

2011 Training calendar

July – December



We offer a range of quality training workshops based on 35 years of experience in assisting agencies and the public.

Our highly interactive workshops provide participants with clear guidance and practical strategies to improve their skills and knowledge. They combine a range of effective skills-based activities with good practice frameworks which can be readily applied in the work place.

Dates and information

This calendar lists information about each workshop, location and dates for July to December 2011. You can also check our website for [upcoming workshop dates](#)

Registration

Registration for all workshops is essential as places are limited. [Register online](#):
www.ombo.nsw.gov.au/trainingworkshops

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

General training

- [Complaint handling for frontline staff](#)
- [Managing unreasonable complainant conduct](#)
- [The art of negotiation](#)
- [Disability awareness](#)
- [Aboriginal cultural appreciation](#)
- [Public interest disclosures](#)

Employment-related child protection training

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

Community services training

- [Frontline skills for complaint handling](#)
- [Effective complaint management](#)
- [The rights stuff](#)

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.

General training

Workshop	Outline	Who should attend	Dates
<p>Complaint handling for frontline staff</p> <p>Fee: \$352 (inclusive of GST)</p>	<p>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.</p>	<p>Those who have regular, high volume contact with clients and customers, face to face or by phone.</p>	<ul style="list-style-type: none"> • 13 October Sydney CBD • 29 November Campbelltown <p><i>Duration:</i> 9.30am-4.30pm.</p>
<p>Managing unreasonable complainant conduct</p> <p>Fee: \$352 (inclusive of GST)</p>	<p>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.</p>	<p>Staff who have contact with, or respond to, complainants or customers who display unreasonable conduct.</p> <p>Supervisors and senior management responsible for developing complaint handling policy.</p>	<ul style="list-style-type: none"> • 29 July Nowra • 26 August Sydney CBD • 21 September Orange • 27 October Sydney CBD • 2 November Bourke • 17 November Queanbeyan • 1 December Sydney CBD <p><i>Duration:</i> 9.30am-4.30pm.</p>
<p>The art of negotiation</p> <p>Fee: \$352 (inclusive of GST)</p>	<p>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.</p>	<p>Staff involved in negotiations, resolving complaints and grievances.</p>	<ul style="list-style-type: none"> • 18 October Sydney CBD • 16 October Queanbeyan <p><i>Duration:</i> 9.30am-4.30pm.</p>
<p>Disability awareness</p> <p>Fee: \$352 (inclusive of GST)</p>	<p>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.</p>	<p>Staff from government and non-government sectors.</p>	<ul style="list-style-type: none"> • 29 September Sydney CBD • 8 December Sydney CBD <p><i>Duration:</i> 9.30am-3.30pm.</p>

Workshop	Outline	Who should attend	Dates
<p>Aboriginal cultural appreciation</p> <p>Contact us for fee schedule</p>	<p>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.</p>	<p>Staff from government and non-government sectors.</p>	<p>Available in-house on request.</p>
<p>Public interest disclosures: information sessions</p> <p>Free information session</p>	<p>This information session will introduce the changes to the <i>Public Interest Disclosures Act 1994</i> and cover what public authorities need to do and when.</p> <p>Information about training workshops will be released later this year.</p>	<p>Nominated Public Interest Disclosures coordinators and agency staff involved in drafting policy, coordinating and managing public interest disclosures work.</p>	<ul style="list-style-type: none"> • 21 July Sydney CBD • 28 July Sydney CBD <p><i>Duration:</i> 9.30am-4.30pm.</p>

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 September Taree • 22 September Orange • 25 October Sydney CBD • 22 November Albury <p><i>Duration:</i> 9.15am-4.15pm.</p>
<p>Handling serious child protection allegations against employees</p> <p>Fee: \$550 (inclusive of GST)</p>	<p>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.</p> <p>This new workshop is delivered by the Deputy Ombudsman and Community and Disability Services Commissioner, Steve Kinmond.</p>	<p>Investigators, heads of agencies, managers and supervisors who undertake and review investigations of allegations that may involve a criminal element.</p>	<ul style="list-style-type: none"> • 9 September Wollongong • 23 September Newcastle • 13 October Orange • 4 November Sydney CBD • 2 December Albury <p><i>Duration:</i> 9.30am-4.30pm.</p>

Community 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.

These workshops have been specifically designed for the community services sector.

Workshop	Outline	Who should attend	Dates
Frontline skills for complaint handling Fee: \$253 (inclusive of GST)	Develop effective skills and appropriate strategies for complaint handling. 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.	Community services staff, especially frontline staff or those who have regular contact with clients and customers, face to face or by phone.	<ul style="list-style-type: none"> • 8 September Sydney CBD • 13 September Taree • 1 November Bourke • 15 November Queanbeyan • 23 November Penrith Duration: 9.30am-3.30pm.
Effective complaint management Fee: \$253 (inclusive of GST)	Provides an overview of essential elements for an effective complaint handling system. Using Australian Standards as a reference, participants are given guidance about what good complaint policies should look like. We examine cultural and organisational issues relating to complaints, and provide an opportunity to learn how to use complaints to improve service delivery.	Community service managers, coordinators, team leaders and board members. Staff responsible for developing, managing, or implementing complaint handling policies and systems.	<ul style="list-style-type: none"> • 28 July Nowra • 16 August Sydney CBD • 20 September Orange • 19 October Campbelltown 24 November Sydney CBD Duration: 9.30am-3.30pm.
The rights stuff Fee: The Rights Stuff is available free of charge for groups of 10 or more people.	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.	Available upon request for groups of 10 or more. This is a half day workshop.

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