

HACC TRAINING CALENDAR

**July – December
2008**



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

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HACC TRAINING CALENDAR July – December 2008

DEAR HACC SERVICE PROVIDERS,

The Council on the Ageing, Victoria (COTA) on behalf of the Western Sector of the North & West Metropolitan DHS Region is pleased to present HACC Service Providers with your HACC Training Calendar July – December 2008.

COTA Victoria produces the calendar on behalf of its HACC Training Advisory Committee (HACC TAC) in the Western Sector of the North & West Metropolitan Region. The Committee's members have consulted within their service areas to ensure that the options presented in the calendar are relevant to your organisational and staff needs.

Course options are presented in a calendar format in order to assist you to:

- Plan for your staff and volunteers' attendance at training courses over the next six months.
- Ensure that those staff and volunteers you have registered to attend training courses **do** attend on the day.

REGISTRATION PROCESS

Please check that you/your staff or volunteers are part of the target group for the course.

- All course enquiries should be directed to either the Administration Officer at HACC Training or for RDNS courses to the Student Liaison Officer.
- Course Flyer and Registration forms will be sent out one month before each course.
- Registration forms must be signed by the course applicant and co-signed by their manager/supervisor and returned to either the Administration Officer at HACC Training or the Student Liaison Officer for RDNS courses who will notify you to confirm place/s in the course **or** your place on a waiting list. Direct care staff and volunteers must be registered by their manager/supervisor.
- A **maximum of three places** will be allocated for each HACC agency in the Western Sector of the North & West Metropolitan Region, additional applicants will be placed on a waiting list and notified at least a week prior to the course if there are still vacancies and offered a place. At times limited places may be available for non-HACC staff on a fee for services basis at the discretion of the HACC Training Coordinator.

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HACC TAC COURSE CANCELLATION FEE POLICY:

All the training courses in this calendar are fully subsidised by the Department of Human Services, North & West Metropolitan Region, and so are FREE of registration fees for HACC funded services in the Western Sector of the North & West Metropolitan Region.

However you are advised that should a staff member or volunteer become unable to attend training, **48 HOURS NOTICE** to the HACC Training Administration Officer is required.

Where this notice is not given, the HACC service provider will incur a CANCELLATION FEE of \$55.00.

Please note that the rationale for this policy is to reduce waiting lists for courses and ensure optimum access to courses for all staff and volunteers.

PRIVACY AND USE OF INFORMATION:

Information relating to training courses and participants in Western Sector HACC funded training will be incorporated into the COTA database and used to help in the planning, delivery and evaluation of HACC Training. COTA's collection, use and disclosure of information conforms to current privacy legislation.

YOUR FEEDBACK TO HACC TAC:

Your feedback on the calendar or input into future learning and training needs is welcome.

Please contact your HACC Training Advisory Committee (HACC TAC) member or the HACC Training Coordinator. Contact details for each member are at the end of the calendar.

Virginia Orfanos, HACC Training Coordinator
Western Sector, N&WMMR
C/- Council on the Ageing, Victoria
Email: hacctraining@cotavic.org.au
Tel: 9655 2110

Updates on HACC TAC membership during the year are available via the HACC Training Calendar which can be accessed via our website:

http://www.cotavic.org.au/education_education and click on the link to HACC Training.

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JULY

Seniors Rights Victoria Forum on Elderly Abuse

Who: All staff and volunteers of HACC funded agencies in the West.

What: A half day information forum presented by Seniors Rights Victoria to help you identify elder abuse and what can be done about it. Topics include types of abuse, signs and interventions. Also find out about the new statewide legal service which aims to help prevent elder abuse and safeguard the rights, dignity and independence of older Victorians.

When: Thursday 24th July 2008

Time: 9:30am – 12:30pm

Where: PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

Food Hygiene Course

Who: Food service and kitchen staff plus any HACC staff or volunteers who handle food as part of their role in a HACC funded program in the West.

What: This is an accredited course based on the Apply Safe Food Practices – CHC3TB elective competency from the Cert 111 in HACC and covers all aspects of food safety. **Participants are required to provide proof of citizenship.**

When: Thursday 31st July

Time: 9:30am – 4:30pm

Where: Victoria University
Campus details to be advised

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

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AUGUST

Building Personal Resilience for HACC Workers

Who: All staff and volunteers of HACC funded agencies in the West.

What: This half day course presented by Valerie O'Brien of Talking Solutions discusses causes and symptoms of occupational stress; how to tame the flight/fight response; benefits of "verbal first aid"; how to use the five senses of perception to overcome stress; breathing techniques for resilience; how to identify and strengthen positive thoughts; how to build resilience into each work task.

When: Monday 4th August

Time: 9:30am – 12:30pm

Where: PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

Perform CPR

Who: All staff and volunteers involved in caring for HACC clients and working in HACC funded programs in the West.

What: A three hour accredited course (HLTCPR201A) to provide the knowledge and skills required to perform Cardiopulmonary Resuscitation (CPR). This program includes concepts relating to: responding to signs of an unconscious casualty; performing CPR; and communicating details of the incident.

When: Wednesday 6th August

Time: 1:00pm – 4:00pm

Where: Riverview Convention Centre, Maribyrnong Blvd off Farnsworth Ave, Footscray, Mel Ref 2S

How to register: contact RDNS Student Liaison Coordinator directly on 9536 5241 Fax: 9536 5300 Email: jhollins@RDNS.com.au

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Safe Driving Course

Who: Volunteer and paid drivers who provide transportation to children and adults with a disability and frail aged citizens in agency or driver owned vehicles for HACC funded agencies in the West.

What: This full day course presented by LINK Community Transport Inc. is about looking after yourself and your passengers while providing a door-to-door transport service in either a car or a minibus. It includes practical components and will increase your knowledge and awareness of the risks and responsibilities involved in transporting clients.

When: Thursday 7th August

Time: 9:30am – 4:30pm

Where: Riverview Convention Centre, Maribyrnong Blvd off Farnsworth Ave, Footscray Mel Ref 2S G3

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

Training and Staff Development

Who: All managers, coordinators and team leaders in HACC funded agencies in the West who wish to be more proactive in managing the professional development of their staff or would like things to be different in their workplace.

What: This half day workshop is presented by Heather Liubicich. looks at how to promote a positive learning work environment and apply strategies to develop work teams. Key content includes: what is learning and development; benefits of personal and professional development; engendering positive workplace cultures, management styles and leadership approaches.

When: Thursday 7th August

Time: 9:30am – 12:30pm

Where: PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

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Provide Personal Care

Who: All HACC workers that provide direct personal care to clients of HACC funded agencies in the West.

What: A four day accredited course run by RDNS based on the HACC competency CHCHC302B. This Unit describes the knowledge and skills required by workers to support or assist the older person with their personal care needs within their service delivery plan. Prerequisites – must be employed in a personal care workplace; employer has agreed to support workplace coaching and assessment.

When: Wednesday 13th, 20th, 27th August & 3rd September

Time: 9:00am – 4:00pm

Where: Sessions 1-3 at Annecto Training Room, 81 Cowper Street, Footscray and Session 4 at Altona Meadows Nursing Home, 297 Queen St, Altona Meadows

How to register: contact RDNS Student Liaison Coordinator directly on 9536 5241 Fax: 9536 5300 Email: jhollins@RDNS.com.au

Understanding Islam

Who: All staff and volunteers of HACC funded agencies in the West.

What: The Islamic Council of Victoria (ICV) is the peak body for Muslim Organisations in Victoria. Its vision is to build a better community for all Australians through the promotion of an accurate, informed and positive understanding of Islam, and facilitation of positive relationships between the Muslim and wider community. A half day workshop presented by Sherene Hassan provides participants with an understanding of the Muslim community and barriers which prevent service access. Topics covered will include: an overview of Islam; understanding the myths and misconceptions of Islam; customs and cultural expectations and improving cultural sensitivity in the delivery of services.

When: Thursday 14th August

Time: 10:00am – 12:00pm

Where: PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

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Working with Culturally Diverse Carers

Who: All staff and volunteers of HACC funded agencies in the West who work with carers from CALD backgrounds.

What: A one day professional development workshop presented by Carers Victoria aimed at increasing knowledge and skills in working with carers from culturally and linguistically diverse backgrounds. Content includes the impact of culture on beliefs and values about caring; strategies for working effectively with culturally diverse carers.

When: Monday 18th August

Time: 9:30am – 4:30pm

Where: PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

Managing with Emotional Intelligence

Who: New and experienced leaders who wish to improve their organisation's culture including managers, coordinators and team leaders.

What: Research indicates that the application of Emotional Intelligence can transform organisations significantly. Leaders can create workplaces that are more positive and productive, with higher staff satisfaction and lower staff turnover. This one day workshop, presented by two psychologists, draws upon the latest applications in Emotional Intelligence, Positive Psychology and Cognitive Behavioural Coaching. Participants explore practical, evidence based strategies for building staff engagement, productivity and genuine motivation.

When: Thursday 21st August

Time: 9:30am – 4:30pm

Where: PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

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SEPTEMBER

Understanding the HACC Service System

Who: All staff and volunteers involved in caring for HACC clients and working in HACC funded programs in the West. Especially useful for allied health, service system liaison staff, outreach workers etc.

What: The half day course presented by Judy Addison Facilitation & Training provides an overview of the HACC service system, including users, history, activities, staff service provision locations; roles and responsibilities of main players in the system; funding and planning; service coordination; recent changes and future trends.

When: Wednesday 27th August

Time: 9:30am – 1:00pm

Where: PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

Project Planning and Management

Who: Team leaders, coordinators, managers, project managers of HACC funded agencies in the West. Suitable for those with ideas to develop or those interested in getting a practical overview of what planning and managing projects in the workplace is like.

What: A one day course presented by Judy Addison Facilitation & Training. Implementing successful projects in the workplace and ensuring ongoing success with grant submissions requires sound planning. In this session you will do exercises to define project ideas in writing; workshop the steps and terms to action workplace projects, and try out project planning and project management tools.

When: Tuesday 2nd September

Time: 9:30am – 4:30pm

Where: PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

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Presentation Skills

Who: All staff and volunteers of HACC funded agencies in the West.

What: The focus of this half day workshop presented by Carers Victoria is on developing and delivering a short presentation. Workers who want to improve their knowledge and skills about presenting information to diverse audiences would benefit from this workshop.

When: Thursday 4th September

Time: 9:30am – 12:30pm

Where: PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

Depression in the Frail Aged

Who: All staff and volunteers of HACC funded agencies in the West.

What: A one day workshop presented by RDNS will introduce participants to the issue of depression in the elderly and identify appropriate responses and resources. Key content areas will include understand depression and its effects on daily living in the elderly; identify risk factors and address these effectively; communicate effectively with depressed clients; discuss the HACC worker's role in supporting a depressed client; state key community resources and services.

When: Tuesday 9th September

Time: 9:00am – 4:00pm

Where: Riverview Convention Centre, Maribyrnong Blvd off Farnsworth Ave, Footscray, Mel Ref 2S G3

How to register: contact RDNS Student Liaison Coordinator directly on 9536 5241 Fax: 9536 5300 Email: jhollins@RDNS.com.au

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Self Care for Direct Care Staff

- Who:** All direct care staff of HACC funded agencies in the West.
- What:** A one day interactive workshop presented by Heather Liubicich. An enjoyable and memorable workshop that offers participants the opportunity to reflect on the importance of the work they perform.. Topics include celebrating skills and experience, Stressful elements in carer work; identifying energisers and deenergisers, the importance of self care and applying workable strategies that refresh and rejuvenate.
- When:** Thursday 11th September
- Time:** 9:30 am – 4.00pm
- Where:** PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

Active Clients – Active Choices

- Who:** All staff and volunteers of HACC funded agencies in the West.
- What:** A one day workshop facilitated by Valerie O'Brien from Talking Solutions presents how to deliver services in a way which encourages positive motivation, supports client decision making and discourages dependency. Topics include restorative –v– dependency models of support; self efficacy – sources, benefits, relationship to active life choices; how to support client decision making and motivation; four models of decision making applied to community care.
- When:** Wednesday 17th September
- Time:** 9:30am – 4:00pm
- Where:** PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

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OCTOBER

Challenging Behaviours in Children and Young Adults with Disabilities

Who: All staff and volunteers of HACC funded agencies in the West who work with children and adolescents with disabilities.

What: A one day interactive workshop presented by Judi Bell is invaluable for those people working with children and young people with disabilities who may be aggressive and challenging to manage. It is applicable to children and adolescents whether living at home or in residential care. Key content includes what is challenging behaviour; causes; working with feelings; strategies including behaviour management plans; managing stress and debriefing.

When: Tuesday 30th September

Time: 9:30am – 4:30pm

Where: PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

Occasional Counsellor

Who: Case managers, home carers, reception, assessment staff and volunteers of HACC funded agencies in the West who are called upon to give emotional support to clients but are not employed in a counselling role.

What: This full day workshop presented by David Cherry is designed to assist those who may have to support people in acute emotional distress and will give them the skills to provide support while staying within the boundaries of their role.

When: Thursday 2nd October

Time: 9:30am – 4:00pm

Where: PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

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Professional Boundary Setting

Who: All staff and volunteers, in particular HACC workers, respite workers and volunteers of HACC funded agencies in the West.

What: A half day workshop presented by Valerie O'Brien of Talking Solutions. This course develops understanding of how to maintain professional boundaries to safeguard the client's dignity and privacy, and to improve our own work effectiveness. It includes strategies for using professional boundaries to encourage client independence. Key Content Areas include the difference between professional and personal boundaries; keeping to service priorities; service delivery issues; what can make boundaries difficult to keep; and tools to use to maintain effective boundaries.

When: Monday 6th October

Time: 9:30am – 12:30pm

Where: PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

Safe Cleaning for Home Care Staff

Who: Home Carers employed by LGAs & HACC funded NGAs in HACC funded programs in the West.

What: A practical 'hands on' course delivered by John Brodie of All Natural Green Cleaning that covers OH&S for domestic cleaning, hard and soft floor maintenance and wet area cleaning.

When: Tuesday 7th October

Time: 9:30am – 3:30pm

Where: City of Maribyrnong, Community Development Rooms 1 & 2, Cnr Napier & Hyde St, Footscray.

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

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Facilitating Cooperative Behaviour

- Who:** All staff and volunteers involved in caring for clients of HACC funded agencies in the West.
- What:** A four day accredited course run by RDNS based on the HACC competency CHCCS401A presented by RDNS. This unit is concerned with the competencies required to respond to unacceptable behaviour and support responsibility for behaviour management and change. Elements include monitoring behaviour of the client; using communication strategies to de-escalate conflict; Responding to unacceptable behaviours.
- When:** Thursday 9th, 16th, 23rd & 30th October
- Time:** 9:00am – 4:00pm
- Where:** Riverview Convention Centre, Maribyrnong Blvd off Farnsworth Ave, Footscray, Mel Ref 2S G3

How to register: contact RDNS Student Liaison Coordinator directly on 9536 5241 Fax: 9536 5300 Email: jhollins@RDNS.com.au

Working Effectively with Interpreters

- Who:** All staff and volunteers involved in caring for HACC clients and working in HACC funded programs in the West.
- What:** A two hour course presented by VITS Language Link. Topics include what is and what is **not** the role of an interpreter; the benefits of working with an interpreter; when do you need an interpreter; working with an interpreter. Participants will be provided with educational resources to take back to their workplace.
- When:** Friday 10th October
- Time:** 10:00am – 12:00pm
- Where:** PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

HACC TRAINING CALENDAR July – December 2008

Perform CPR

- Who:** All staff and volunteers involved in caring for HACC clients and working in HACC funded programs in the West.
- What:** A three hour accredited course (HLTCPR201A) to provide the knowledge and skills required to perform Cardiopulmonary Resuscitation (CPR). This program includes concepts relating to: responding to signs of an unconscious casualty; performing CPR; and communicating details of the incident.
- When:** Monday 13th October
- Time:** 1:00pm – 4:00pm
- Where:** Riverview Convention Centre, Maribyrnong Blvd off Farnsworth Ave, Footscray, Mel Ref 2S G3

How to register: contact RDNS Student Liaison Coordinator directly on 9536 5241 Fax: 9536 5300 Email: jhollins@RDNS.com.au

Responding to Resistant and Complex Clients

- Who:** All HACC staff, direct care workers, case managers, coordinators and supervisors of HACC funded agencies in the West.
- What:** A half day course presented Life Psychology. It explores the different types of complex clients and the reasons for client resistance. Clients with complex needs frequently consume a great deal of agency time, resources and are a major cause of worker stress. Practical strategies for responding to complex clients and supporting workers are explored. There will also be an introduction to relevant Mental Health concepts. Areas covered: types of complex clients; improving outcomes with resistant personalities; motivational interviewing; self care strategies; critical incident de-briefing; preventing staff burnout.
- When:** Thursday 16th October
- Time:** 9:30am – 12:30pm
- Where:** PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

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NOVEMBER

Working with the Office of the Public Advocate

- Who:** All staff of HACC funded programs in the West who as part of their role may refer to the Office of the Public Advocate (OPA).
- What:** This half day session will be presented by the OPA and will provide an opportunity to understand the work of the OPA in relation to your agency and will discuss how this relationship can be further improved. Topics include an overview of the OPA; advocacy; guardianship, administration and VCAT; enduring powers of attorney and guardianship.
- When:** **Thursday 6th November**
- Time:** **9:30am – 12:30pm**
- Where:** PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

Apply First Aid

- Who:** All staff and volunteers involved in caring for HACC clients and working in HACC funded programs in the West.
- What:** This full day course held over 2 days aims to provide the knowledge and skills required to provide first aid response, basic life support and management of casualty(s) until the arrival of medical or other assistance. This program includes first aid concepts relating to: assessing the situation, applying first aid principles and procedures, communicating details of the incident, and evaluating your own performance.
- When:** **Monday 17th & 24th November**
- Time:** **9:00am – 4:30pm**
- Where:** Riverview Convention Centre, Maribyrnong Blvd off Farnsworth Ave, Footscray Mel Ref 2S G3

How to register: contact RDNS Student Liaison Coordinator directly on 9536 5241 Fax: 9536 5300 Email: jhollins@RDNS.com.au

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Presentation Skills for CALD Workers

Who: All staff and volunteers of HACC funded agencies in the West working with developing CALD communities, who want to improve their confidence knowledge and skills about presenting information about their communities to diverse audiences would benefit from this workshop.

What: The focus of these two half-day workshops presented by Carers Victoria is on developing public speaking skills and knowledge of tools that can be used to enhance the delivery of a topic. **Participants are required to attend both sessions.** They will be given a small research project relating to their work and will be required to make a short presentation.

When: Tuesday 18th & 25th November

Time: 9:30am – 12:30pm

Where: PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

Living Better with Arthritis

Who: All staff and volunteers that provide direct personal care to HACC clients, and work in HACC funded programs in the West.

What: A full day workshop of five sessions presented by Arthritis Victoria. Arthritis Victoria strives to improve the quality of life of people with musculoskeletal conditions by providing education and empowering consumers through advocacy and support. Topics include: more than just a tricky knee; breaking down the barriers; invest in your bones, help your clients to better health; is exercising the magic bullet?

When: Thursday 20th November

Time: 9:30am – 4:00pm

Where: PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au

HACC TRAINING CALENDAR July – December 2008

DECEMBER

Self Care for Care Workers

Who: All staff and volunteers of HACC funded agencies in the West.

What: A half day workshop presented by Carers Victoria. The focus of this workshop is on some of the common hazards and stresses of 'care work' and how these can impact on staff health and wellbeing. The workshop explores practical strategies for individual workers as well as organisations in reducing stress and increasing job satisfaction.

When: Monday 1st December

Time: 9:30am – 12:30pm

Where: PivotWest, Lvl 1, Building 1, Central West Business Park, 9 Ashley Street, Footscray. Mel Ref 41 E4

How to register: Send completed Registration Form to HACC Administration Officer at COTA: Fax 9654 4456 or by Email to: haccadmin@cotavic.org.au