This workshop includes topics such as supervision, managing team conflict, planning and prioritising and problem solving.

Who Should Attend? New managers, supervisors, team leaders and coordinators.

Donna Bevan
Duration: 2 days

Operational Plan: The Key Tool for Managing Your Organisation

Develop a usable plan for the day-to-day running of your organisation, program or team, and learn how to support, coach, and motivate staff and teams to implement the plan.
Assessment can be undertaken in:
• BSBMGT517 Manage operational plan

Who Should Attend? Managers and coordinators.

Grace Leotta
Duration: 1 day
NRT

Project Management

Learn a project planning and management process, core skills for managing, working on and evaluating projects, and take away useful tools to use in your projects.
Assessment can be undertaken in:
• BSBPMG522 Undertake project work

Who Should Attend? Workers who participate in or manage projects.

Grace Leotta
Duration: 1 day
NRT

Costs for courses vary – please see the website for details
Courses that include assessment are marked NRT

People Management

Manage People Performance

Get the best out of your team by learning how to manage people effectively, address performance issues, support staff and encourage a positive workplace culture.
Assessment can be undertaken in:
• BSBMGT502 Manage people performance

Who Should Attend? Staff with some management responsibilities.

Donna Bevan
Duration: 2 days
NRT

Managing Counter-Productive Workplace Behaviours

This course will help managers and supervisors to explore difficult behaviours that can occur in the workplace. It will also help them manage difficult workplace behaviour when it does occur.

Who Should Attend? This workshop is principally aimed at managers and supervisors but will be useful to anyone who wants to extend their understanding of others as well as of themselves.

CCWT Learning and Development Specialist
Duration: 1 day

Workplace Coaching and Mentoring Strategies

The workshop will draw upon a number of coaching models, and also introduce some resources for facilitating appreciative enquiry and learning from experience.

Who Should Attend? Team leaders, experienced practitioners.

Judi Apte
Duration: 1 day

Supervision

Debriefing Skills

Promote staff wellbeing and retention by implementing comprehensive debriefing processes and stress management strategies. This workshop considers debriefing and organisational processes, including those required for critical incidents and legal considerations.
Assessment can be undertaken in:
• CHCMGT005 Facilitate worplace debriefing and support processes

Who Should Attend? People who have responsibility for providing peer or crisis support for colleagues.

Gillian Brannigan
Duration: 1 day
NRT

Facilitating Group Supervision

Group supervision can develop a cohesive, team approach IF it is not habitual or minimal. You will have the opportunity to practise various approaches to facilitation and trial some resources.

Who Should Attend? Managers, team leaders, professional leaders, group supervisors.

Judi Apte
Duration: 1 day

Masterclass in Supervision Skills

This workshop is for experienced supervisors who want to review their supervision practice and extend their supervision skills. We will consider supervision around practice dilemmas and working with complexity.

Who Should Attend? Managers, team leaders, professional leaders, group supervisors.

Judi Apte
Duration: 1 day

Professional Supervision: How and Why?

Supervision can be more than a 'quick fix'. We will explore the framework of four functions of supervision (accountability, support, development and mediation) and how to establish and lead effective supervision.

Who Should Attend? Managers, service coordinators, team leaders, experienced practitioners.

Judi Apte
Duration: 2 days

Supervising Case Management

Hone your supervision skills to supervise case management for best client outcomes, and coach and support case managers to build their capacity, reflect and problem solve.

Who Should Attend? Managers, supervisors, team leaders and coordinators with experience in supervision.

Grace Leotta
Duration: 1 day

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Distance Learning

Cost including Assessment: $250/$230 Members
Cost without Assessment: $50/$40 Members

Continuous Improvement

Identify tools and techniques that you can use to monitor and review your team or organisation's performance, identify areas of improvement, and initiate new strategies to improve quality.
Assessment can be undertaken in:
• BSBMGT516 Facilitate continuous improvement

Who Should Attend? Managers and others responsible for quality improvement.
Distance Kit
NRT

Organisational Communication

This distance course looks at communication across a workplace, rather than at individual communication skills. It includes a section on digital strategies.
Assessment can be undertaken in:
• CHCCOM003 Develop workplace communication strategies

Who Should Attend? Managers and team leaders.
Distance Kit
NRT

Recruit, Select and Induct Staff

Successful recruitment and induction of staff is essential for the organisation's short term needs and long term development. We need to find people who are the most suitable for the job, as the results of ineffective recruitment can be additional financial expense, disrupted workplaces and stressed staff.
Assessment can be undertaken in:
• BSBHRM405 Support the recruitment, selection and induction of staff

Who Should Attend? Managers, coordinators and team leaders.
Distance Kit
NRT

Reflect on Your Practice

Reflective practice is a common way of identifying strengths and weaknesses in our work. This course will guide you through a reflective practice process.
Assessment can be undertaken in:
• CHCPRP003 Reflect on and improve own professional practice

Who Should Attend? Managers, coordinators and team leaders.
Distance Kit
NRT

Utilising Learning Strategies to Improve Outcomes

Identify useful and resource appropriate strategies for learning that you can implement in your team, and consider how to make the best use of external training.
Assessment can be undertaken in:
• BSBLED501 Develop a workplace learning environment

Who Should Attend? Managers and supervisors who direct staff learning activities.
Distance Kit
NRT

Manage Budgets and Finances

An introduction to budgeting and other financial processes in organisations, with an emphasis on supporting the work of the organisation.
Assessment can be undertaken in:
• BSBFIM501 Manage budgets and financial plans

Who Should Attend? Managers, coordinators and team leaders who have some responsibility for developing or monitoring budgets.
Distance Kit
NRT

Managing a Legal and Ethical Workplace

This distance course shows how to research information and compliance and ethical practice responsibilities and then develop and monitor the policies and procedures to meet these.
Assessment can be undertaken in:
• CHCLEG003 Manage legal and ethical compliance

Who Should Attend? Managers, coordinators and others who develop policies and procedures.
Distance Kit
NRT

Managing a Quality Assurance Program

Compliance with standards is a common requirement in organisations today, but this is only achieved with a quality assurance plan that is effectively implemented and reviewed.
Assessment can be undertaken in:
• BSBMGT521 Plan, implement and review a quality assurance program

Who Should Attend? People who have some responsibility for compliance and quality.
Distance Kit
NRT

Managing WHS and Other Workplace Risks

This distance package provides an overview of the roles and responsibilities of managers in risk management in general, with a focus on Work Health and Safety in particular.
Assessment can be undertaken in:
• BSBWHS501 Ensure a safe workplace
• BSBRSK501 Manage risk

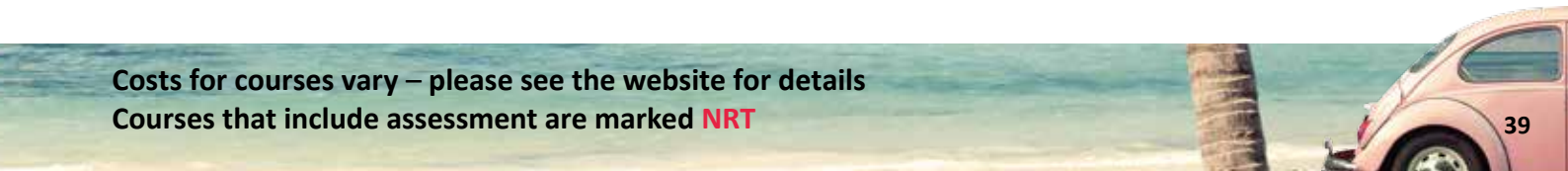
Who Should Attend? Managers, coordinators and team leaders who have responsibilities for identifying and controlling workplace risks, especially WHS risks.
Distance Kit
NRT

You as Manager

Improve your management of work priorities and be a role model for your team.
Assessment can be undertaken in:
• BSBWOR501 Manage personal work priorities and professional development

Who Should Attend? Managers, coordinators and team leaders.
Distance Kit
NRT

Costs for courses vary – please see the website for details
Courses that include assessment are marked NRT



Enrol Now

BSB51915

Diploma of Leadership & Management

One qualification – 3 Pathways

- **Customised for the community sector**
- **Designed for those who aim to be or who are managers, supervisors or coordinators**
- **12 units of competency**
- **Transferable across sectors**
- **Topics include:**
  Emotional Intelligence, Leading Teams, Project Management
- **Personalised support**
- **Discounts available for members**
- **Government subsidies may be available**

Explore the CCWT pathway options below:

1 Learning	2 RPL	3 Upgrade
Aspiring and new managers	Experienced managers	If you already have a Diploma of Management
Combination of Workshops and Distance Kits	Got the experience but not the qualification?	Upgrade to the new Diploma.
Enrol at anytime	3 day RPL Get Recognised workshop + 2 electives	I day workshop + 2 electives
Cost: depends on subject choice	Cost: $2500	Cost: $995

For more information contact:
Lesley Furneaux-Cook 02 9281 8822 or lesley@acwa.asn.au
www.ccwt.edu.au

Permanency & Out-of-Home Care

Carer Assessment

Foster Care Assessment Skills (Step by Step)

Step by Step is a comprehensive range of carers assessment tools that includes:

- General Carer Assessment Tool
- Relative and Kin Assessment Tool
- Guardianship Assessment Tool
- Child-Carer Matching Tool
- Carer Review Tool

To use these resources you need to be registered as a Step by Step user.

There are two Pathways to register to use Step by Step resources:

Pathway A: For experienced OOHC assessors

Provide two de-identified carer assessment reports to an independent panel to assess your skills (cost for submitting $150).

If your assessment reports satisfy competency criteria, you have the prerequisite to attend a one day familiarisation in the Step by Step assessment resources.

After attending the familiarisation you will be issued with a Step by Step registration number.

Pathway B: For new or less experienced assessors

1. Complete 'OOHC Assessment Skills' training course.
   The training consists of:
   - A self-paced distance module, and
   - 3 days of face-to-face training
2. After satisfactory completion of post-training assessment tasks you will be issued with a Step by Step registration number.

Carer Training

New pre-authorisation carer training packages are now available. They include:

- Training for general foster carer applicants (previously known as Shared Stories, Shared Lives)
- Training for relative and kinship carers

There are two types of training available to equip OOHC staff to present this material to carers.

Shared Lives Familiarisation

(formerly Shared Stories Shared Lives)

Find out about the changes in the training package for general carers, and how this has been adapted for use with relative and kinship carers.

Who Should Attend? Trainers experienced in conducting Shared Stories, Shared Lives training.

Carer Assessment Resources Team Specialist

Duration: 1 day
Cost: $290

Shared Lives Training Skills (formerly Shared Stories Shared Lives)

Develop skills and confidence in conducting effective carer training, both in group and one-to-one settings. Participants will become familiar with the content of the new training packages available for both general and relative and kinship carers.

Who Should Attend? All OOHC staff.

Carer Assessment Resources Team Specialist

Duration: 3 days
Cost: $870

Foundations

Adoption, Guardianship and Permanent Care Orders: Casework Implications

Get up to date with the changes needed in casework practice to support permanency outcomes for children and young people. This two day workshop includes an understanding of legal requirements and strategies to use in casework with this client group.

Who should attend? Caseworkers and Managers in OOHC at both NGO's and FACS. Adoption and Permanency assessors, including Contracted Adoption Assessors.

Joanne Wyles
Duration: 1 day

Affidavit and Report Writing and Giving Evidence in Children's Court for NGOs

This course focuses on writing Court Reports (Supervision and Suitability of Placement Reports), and Affidavit writing for s90 Significant Change of Circumstance Hearings. Giving evidence focuses on protocols and stages for giving evidence in Court with an emphasis on self care and seeking appropriate support. Prerequisite: Participants must have completed Legal Issues course or have previous experience in the Children's Court context.

Who Should Attend? All OOHC professionals including case workers and managers.

Laurie Robertson, Dominic Cudmore
Duration: 1 day

Casework for Permanency and OOHC

Examine effective case management methods and specific strategies to develop and strengthen your OOHC casework practice. You will also explore casework principles, the every day management of client-focused case planning and how to incorporate a therapeutic approach within a variety of OOHC settings.

Who Should Attend? Open.

Lisa Gardiner
Duration: 2 days

Growing Carer Capacity and Building on Strengths

Develop strategies to empower carers to be the type of carer they want to be, to support their expertise and build on their strengths to develop their learning, development and capacity.

Who Should Attend? Experienced workers conducting assessment and training for new and existing carers as well as workers that have direct contact with carers in a support capacity.

CCWT Learning and Development Specialist
Duration: 1 day

Legal Issues for NGO Providers in Permanency of OOHC

This workshop introduces participants to key sections of the Children and Young Person's (Care and Protection) Act 1998 as it applies in NSW. We will explore alternative options to long-term care orders, care plans, legal reporting obligations, alternative dispute resolution options and the Children's Court in NSW.

Who Should Attend? All OOHC professionals, including case workers and managers.

Eleonora De Michele, Laurie Robertson, Dominic Cudmore
Duration: 2 days

Out-of-Home Care and Permanency Support Fundamentals

A practical introduction to essential principles which underpin working with children and young people in Out-of-Home Care for workers new to the Out-of-Home Care sector.

Who Should Attend? Case workers and team leaders who are new to the out-of-home care sector.

Terry Georgeson
Duration: 2 days

Transition from Care – Planning to Leave Care

Explore the impact of transition from care on young people, incorporate essential aspects and services in their Transition from Care Plan and identify ways of involving young people and important supports in their future plan.

Who Should Attend? OOHC managers and case workers.

Terry Georgeson
Duration: 1 day

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Specialist Knowledge

Beyond Developmental Trauma – What We Know about Changing Brains, and Changing Outcomes for Children and Young Adults

Explore intervention strategies that target or are linked to different neurological systems, and learn how to embed these strategies through individual case planning into a reparative care environment. Your learning will be based on informed neurodevelopmental theory including a range of models. Prerequisite: Prior knowledge of the neurodevelopmental impact of trauma.

Who Should Attend? Experienced case workers and managers working in OOHC or with children and young people with complex needs who have prior knowledge in the neurodevelopmental impact of trauma.

Lisa Gardiner
Duration: 2 days

Everyday Play Skills and Attachment Rich Experiences for Use in Foster Care

Develop practical play and attachment therapy techniques for use with children in OOHC and learn methods of establishing these evidence-based skills independently within foster families.

Who Should Attend? Psychologists, counsellors.

Brendan New
Duration: 1 day

Interviewing Children in the Context of Allegations of Reportable Conduct or Professional Misconduct against Employees

Interviewing children about reportable conduct can be daunting. This interactive practice-based workshop explores essential knowledge about child development, good questioning skills and legal implications involved in competently interviewing children.

Who Should Attend? All staff with responsibilities to interview children when allegations of reportable conduct or professional misconduct have been made against employees.

Eleonora De Michele
Duration: 3 days

KiDs SAY: Participation Power and Purpose – Providing Opportunities for KiDs Strengths, Hopes and Concerns to Drive Practice

This will be an energising day demonstrating a range of interactive approaches and strategies to maximise participation and engagement. It will increase worker's confidence and competence in promoting children's voices and participation in a range of settings and in developing purposeful practice which is shaped by KiDs needs, concerns, strengths and hopes.

Who Should Attend? Child protection, family support and OOHC workers or any workers who want to learn new creative ways to help KiDs have their say.

Paula Hayden
Duration: 1 day

Life Story Work

Explore frameworks, develop skills and discover a variety of methods for effective life story work to help children and young people in OOHC develop a positive identity and cohesive narrative about their life.

Who Should Attend? OOHC case workers, residential care workers and managers.

Terry Georgeson
Duration: 1 day

Making the Intolerable Coherent: Working with Children in Care with Autistic Spectrum Disorder

Learn ways of better meeting the developmental and therapeutic needs of children in care who present with Autistic Spectrum Disorder.

Who Should Attend? Case workers, residential care workers, school counsellors, psychologists/counsellors.

Brendan New
Duration: 1 day

Partners in Care – Carers and Case Workers Stronger Together; Working with Adolescents

'Partners in Care' is a collaborative peer workshop where workers and carers share power and knowledge, pool their skills and redefine roles to negotiate a consistent approach in working with adolescents.

Who should attend? Foster carers and case workers working with adolescents in the 12-18 year age group. Ideally each worker will attend with a carer to maximise the learning for this course.

CCWT Learning and Development Specialist
Duration: 2 days
Cost: $480/$440 Members
Cost to Carers: $220

Planning for Positive Cultural Identity

Supporting positive cultural identity for migrants and refugees in OOHC is easier said than done. This course aims to take participants past the basics of cultural exposure into more meaningful and practical ways to support a child's development of positive cultural identity.

Who Should Attend? OOHC case workers and managers.

Janet Irvine and Ghassan Noujaim (Settlement Services International)
Duration: 1 day

Costs for courses vary – please see the website for details
Courses that include assessment are marked NRT

Principles of Family Group Conferencing

This one-day training will give agencies, stakeholders and community members a clear introduction to Family Group Conferencing. It will outline the principles, mission and philosophies embedded within FGC.

Participants will benefit from gaining knowledge to implement and sustain FGC and most importantly provide leadership and support to develop and sustain an engaging workforce in innovations like family engagement.

Who should attend? Supervisors, managers and leaders in child and family service systems.

Annette Smith
Duration: 1 day

Successful Restorations

Working with birth parents around restoration needs skilled workers and assessment skills. Drawing on extensive experience in working with birth families, this course examines major factors contributing to successful or unsuccessful outcomes.

Who Should Attend? Case workers and practitioners in government/non-government roles where restoration decision-making is needed.

Ross Smith
Duration: 2 days

Supporting Complex Trauma and Mental Health in Achieving Permanency

Understand the connection between complex trauma and child mental health and effectively integrate the two perspectives when responding to the needs of children in care.

Who Should Attend? Foster agency clinicians/counsellors, psychologists, counsellors.

Brendan New
Duration: 1 day

Talking with Kids about Tricky Topics

Explore resources to help you to talk with kids you work with or care for about tricky topics such as mental illness, domestic violence, parent in jail and others.

Who Should Attend? Workers and carers working with children impacted by traumatic life events.

CCWT Learning and Development Specialist
Duration: 1 day

Therapeutic Parenting: Developing Safe and Nurturing Carer-Child Relationships

This session will look at the core theoretical underpinnings of therapeutic parenting approaches, the meaning behind challenging behaviours, and will provide participants with practical parenting strategies.

Who Should Attend? Carers, adoptive/foster parents, OOHC workers and professionals who work with young people.

Dr Erin Holloway (The Lighthouse Institute)
Duration: 1 day

Trauma Informed Behaviour Support for Kids

Learn how to use positive behaviour support strategies with children and young people with challenging behaviours and high support needs.

Who Should Attend? Anyone working in the field of supporting children with high needs.

Damon Williams
Duration: 2 days

Trauma Informed Practice in Child and Family Work

Enhance your understanding and practical skills when working with children who have experienced trauma and are in out-of-home care. The holistic model of service delivery that you will learn about is based on trauma informed practice principles.

Who Should Attend? Case workers, counsellors and case managers who are working directly with children and their carers.

Laura Luchi
Duration: 2 days

Understanding the Importance of Positive Behaviour Support Plans
(formerly Restricted Practices in OOHC)

Learn the principles to ensure best practice behaviour management strategies are used within a trauma informed approach when caring for children in OOHC.

Who Should Attend? Clinicians, case managers, senior managers, house managers, residential support staff in OOHC. NGOs taking on out-of-home care responsibilities.

Simone Halse
Duration: 1 day

Working with Birth Parents and Families

Build your skills and develop strategies for working with birth families in OOHC, using a strengths-based and risk management approach.

Who Should Attend? OOHC sector employees working with children and young people in care and their birth families.

Rita Daher
Duration: 1 day

Working with Children Under 12 with Sexual Behaviour Problems

This workshop will explore the sexual development of children and when that development becomes problematic. You will also examine the trauma contexts of children's lives that may lead to problematic sexual behaviour and the interventions that bring children back to normative sexual behaviour.

Who Should Attend? Workers who provide counselling or casework services to children (up to age 12) engaging in sexually abusive behaviours. This course is also open to foster carers.

Laura Luchi
Duration: 1 day

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www.skillsoncourse.com.au and add EMPLOYER NAME to your personal profile

Training & Groupwork

Facilitating Emotionally Charged Groups

Increase yours skills and confidence in planning for, recognising and responding to highly charged, emotional and volatile training/ group facilitation settings.

Who Should Attend? Trainers and group facilitators.

Saul Nightingale
Duration: 2 days

Groupwork Activities, Activities and More Activities

Explore over a dozen activities to gain groupwork strategies that are dramatic, impactful and meaningful. Learn to move beyond the idea of icebreakers and focus on selecting activities for a specific purpose and for a particular group, time and place.

Who Should Attend? Professionals who already have a solid framework and understanding of groupwork who want to expand their skills with a range of practical strategies/activities.

Peter Slattery
Duration: 1 day

Groupwork – Facilitating Groups for Outcomes

This workshop will examine how to develop, implement and evaluate community-based activities through using evidence and measuring outcomes. The facilitator will provide practical examples and case studies to help workers follow a simple process to design, deliver and reflect on programs that are relevant to the reformed TEI funded program and/or an outcomes measurement framework.

Who Should Attend? Targeted Earlier Intervention (TEI) funded services, Community Development Programs, Parenting/Play Groups and Social Connection Activities.

Kim Stace
Duration: 1 day

Public Speaking and Presenting Skills

Learn practical tools and techniques to help you develop your presentation and facilitation skills and gain confidence as a presenter.

Who Should Attend? Anyone who gives public talks/presentations about their service or program, provides in-service training to staff, or presents information and ideas to different groups.

Lane Blume
Duration: 2 days

Distance Learning

Cost including Assessment: $250/$230 Members
Cost without Assessment: $50/$40 Members

Groupwork Fundamentals

Identify and apply a step by step approach to developing a groupwork support program. Enhance your understanding of the processes involved in developing the program and the communication skills required to facilitate the program.
Assessment can be undertaken in:
• CHCGRP002 Plan and conduct group activities

Who Should Attend? Workers who are required to develop and/ or run client groups for therapeutic development, growth of self insight and new learning.
Distance Kit
NRT

Costs for courses vary – please see the website for details
Courses that include assessment are marked NRT

Worker Wellbeing

Aboriginal Workforce – Achieving Wellbeing and Avoiding Burnout

Insight into how to manage the expectations of various work related stakeholders to avoid compassion fatigue and burnout and achieve improved wellbeing, confidence and resilience through culturally contextualised learning.

Who Should Attend? Aboriginal staff and their supervisors.

Paul Callaghan
Duration: 1 day

Finding Hope and Purpose Again: Compassion Fatigue

Examine the impact that working with trauma, abuse and violence has on professionals, and explore the benefit of being compassionate to oneself. You will learn about self care necessary to be an effective practitioner.

Who Should Attend? Open.

Mary Jo McVeigh
Duration: 1 day

Navigating Professional and Personal Boundaries in Community Services

Navigating healthy boundaries with clients can be tricky at times, join us in exploring professional and personal boundaries in more detail. See how this can increase your overall wellbeing.

Who Should Attend? All workers who are in direct contact with clients including psychologists, social workers, case workers and counsellors.

Debbie Deasy
Duration: 1 day

Resilience, Balance and Wellbeing for Managers

The roles and responsibilities of a manager in the not-for-profit sector require resilience and the ability to cope with ever-present change. This workshop is designed to provide knowledge, insight and practical self care strategies to increase your ability to provide support while managing effectively.

Who Should Attend? Managers, team leaders and supervisors.

CCWT Learning and Development Specialist
Duration: 1 day

Resilience Building in the Context of Adversity

'Common shock', the impact of 'witnessing' violence and violation, influences our professional relationships with our supervisees, clients and families. Building professional and personal resilience counters the negative effects of helping work.

Who Should Attend? Supervisors of direct service providers, youth workers, counsellors, case workers and case managers.

Eleonora De Michele
Duration: 1 day

Self Care for Workers

Explore the impact of stress on the brain and develop strategies for dealing with stressful situations. Take some time out to nurture yourself and rejuvenate your energy levels.

Who Should Attend? Open.

CCWT Learning and Development Specialist
Duration: 1 day

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Youth Work

Mental Health and Drug Use

Drug Use and Young People: Change and Choice

Understand what drives drug use. Learn how to do an 'on-the-run' assessment and how to do it warmly and even with humour. Experience strategies for individuals, groups and families that you can call on, should you decide that you can offer something to that young person.

Who Should Attend? Anyone working with young people.

Peter Slattery
Duration: 1 day

Mad, Bad or Sad? – Mental Health and Adolescents

Explore diagnosis and treatment approaches for depression, anxiety, eating disorders, substance use, deliberate self-injury, suicidal behaviours etc. Learn how to help and support young people and promote mental health and wellbeing.

Who Should Attend? Anyone working with young people.

Phil Nunn
Duration: 1 day

Relationship Building

Engaging Disengaged Young People

How do you catch a young person's attention quickly and meaningfully? Relationship is the essential ingredient to engagement. This workshop explores how you can do this in a variety of ways, including when you have little time and in circumstances that are less than ideal.

Who Should Attend? Open to anyone working with young people.

Peter Slattery
Duration: 2 days

'Everybody Hurts Sometimes' – Anger Management Tools and Strategies for Young People

Learn about anger and explore approaches to anger management in adolescents. Understand anger and adolescent development, the physiology of anger, mental health issues, disorders, disabilities and risk taking. Learn a range of practical tools and strategies to help manage anger.

Who Should Attend? Anyone working with angry adolescents including youth workers, counsellors and teachers.

Phil Nunn
Duration: 1 day

Journeys to Success: Coaching Young People

Equip yourself with new skills and tools to be able to coach a young person in shaping their goals and aspirations, honing their thinking habits and developing lifelong habits for success as defined by themselves.

Who Should Attend? Anyone working with young people, case workers, youth workers and teachers.

CCWT Learning and Development Specialist
Duration: 1 day

Costs for courses vary – please see the website for details
Courses that include assessment are marked NRT

Risk Taking and Safety

Adolescent Risk Taking

Find out what the latest research is telling us about what drives teenagers; take a good look at the social changes that have taken place in just the last ten years. Then see what this all means for developing really practical policies, programmes and strategies to help keep young people safe.

Who Should Attend? Anyone working with young people, youth workers, police, teachers, counsellors.

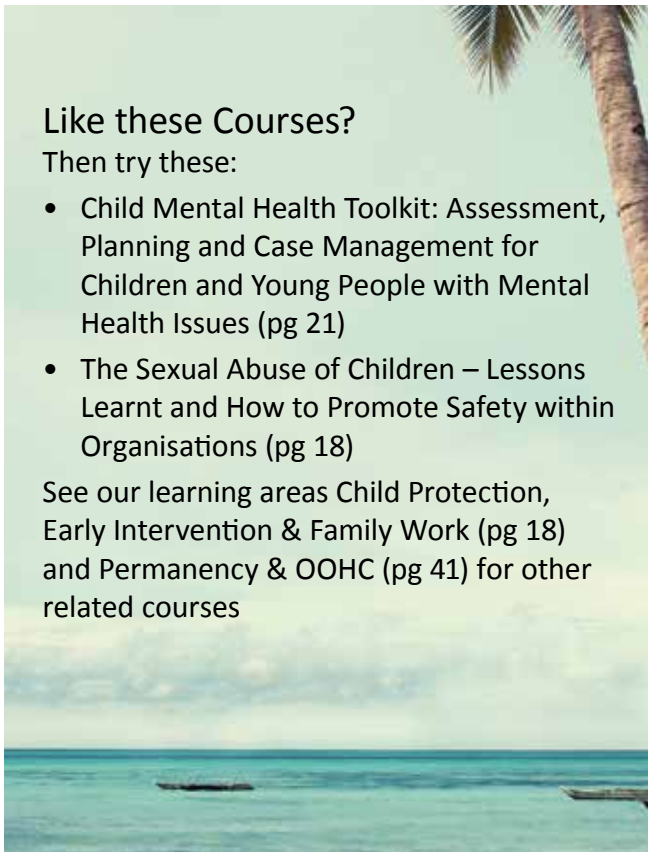
Peter Slattery
Duration: 1 day

Self-Harm and Suicidal Behaviours: Responding to Young People

'Real world' strategies to manage and support those who may be self-harming and/or suicidal. Learn about mental health issues and responding to high-risk behaviours, duty of care, professionalism, ethics and confidentiality and the importance of worker self care.

Who Should Attend? Anyone who works with young people.

Phil Nunn
Duration: 1 day



Like these Courses?

Then try these:

- Child Mental Health Toolkit: Assessment, Planning and Case Management for Children and Young People with Mental Health Issues (pg 21)
- The Sexual Abuse of Children – Lessons Learnt and How to Promote Safety within Organisations (pg 18)

See our learning areas Child Protection, Early Intervention & Family Work (pg 18) and Permanency & OOHC (pg 41) for other related courses

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