Community and interagency relations

Introduction to homelessness and social housing (2 days)

Thursday 14 & Friday 15 April
Price $88

This workshop explores the social housing sector. The training focuses on the causal and structural issues of homelessness, the current issues that impact on the sector and different models of work, the components and structure of the social housing sector (including the range and variety of service provision), the context of social housing provision including historical, social, political, and economic aspects, and the issues that clients face.

Leadership and teamwork

Provide Supervision (2 days)

Monday 22 & Tuesday 23 February
Price $88

This workshop focuses on the knowledge and skills required to provide supervision as a support for workers in the community services industry, including providing backup support, performing a range of administrative tasks, providing a structured debriefing process, and maintaining one’s own professionalism and skills development.

The training is relevant for people who have recently moved into supervisory positions and for people who have some experience and want to further develop their supervisory skills.

Advanced supervision (2 days)

Thursday 12 & Friday 13 May
Price $88

This workshop builds on the ‘Provide supervision’ workshop and participants can further develop their supervisory skills. Participants explore a range of topics including theoretical frameworks, approaches to supervision, change management, overcoming resistance, leadership, critical thinking and reflective practice, emotional intelligence, and team building.

More Workshops may be offered during the semester. Please refer to the website for the latest course offerings.
All training is open to HSO staff.
All workshops are held from 9.30 am to 4.30 pm in the Melbourne CBD unless otherwise stated.

Contact details: PO Box 963 Wodonga Vic 3689 p 02 6055 6913 e shs@wodongatafe.edu.au w www.wodongatafe.edu.au/shs
Service delivery

Case management for clients with complex needs (2 days)

Thursday 3rd & Friday 4th March

Price $88

This workshop focuses on the knowledge and skills required to provide case management to clients who have been assessed and whose needs have been identified as extending across a number of areas, for example, aged care, community care, disability, mental health, and drugs and/or alcohol. The training explores working within a case management framework, identifying services required to manage the client’s complex needs, developing priorities for service and support inputs, and implementing and monitoring agreed-to activities and processes.

Making your numbers count: using data effectively (1 day)

Thursday 10 March

Price $44

This workshop, delivered by the Council to Homeless Persons, focuses on why we collect data, how we can optimise the data we collect and how we can use it to get better outcomes for our clients workshop, delivered by the Council to Homeless Persons, focuses on why we collect data, how we maximise the data we collect and how we can use it to get better outcomes for our clients.

The quality of the data collected is of critical importance to all elements of the specialist homelessness sector (SHS). Data drives resourcing decisions, demonstrates what we do and how well we do it and when used well helps achieve positive outcomes for clients.

Data could be seen as a dry topic for a training session, perhaps because often the focus is on the technical aspects of collecting data, for example how to navigate a client management system. This training has a different focus.

This workshop focuses on why we collect data, how we can optimise the data we collect and how we can use it to get better outcomes for our clients. In this workshop you will learn:

- The data journey – how we use SHIP and other data sources in the SHS
- How good data supports good practice and CQI
- How data can be used to drive improved outcomes for clients.
- Using data to demonstrate the value of our work
- Tools that help with reporting and analysis – e.g. pivot tables, data cubes, visualisation strategies
- How data can come alive and be a key part of your day to day work
- That data can be fun!

Responding Effectively to Harmful Relational Templates & Trauma-Based Behaviours (1 day)

Friday 1 April

Price $44

Those exposed to abuse, neglect and/or trauma are at risk of developing significant emotional and behavioural difficulties including distorted/unhelpful beliefs and attributions, ‘acting out’ behaviours and mental health issues.

In this session, participants will gain an understanding of childhood trauma and its impact on the healthy development and behaviour of survivors of complex trauma. Participants will also learn to unpack the meaning behind the challenging behaviours they encounter and to develop strategies to respond therapeutically and promote recovery.

More Workshops may be offered during the semester. Please refer to the website for the latest course offerings.

All training is open to HSO staff.

All workshops are held from 9.30 am to 4.30 pm in the Melbourne CBD unless otherwise stated.
Motivational Interviewing (1 day)

Monday 2 May

Price $44

This unique and interactive workshop introduces this popular technique for assisting work with clients who are ambivalent about changing harmful or self-defeating behaviours such as substance abuse. This session will describe the latest developments in the third version of MI including a new framework and tools, as well as how and why they’ve dropped the term ‘resistance’. A critical review of some theories of change is provided, as well as a summary of what applied practice tells us about which types of motivator are most effective at different points in the client’s process of change. At the end of this training participants will be able to identify a client’s stage of change, identify appropriate strategies to progress a client around the Process of Change, understand the role and processes of motivational interviewing, apply basic motivational enhancement techniques and apply basic rolling with resistance techniques.

Advanced Case Management

Thursday 26th & Friday 27 May

Price $88

This two-day workshop aims to assist practitioners understand and explore theoretical frameworks and models that underpin effective case management and how to assess and engage individuals and families who are experiencing complex and multiple issues in their case planning and goal setting.

This workshop will explore attachment theory, the effects of trauma and how this knowledge informs case management practice.

This workshop will examine issues that impact on circumstances that can impede the change processes for individuals and families in case planning and goal setting. And explore child-focused, family centred, strengths-based and a holistic approach when working with individuals and families.

Promoting Recovery understanding complex Trauma & Trauma Informed Practice (1 day)

Monday 20 June

Price $44

Trauma informed practice influences every aspect of our work and encompasses key conditions for recovery, including: therapeutic relationships, group processes, therapeutic environments, organisational parenting and sense of community.

In this session, participants will be introduced to a framework for understanding the experience of people who have a history of complex trauma and will be provided with tools for practical application in their work to support recovery. The theoretical framework presented draws from work in the areas of attachment, object relations, trauma neurobiology and community psychology.
Governance and compliance

Specialist Homelessness Information Platform (SHIP) training (1 day)

Thursday 17 March or
Monday 21 March or
Thursday 28 April
Price $44

This workshop is for new workers. It explores the Specialist Homelessness Information Platform (SHIP). This workshop has pre-requisite modules on key concepts of the Specialist Homelessness Services (SHS) collection to be completed via an eLearning CD (categories 1 and 4 on the CD).

CDs are available from SHSC.Training@dhs.vic.gov.au. Please provide a contact name and address details in the email, and request the CD three weeks prior to training to ensure you have enough time to receive the materials and complete the modules.

Advanced Specialist Homelessness Information Platform (SHIP) training (1 day)

Friday 18 March or
Tuesday 22 March or
Friday 29 April
Price $44

On completion of this course participants will be able to fully utilise client and staff management features, manage SHIP user accounts, output SHIP reports, research and interpret data definitions using the Collection Manual, extract SHS data and upload to SHOR, fix SHOR validation errors, and manage SHOR user accounts. (Note: Participants must have used SHIP previously)
Regional training

Mental health first aid (2 days)

Thursday 31 March & Friday 1 April – Ringwood
Tuesday 12 & Wednesday 13 April - Bendigo
Price $88

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 until appropriate professional treatment is received or the crisis resolves. The training provides information about mental health problems and mental health crisis situations. Participants learn the signs and symptoms of common mental health problems, where and how to find help, and the type of help that research has shown to be effective.

Strengths-based practice (1 days) L1

Friday 22 April 2015
Price $44 (cross sector $220)

This workshop explores the skills and knowledge required to use a strengths-based approach when working with individuals and families. Learning outcomes include being able to apply the principles of strengths-based practice in working with clients who include adults, parents, young people, and children, to use strengths-based tools to explore issues, and to deal effectively with difficult issues using a strengths-based perspective.

Promoting Recovery understanding complex Trauma & Trauma Informed Practice (1 day)

Friday 4 March - Sunshine
Monday 23 May – Dandenong
TBC (April) – Colac
Price $44

Trauma informed practice influences every aspect of our work and encompasses key conditions for recovery, including: therapeutic relationships, group processes, therapeutic environments, organisational parenting and sense of community.

In this session, participants will be introduced to a framework for understanding the experience of people who have a history of complex trauma and will be provided with tools for practical application in their work to support recovery. The theoretical framework presented draws from work in the areas of attachment, object relations, trauma neurobiology and community psychology.
Making your numbers count: using data effectively (1 day)

TBC - Traralgon

Price $44

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• That data can be fun!

How to register

To register, go to www.wodongatafe.edu.au/shs and click on the orange ‘Eventbrite’ button.

Click on the workshop in which you want to enrol and complete the application form.