

COMMUNITY DEVELOPMENT AND TRAINING PROGRAM

REGIONAL TRAINING CALENDAR JULY TO NOVEMBER 2009

Volunteering Illawarra offers subsidised training in local wheelchair accessible venues for Management Committee Members, Volunteers and Staff of Community Organisations in the Illawarra/Kiama and Shoalhaven areas

See inside for information about training topics, when and where they are held, booking information, contact details for venues plus a fold-out month by month summary listing of training topics for easy reference



COMMUNITY DEVELOPMENT AND TRAINING PROGRAM

Welcome to the Community Development and Training Program Calendar for July to November 2009. As in the past, training areas are indicated by different coloured pages [see below for key]. Also, for your assistance in finding and planning your training needs, sessions have been placed in date order. For quick reference, we have included a fold-out training schedule.

The various categories of training are indicated as follows:

Community Management Committee Training	blue
Illawarra/Kiama	sand
Shoalhaven	green

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IMPORTANT INFORMATION INCLUDING CONDITIONS OF REGISTRATION

To book a place for any session included in this calendar, you will need to contact Volunteering Illawarra either by phone on 4227 7163, fax on 4227 7771 or via email at volunteering@wollongong.nsw.gov.au. Please have ready your organisation, address, contact telephone number and ABN No. to assist in the invoicing process. To assist us in our statistics, please nominate whether you are a volunteer, staff or a management committee member.

Members should remember to nominate, at time of registration, whether you would like to use one of your 10 free placements to a “generic course”.

Please note the following conditions apply to all training bookings:

- Training sessions are available to volunteers, staff and community management committee members of community based/not-for-profit organisations only.
- Each organisation may register a maximum of 5 places per training course. Any additional names will be included on a waiting list.
- Full names and contact details of the participant must be supplied at the time of registration. If necessary, changes to names of attendees can be made closer to the session date.
- Cancellation of bookings must be received 7 days in advance of the training session date to ensure that a cancellation fee is not charged. Where a booking has not been cancelled within that time, the organisation will still be invoiced.
- Per 6 month calendar period, each member organisation is entitled to 10 free placings to “generic” courses **ONLY**. Any unused free placings cannot be carried over to the next training calendar. The generic courses include:
 - Grief and Loss
 - Kitchen Health and Hygiene
 - Safe Home Visiting, and
 - Volunteer Applied Management Practices [VAMP].
- Any intention to use a free placing needs to be specified at the time of booking. Failure to specify will result in your organisation being invoiced at membership rates. There will be no retrospective refunds. Also, any non-attendance for a nominated free place incurs the loss of that free place.
- Invoices for training fees will be issued to participants after attendance at training. No pre-payment will be accepted.

Please note that, unless advised otherwise, there is a maximum of 20 placings per training session. For that reason it is important to book as soon as possible.

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COMMUNITY-BASED MANAGEMENT COMMITTEE COURSE ATTENDANCE AND MEMBERSHIP CONDITIONS

This section of the training program is targeted towards Community-based Management Committees. This training is heavily subsidised with fees kept to a minimum [set out below].

Management Committee Members will be given preference over staff for all courses in this category.

VI members - Management Committee members and volunteers \$11.00
- staff \$37.00

Non-VI members - Management Committee members and volunteers \$22.00
- staff \$47.00

COMMUNITY MANAGEMENT COMMITTEE COURSES

MANAGING & IMPLEMENTING CHANGE	WORKPLACE POLICIES – WRITE YOUR RULES
<p>Date: 4 August 2009</p> <p>Time: 5.30pm to 8.15pm [light refreshments provided]</p> <p>Venue: Level 9 Function Room Wollongong City Council 41 Burelli Street, Wollongong</p> <p>Cost: VI members - \$11 vols/m'nt cttee - \$37 staff Non-members - \$22 vols/m'nt cttee - \$47 staff</p> <p>Managing and implementing change is an area of management that is relevant to all workplaces as change affects us at all levels of management whether we embrace it or not.</p> <p>This session will cover the following areas:</p> <ul style="list-style-type: none"> • Identify and develop opportunities for improvement and change • Lead team to foster innovative work practices • Facilitate commitment to workplace change, and • Monitor and evaluate change. <p>PRESENTER: Training Masters</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>	<p>Date: 15 September 2009</p> <p>Time: 5.30pm to 8.15pm [light refreshments provided]</p> <p>Venue: Level 9 Function Room Wollongong City Council 41 Burelli Street, Wollongong</p> <p>Cost: VI members - \$11 vols/m'nt cttee - \$37 staff Non-members - \$22 vols/m'nt cttee - \$47 staff</p> <p>Well written workplace policies help organisations manage more effectively by setting out what is acceptable and unacceptable in the workplace. This intensive workshop helps organisations [in particular management committees] plan, write and apply workable policies to suit their individual workplaces.</p> <p>The workshop covers -</p> <ul style="list-style-type: none"> • the steps in planning, developing and writing workplace policies, policy structure and content • introducing policies into the workplace, and • discussion of contemporary policy issues in the workplace. <p>PRESENTER: Toni Minovski Office of Industrial Relations</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>

ATTRACTING & RETAINING MANAGEMENT COMMITTEE MEMBERS	EMPLOYING STAFF IN SOCIAL & COMMUNITY SERVICES
<p>Date: 13 October 2009</p> <p>Time: 5.30pm to 8.15pm [light refreshments provided]</p> <p>Venue: Level 9 Function Room Wollongong City Council 41 Burelli Street, Wollongong</p> <p>Cost: VI members - \$11 vols/m'nt cttee - \$37 staff Non-members - \$22 vols/m'nt cttee - \$47 staff</p> <p>This workshop is aimed at management committees of non-for-profit organisations or executive directors to enable organisations to plan their board composition and recruit effective management committee members. The skills developed in this workshop will assist committees in planning for and filling board vacancies.</p> <p>Topics to be covered include:</p> <ul style="list-style-type: none"> • Assessing the composition of your existing management committee • Setting up an ongoing board recruitment plan • Identifying gaps in your existing board • Reviewing board diversity • Developing a recruitment plan for new board members • Attracting and developing a pool of candidates, and • Selecting new board members. <p>PRESENTER: Shaun Sheridan Wollongong City Council</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>	<p>Date: 29 October 2009</p> <p>Time: 2.30pm to 5.00pm [light refreshments provided]</p> <p>Venue: Interchange Meeting Rooms 37 Holloway Road, East Nowra</p> <p>Cost: <u>NO CHARGE</u> <i>NB – there will be a \$10 fee for late cancellation or non-attendance</i></p> <p>This is a workshop for employers who currently employ or are considering employing staff in the social and community services sector. This workshop will provide employers, who already have an understanding of basic employment conditions, with a more thorough working knowledge of employment conditions specific to this industry.</p> <p>Participants will be guided through a range of practical scenarios relevant to their business. The workshop will explain -</p> <ul style="list-style-type: none"> • how to calculate more complex entitlements • entitlements within the sector • what a “NAPSA” is and its relevance to the business, and • general employment practices when employing staff. <p>PRESENTER: Toni Minovski Office of Industrial Relations</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>

GRANT WRITING – PART I	GRANT WRITING – PART II
<p>Date: 3 November 2009</p> <p>Time: 5.30pm to 8.15pm [light refreshments provided]</p> <p>Venue: Level 9 Function Room Wollongong City Council 41 Burelli Street, Wollongong</p> <p>Cost: VI members - \$11 vols/m'nt cttee - \$37 staff Non-members - \$22 vols/m'nt cttee - \$47 staff</p> <p>This workshop will provide valuable preparation strategies and grant writing techniques for community organisations, assisting them in raising funds so they can continue providing their valued services.</p> <p>The contents of the workshop include the following:</p> <ul style="list-style-type: none"> • Introduction to grant seeking • Understanding the grant market • How to choose a suitable grant, and • Writing a proposal. <p>PRESENTER: Mike Betts</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>	<p>Date: 24 November 2009</p> <p>Time: 5.30pm to 8.15pm [light refreshments provided]</p> <p>Venue: Level 9 Function Room Wollongong City Council 41 Burelli Street, Wollongong</p> <p>Cost: VI members - \$11 vols/m'nt cttee - \$37 staff Non-members - \$22 vols/m'nt cttee - \$47 staff</p> <p>This is the second part of the Grant Writing training.</p> <p>It will involve one-to-one instruction on the practical aspects of grant application and submission.</p> <p>To take part in this training, you must have completed Grant Writing Part I, held on 3 November 2009.</p> <p>PRESENTER: Mike Betts</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>

ILLAWARRA/KIAMA

MOVING PEOPLE SAFELY [MANUAL HANDLING]	KITCHEN HEALTH & HYGIENE <i>generic course</i>
<p>Date: 27 July 2009</p> <p>Time: 9.30am to 12.30pm [refreshments provided]</p> <p>Venue: Myrtle Room Corrimal Library & Community Centre Short Street, Corrimal</p> <p>Cost: \$25.00 - VI members \$60.00 - Non-members</p> <p>The session is designed to provide a practical focus on how to carry out manual handling tasks. Topics include:</p> <ul style="list-style-type: none"> • Identification of key tasks engaged in by participants • Practical anatomy and support • Manoeuvring objects from shoulder to waist height • Manoeuvring objects from knee to waist range • Manoeuvring objects below knee height • Manoeuvring people – sit to stand, and • Assisted walking. <p>PRESENTER: Theo Backer</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>	<p>Date: 31 July 2009</p> <p>Time: 9.30am to 12.30pm [refreshments provided]</p> <p>Venue: Lilly Pilly Room Corrimal Library & Community Centre Short Street, Corrimal</p> <p>Cost: \$14.00 - VI members \$34.00 - Non-members</p> <p>This course is designed for volunteers who work in situations where they prepare and handle food in community kitchens.</p> <p>The course provides a basic overview of the following:</p> <ul style="list-style-type: none"> • Safe food handling • Maintain hygiene standards • Observing occupational health and safety requirements in a kitchen environment, and • Update on standards 3.2.1, 3.2.2 for the Food Safety Programs and Food Safety Practices and General Requirements. <p>PRESENTER: Delma Boland</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>

<p style="text-align: center;">MENTAL HEALTH FIRST AID</p>	<p style="text-align: center;">GRIEF AND LOSS <i>generic course</i></p>
<p>Date: 25 & 26 August 2009</p> <p>Time: 9.00am to 3.30pm – both days [lunch & refreshments provided]</p> <p>Venue: 25 August - <i>Acacia Room</i> 26 August - <i>Kurrajong Hall</i> Dapto Ribbonwood Centre 107 Princes Highway, Dapto</p> <p>Cost: \$75.00 - VI members \$110.00 - Non-members</p> <p>This course will benefit those who have dealings with clients and/or members of the community experiencing mental health problems. It will cover helping people in mental health crisis situations and/or in the early stages of mental health problems.</p> <p>Crisis situations covered are:</p> <ul style="list-style-type: none"> • Suicidal behaviours/thoughts • Acute stress reaction • Panic attacks, and • Acute psychotic behaviour. <p>Mental health problems covered are:</p> <ul style="list-style-type: none"> • Depression • Anxiety disorders • Schizophrenia, and • Bipolar disorder. <p>PRESENTER: Jon Strang</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>	<p>Date: 2 September 2009</p> <p>Time: 9.30am to 12.30pm [refreshments provided]</p> <p>Venue: Kurrajong Hall Dapto Ribbonwood Centre 107 Princes Highway, Dapto</p> <p>Cost: \$16.00 - VI members \$41.00 - Non-members</p> <p>This course is designed as an introduction to grief and loss issues and will cover -</p> <ul style="list-style-type: none"> • Grief reactions • Influences on the grieving process • Tasks of mourning, and • What grieving people need from others. <p>PRESENTER: Glynis Szafraniec</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>

LEADING VOLUNTEER TEAMS	SENIOR FIRST AID [WORKPLACE LEVEL 2]
<p>Date: 10 September 2009</p> <p>Time: 9.30am to 1.30pm [lunch & refreshments provided]</p> <p>Venue: Acacia Room Dapto Ribbonwood Centre 107 Princes Highway, Dapto</p> <p>Cost: \$25.00 - VI members \$60.00 - Non-members</p> <p>This course is an expansion on the Volunteer Applied Management Practices [VAMP] training. It will assist supervisors of volunteers in managing volunteers and volunteer teams and will discuss at a more in depth level the following topics:</p> <ul style="list-style-type: none"> • Basic supervisory skills • Skills audits of your volunteer team • Evaluating and developing your volunteer program, and • Managing change and innovation within volunteer teams. <p>PRESENTER: Janet Searle</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>	<p>Date: 23 & 24 September 2009</p> <p>Time: 9.00am to 4.30pm – both days [lunch & refreshments provided]</p> <p>Venue: Kurrajong Hall Dapto Ribbonwood Centre 107 Princes Highway, Dapto</p> <p>Cost: \$88.00 - VI members \$110.00 - Non-members</p> <p>This course teaches the fundamental principles, knowledge and skills to enable the first aider to provide emergency care for injuries and illnesses, in the home or the workplace. Below are but a few of the topics to be covered in this course:</p> <ul style="list-style-type: none"> • Chain of survival • Assessing the situation and signs of life • Performing CPR including in special circumstances • Demonstrate use of an automated external defibrillator [AED] • Special techniques for children and infants • Cardiac emergencies • Severe allergic reactions and poisoning • Burns, scalds, bleeding and wound care • Musculoskeletal injuries • Infection controls, and more. <p><i>On successful completion of this course, participants will be issued with a Statement of Attainment for the nationally recognised unit of competency from the Health Training Package, HLTF301B – Apply First Aid.</i></p> <p>PRESENTER: Australian Red Cross</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>

HOW TO ATTRACT MORE VOLUNTEERS	MANAGING CHALLENGING BEHAVIOURS
<p>Date: 22 October 2009</p> <p>Time: 10.00am to 12.30pm [refreshments provided]</p> <p>Venue: Acacia Room Dapto Ribbonwood Centre 107 Princes Highway, Dapto</p> <p>Cost: \$17.00 - VI members \$41.00 - Non-members</p> <p>This course is aimed at assisting organisations to examine current volunteering trends and how to use these trends when planning for the future. It will also explore a variety of new recruitment strategies and promotional activities.</p> <p>Topics to be covered include:</p> <ul style="list-style-type: none"> • Volunteering trends – adapt or miss out! • Design better job descriptions – making the roles more attractive • Recruitment strategies – how to target your recruitment efforts, and • Promotional activities – utilise your resources wisely. <p>PRESENTER: Janet Searle</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>	<p>Date: 9 November 2009</p> <p>Time: 9.30am to 1.30pm [lunch & refreshments provided]</p> <p>Venue: Acacia Room Dapto Ribbonwood Centre 107 Princes Highway, Dapto</p> <p>Cost: \$25.00 - VI members \$60.00 - Non-members</p> <p>The management of challenging behaviours makes the lives of those involved stressful. By understanding the psychology behind why people choose behaviours, we can understand how to manage that behaviour.</p> <p>In this course you will learn how to do the following:</p> <ul style="list-style-type: none"> • Identify behaviours, their cause and effect • Chart behaviour progress • Implement behaviour plans • Implement a reward system, and • Debrief. <p>PRESENTER: Liz Bellette-Stubbs Training Masters</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>

**VOLUNTEER APPLIED
MANAGEMENT PRACTICES
(V.A.M.P.)
*generic course***

Date: 10 November 2009

Time: 9.30am to 1.00pm
[refreshments provided]

Venue: Acacia Room
Dapto Ribbonwood Centre
107 Princes Highway, Dapto

Cost: \$25.00 - VI members
\$60.00 - Non-members

This course is designed for Volunteer Coordinators of member organisations who manage and supervise volunteers in their organisations.

This course provides information on the following:

- Introductory supervisory skills for people who manage volunteers in areas such as how to recruit and interview volunteers and how to induct successful applicants into your organisation
- Basic management of change and innovation within volunteer teams
- Strategies to support volunteers in developing skills for your organisation, and
- Understanding and implementing the National Volunteering Standards.

PRESENTER: Janet Searle

Who should attend?
Volunteers, staff and Management Committee members

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SHOALHAVEN

LEADING VOLUNTEER TEAMS	FRONTLINE COMMUNICATING
<p>Date: 15 July 2009</p> <p>Time: 9.30am to 1.30pm [lunch & refreshments provided]</p> <p>Venue: Interchange Meeting Rooms 37 Holloway Road, East Nowra</p> <p>Cost: \$25.00 - VI members \$60.00 – Non-members</p> <p>This course is an expansion on the Volunteer Applied Management Practices [VAMP] training. It will assist supervisors of volunteers in managing volunteers and volunteer teams and will discuss at a more in depth level the following topics:</p> <ul style="list-style-type: none"> • Basic supervisory skills • Skills audits of your volunteer team • Evaluating and developing your volunteer program, and • Managing change and innovation within volunteer teams. <p>PRESENTER: Janet Searle</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>	<p>Date: 11 August 2009</p> <p>Time: 9.30am to 12.30pm [refreshments provided]</p> <p>Venue: Interchange Meeting Rooms 37 Holloway Road, East Nowra</p> <p>Cost: \$25.00 VI members \$60.00 Non-members</p> <p>This short course will assist those who find themselves in situations where a counsellor is needed, but you are the frontline person. What do you do? What should you say?</p> <p>Topics to be covered include –</p> <ul style="list-style-type: none"> • communication essentials – listening, reflective, paraphrasing • handling difficult people • communicating your role and how your service can assist • handling complaints/angry clients • referring on [useful contacts will be provided], and • taking care of yourself – assertiveness and debriefing. <p>During the session there will be opportunities to practice communication skills.</p> <p><i><u>Please note that the course is not designed to provide skills in one-to-one counselling.</u></i></p> <p>PRESENTER: Glynis Szafraniec</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>

OH&S INDUCTION FOR VOLUNTEERS <i>generic course</i>	INTRODUCTION TO DEMENTIA AWARENESS
<p>Date: 25 August 2009</p> <p>Time: 9.30am to 12.30pm [refreshments provided]</p> <p>Venue: Interchange Meeting Rooms 37 Holloway Road, East Nowra</p> <p>Cost: \$14.00 - VI members \$34.00 - Non-members</p> <p>This course is designed specifically for the voluntary sector and aims to provide volunteers with the skills necessary to ensure their own health and safety and that of others in the workplace whilst performing their voluntary duties.</p> <p>The course provides information on the following:</p> <ul style="list-style-type: none"> • How the NSW Occupational Health and Safety Legislation applies to volunteers • The steps necessary in working safely while volunteering • The requirements for reporting information to their organisation • What to do in an emergency, and • Guidelines for Safe Home Visiting. <p>PRESENTER: Glynis Szafraniec</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>	<p>Date: 4 November 2009</p> <p>Time: 9.30am to 12.30pm [refreshments provided]</p> <p>Venue: Interchange Meeting Rooms 37 Holloway Road, East Nowra</p> <p>Cost: \$16.00 - VI members \$41.00 - Non-members</p> <p>This course will provide an overview of dementia and its impact. It will examine topics such as -</p> <ul style="list-style-type: none"> • What is dementia? • types of dementia, and • communicating with a person with dementia. <p>This course will also identify and deal with fundamental principles for interacting with individuals affected by dementia. Core strategies, which will assist volunteers in performing their work roles, will be provided.</p> <p>PRESENTER: Social Support Services Wollongong City Council</p> <p>Who should attend? Volunteers, staff and Management Committee members</p>

SENIOR FIRST AID REFRESHER COURSE [WORKPLACE LEVEL 2]

Date: 17 November 2009

Time: 9.00am to 5.00pm
[lunch & refreshments provided]

Venue: Interchange Meeting Rooms
37 Holloway Road, East Nowra

Cost: \$77.00 - VI members
\$99.00 - Non-members

This course allows the first aider to update the knowledge and skills gained [within the previous 3 years] and revise first aid procedures. Topics to be revised include:

- Chain of survival
- Assessing the situation and signs of life
- Performing CPR including in special circumstances
- Demonstrate use of an automated external defibrillator [AED]
- Special techniques for children and infants
- Cardiac emergencies
- Severe allergic reactions and poisoning
- Burns, scalds, bleeding and wound care
- Musculoskeletal injuries
- Infection controls, and more.

*To take part in this course, attendees **MUST PRESENT A COPY** of current First Aid Certificate/Card.*

PRESENTER: Australian Red Cross

Who should attend?

Volunteers, staff and Management
Committee members

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TRAINING VENUE LOCATIONS

Corrimal Library & Community Centre
Short Street, Corrimal

ph: 4285 6966

Dapto Ribbonwood Centre
107 Princes Highway, Dapto

ph: 4251 7777

Interchange Meeting Rooms
37 Holloway Road, East Nowra

ph: 4423 0255

Wollongong City Council Administration Building
41 Burelli Street, Wollongong [Level 9 Function Room]
management committee training
Contact Volunteering Illawarra

ph: 4227 7163