

2012 Training calendar

February – June



We offer a range of quality training workshops based on 35+ years of experience in assisting the public, government agencies and non-government organisations. Our workshops are also popular with the private sector.

Our workshops are highly interactive and provide participants with clear guidance and practical strategies to improve both their own skills and knowledge and the service delivery standards of their organisations.

Our 2012 calendar includes two NEW workshops specifically tailored for the disability services sector – *Implementing a quality complaints management system in the disability sector*; and *Handling serious incidents in the disability sector*.

The second edition of our *Managing unreasonable complainant conduct Practice Manual* will also be released shortly.

Training will be held in the following locations during February-June 2012:

- Dubbo
- Newcastle
- Orange
- Penrith
- Sydney CBD
- Tamworth
- Wagga Wagga

Dates and information

This calendar lists information about each workshop, location and dates for February to June 2012. You can also check our website for [upcoming workshop dates](#)

Registration

Registration for all workshops is essential as places are limited. [Register online](#)

Complaint handling & negotiation skills

- [Complaint handling for frontline staff](#)
- [Managing unreasonable complainant conduct](#)
- [The art of negotiation](#)

Access & equity

- [Disability awareness](#)
- [Aboriginal cultural appreciation](#)

Public interest disclosures

- [Public interest disclosures information sessions](#)

Community & disability services

- [Frontline skills for complaint handling](#)
- [Effective complaint management](#)
- [Handling serious incidents in the disability sector](#)
- [Implementing a quality complaints management system in the disability sector](#)
- [The Rights Stuff – for consumers of community services](#)

In-house training

Interested in organising training for your agency, organisation or area? We can come to you.

Our training workshops are available in-house, which provides a tailored, cost effective and convenient method of delivery. Participants are given the opportunity to workshop challenges unique to their own organisation.

Contact us

Contact us for details about a specific workshop or to discuss your training needs.

Community Education and Training Unit
P 02 9286 0900 | **E** training@ombo.nsw.gov.au
W www.ombo.nsw.gov.au/trainingworkshops

Employment-related child protection

- [Responding to child protection allegations against employees](#)
- [Handling serious child protection allegations against employees](#)

Subscribe to training news

Subscribe to our community education and training news for information about new training and upcoming workshop dates. Email training@ombo.nsw.gov.au with subscribe in the title.

Complaint handling & negotiation skills training

Improving customer service and efficiency.

Workshop	Outline	Who should attend	Dates
Complaint handling for frontline staff Fee: \$352 (inclusive of GST)	Provides frontline staff with the necessary skills and strategies to respond to clients and customers confidently, effectively and efficiently. Participants are provided with a model for dealing with complaints, examining different types of complainant behaviour and overcoming personal and organisational barriers to making and resolving complaints.	Those who have regular, high volume contact with clients and customers, face to face or by phone.	<ul style="list-style-type: none"> • 22 March Sydney CBD • 6 June Dubbo • 22 June Sydney CBD Duration: 9.30am-4.30pm.
Managing unreasonable complainant conduct Fee: \$352 (inclusive of GST)	Unreasonable conduct by complainants can take up an inordinate amount of an agency's time and resources. Provides participants with specific strategies and skills to effectively and confidently deal with unreasonable conduct by complaints.	Staff who have contact with, or respond to, complainants or customers who display unreasonable conduct. Supervisors and senior management responsible for developing complaint handling policy.	<ul style="list-style-type: none"> • 6 March Sydney CBD • 3 May Sydney CBD • 23 May Tamworth • 14 June Penrith • 20 June Wagga Wagga Duration: 9.30am-4.30pm.

The art of negotiation

Fee: \$352
(inclusive of GST)

Provides a thorough grounding in interest-based negotiation with ample opportunities to practice. Participants are provided with a practical framework for planning and successfully carrying out negotiations.

Staff involved in negotiations, resolving complaints and grievances.

- 11 May
Sydney CBD
- 5 June
Dubbo

Duration:
9.30am-4.30pm.

Access & equity training

Making your organisation more accessible and responsive.

Workshop	Outline	Who should attend	Dates
Disability awareness Contact us for fee schedule	Empowers participants to work more effectively and confidently with people with a disability, and to explore strategies for establishing a disability-friendly workplace. Offers participants a general awareness of disability and focuses on attitudinal and practical issues for people with disability.	Staff from government and non-government sectors.	Available in-house on request. <i>Duration:</i> 9.30am-3.30pm.
Aboriginal cultural appreciation Contact us for fee schedule	Provides an overview of Aboriginal history and culture, as well as culturally appropriate communication protocols and strategies to assist participants and organisations to more effectively assist Aboriginal and Torres Strait Islander people in their work.	Staff from government and non-government sectors.	Available in-house on request.

Public interest disclosures training

Understanding your obligations.

Workshop	Outline	Who should attend	Dates
Public interest disclosures Free	Provides an overview of the responsibilities of public authorities under the amended <u>Public Interest Disclosures Act 1994</u> and covers the what, why, who and how of making and managing disclosures. An e-learning training module is also available.	Nominated Public Interest Disclosures coordinators and agency staff involved in drafting policy, coordinating and managing public interest disclosures work.	<ul style="list-style-type: none"> • 24 May Tamworth • 7 June Dubbo • 13 June Penrith • 15 June Sydney CBD • 21 June Wagga Wagga <i>Duration:</i> 9.30am-12.30pm.

Community & disability services training

The Community Services (Complaints, Reviews and Monitoring) Act 1993 (CS-CRAMA) applies to all government and non-government community services provided, funded, licensed or authorised by Community Services or Ageing, Disability and Home Care.

Our workshops bring services up to speed on the obligations under CS-CRAMA.

Workshop	Outline	Who should attend	Dates
<p>Frontline skills for complaint handling</p> <p>Fee: \$253 (inclusive of GST)</p>	<p>Develop effective skills and appropriate strategies for complaint handling.</p> <p>Participants are given a step by step model for dealing with complaints, examining different types of complainant behaviour and overcoming personal and organisational barriers to making and resolving complaints.</p>	<p>Community services staff, especially frontline staff or those who have regular contact with clients and customers, face to face or by phone.</p>	<ul style="list-style-type: none"> • 2 March Sydney CBD • 22 May Tamworth • 26 June Sydney CBD <p><i>Duration: 9.30am-3.30pm.</i></p>
<p>Effective complaint management</p> <p>Fee: \$253 (inclusive of GST)</p>	<p>Provides an overview of essential elements for an effective complaint handling system.</p> <p>Using Australian Standards as a reference, participants are given guidance about what good complaint policies should look like.</p> <p>We examine cultural and organisational issues relating to complaints, and provide an opportunity to learn how to use complaints to improve service delivery.</p>	<p>Community service managers, coordinators, team leaders and board members.</p> <p>Staff responsible for developing, managing, or implementing complaint handling policies and systems.</p>	<ul style="list-style-type: none"> • 30 May Sydney CBD • 19 June Wagga Wagga <p><i>Duration: 9.30am-3.30pm.</i></p>
<p>Implementing a quality complaints management system in the disability sector</p> <p>Fee: \$253 (inclusive of GST)</p>	<p>Focuses on the essential elements of a quality complaints management system tailored for the disability sector that is based on current legislative and industry requirements, quality assurance frameworks and the <i>Stronger Together 2</i> priorities for person-centred approaches to service delivery.</p> <p>Provides advice about the critical data that should be collected and analysed by providers to help improve responses to complaints and overall service to clients.</p>	<p>Disability service managers, operations managers, quality assurance coordinators, team leaders etc.</p> <p>Staff responsible for developing, managing, or implementing complaint handling policies and systems.</p>	<ul style="list-style-type: none"> • 15 May Sydney CBD • 1 June Dubbo • 22 June Lismore <p><i>Duration: 9.30am-4.30pm.</i></p>

Handling serious incidents in the disability sector

Fee: \$550 (inclusive of GST)

This workshop focuses on how to respond to serious incidents of abuse and neglect that may arise in a disability service setting. It provides practical advice to help you deal with some of the more complex challenges associated with handling serious incidents, including allegations that may involve a criminal element.

This new workshop is delivered by the Deputy Ombudsman and Community and Disability Services Commissioner, Steve Kinmond.

Investigators, heads of agencies, managers and supervisors who undertake and review investigations of incidents in disability services.

- 21 March Sydney CBD
- 21 June Orange

Duration: 9.30am-4.30pm.

The rights stuff

This workshop is available free of charge for groups of 10+

Developed specifically for people who use community services, their families, carers and advocates.

It covers practical information and tips to build confidence in raising issues and resolving complaints with service providers.

People who use community services such as disability services, family support, home help, respite, youth services, out-of-home care and accommodation.

Family members, unpaid carers, advocates and guardians are welcome too.

Available upon request for groups of 10 or more people.

This is a half day workshop.

Employment-related child protection training

With more than 10 years experience in the oversight of reportable conduct allegations, these workshops are designed for those who undertake and review investigations of reportable conduct allegations involving employees.

Workshop	Outline	Who should attend	Dates
<p>Responding to child protection allegations against employees</p> <p>Fee: \$352 (inclusive of GST)</p>	<p>Provides an overview of employer's obligations under the Ombudsman Act. Participants examine the steps in the investigation process, risk assessment and management.</p>	<p>Heads of agencies, investigators, managers or supervisors, who are responsible for responding to and/or investigating reportable allegations or convictions against employees.</p> <p>Staff involved in developing child protection policies, training and education.</p>	<ul style="list-style-type: none"> • 20 March Sydney CBD • 24 May Newcastle • 13 June Sydney CBD <p><i>Duration: 9.15am-4.15pm.</i></p>

Handling serious child protection allegations against employees

Fee: \$550
(inclusive of GST)

Provides participants with specialist and practical knowledge that will help them deal with some of the more complex challenges associated with handling serious allegations against employees.

This workshop is delivered by the Deputy Ombudsman and Community and Disability Services Commissioner, Steve Kinmond.

Investigators, heads of agencies, managers and supervisors who undertake and review investigations of allegations that may involve a criminal element.

- 17 May
Sydney CBD
- 15 June
Dubbo

Duration:
9.30am-4.30pm.

To unsubscribe: email training@ombo.nsw.gov.au with Unsubscribe as the subject line.