



# CISVic 2018

## Training and Networking Calendar

Working in a CISVic agency can be a rewarding yet challenging experience. CISVic is committed to resourcing and supporting our workforce to deliver best practice services to the community. We invite you to make the most of these training opportunities to develop and enhance your skills and achieve better outcomes for your clients.

### Community Support Worker Course V

The Community Support Workers Course is an introduction to the skills and knowledge you require to work in a community support agency. The course covers key functions of your role including interviewing clients, agency procedures, guiding principles and duty of care and complex situations. This nationally accredited course can provide a pathway to further study in Certificate IV in Social Housing Work, Homelessness Support and Client Services.

6 sessions (across an 8 week period), commencing on:

Cranbourne	9.30am – 4pm	Thursday 1st February
Melbourne CBD	9.30am – 4pm	Wednesday 7th February
Melbourne CBD	9.30am – 4pm	Monday 9th April
Box Hill	9.30am – 4pm	Friday 20th July
Melbourne CBD	9.30am – 4pm	Wednesday 12th September

### Ice Training V - S

This training, delivered by 360Edge, is designed to build the skills and knowledge of front line workers to respond safely and effectively to people affected by the drug ice. The training will help volunteers understand the effects of ice and learn how to work safely to protect themselves and others, and to learn how to respond effectively to ice affected people.

Springvale	9.30am – 12.30pm	13th February
Mornington	9.30am – 12.30pm	9th May
East Burwood	9.30am – 12.30pm	23rd May
Preston	9.30am – 12.30pm	30th May
Hampton	12.30pm – 3.30pm	6th June

### Tenancy Training V - PS - S

This training, delivered by the Tenant's Union, will provide participants with the knowledge to be able to better support tenants experiencing housing issues.

East Burwood	9.30am – 12.30pm	21st March
Hastings	9.30am – 12.30pm	28th March
Reservoir	9.30am – 12.30pm	2nd May
Cheltenham	9.30am – 12.30pm	16th May
Springvale	9.30am – 12.30pm	18th May
Kialla	9.30am – 12.30pm	20th June
Bendigo	9.30am – 12.30pm	21st June

### Working with Interpreters V - PS - S

This workshop, delivered by CISVic, provides participants with the skills to successfully communicate with clients using either on-site or telephone interpreting. This training will provide participants with the following: an understanding of why an interpreter is different to using a bilingual family member; information about how interpreters are trained; skills to ensure that an interview with an interpreter runs smoothly; and, ways of responding if the interview doesn't seem to be going well.

Melbourne CBD	10am – 12pm	31st May
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### Recognising and Responding to Family Violence V - S

This workshop, delivered by the Whittlesea Community Connections, provides volunteers with the capacity to respond to presentations of family violence and make appropriate referrals. This training will help volunteers to understand what family violence is, the impacts and the 'cycle of violence', learn about contributing factors, ways of asking about violence and responding to disclosure and ways to support someone and where to go for help.

Melbourne CBD	9.30am – 1.30pm	13th June, 25th October
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### Mental Health Awareness Training V

This workshop, delivered by VICSERV, provides introductory information and skills training for those who provide services to people who have a mental illness. Content includes, describing the major mental illnesses, current understandings of mental health and ill-health, identifying aspects of stigma and how this impacts on people's lives and identifying key parts of the mental health service system that can assist.

Melbourne CBD	10am – 2pm	31st July
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Cost: \$10 for full members and \$40 for associate members.

### CISVic Bi-annual Conference M - V - PS - S

Melbourne CBD	9.30am – 4pm	17th October, 18th October
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Cost: TBA

### CISVic Caseworkers Network Meeting

CISVic Caseworkers meet quarterly to provide professional and peer support, and contribute to best practice in working with clients with complex needs. Caseworkers contribute to CISVic policy development and assist in our advocacy work by providing feedback, case studies and identifying new and emerging trends impacting on vulnerable people.

Melbourne CBD	9.30am – 12.30pm	13th February, 15th May, 21st August, 20th November
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### Regional Network Meetings M

The uniqueness of CISVic agencies, as generalist, community based agencies, means that we share common service models and challenges. Our members benefit from the opportunity to get together to share information, resources and news. Additionally, they play an important communication path between CISVic and our members.

#### Inner South Network Meeting

Glen Huntly	10.30am – 12.30pm	7th February, 2nd May, 1st August, 7th November
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#### Eastern Region Network Meeting

East Burwood	10.30am – 12.30pm	14th February
Box Hill	1pm – 3pm	9th May
Camberwell	10.30am – 12.30pm	8th August
Boronia	10.30am – 12.30pm	14th November

#### Northern Region Network Meeting

Greensborough	10.30am – 12.30pm	28th February
Laverton	10.30am – 12.30pm	16th May
Heidelberg West	10.30am – 12.30pm	15th August
Preston	10.30am – 12.30pm	21st November

#### Rural Region Network Meeting

Conference call	10.30am – 12.30pm	15th February, 24th May, 23rd August, 22nd November
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#### Westernport Regional Association of Community Information Centres

Mornington	9.30am – 12pm	28th February
Hastings	9.30am – 12pm	18th April
Dandenong	9.30am – 12pm	27th June
Narre Warren	9.30am – 12pm	22nd August

### Community Support Worker Case Discussion V

The Community Support Worker Case Discussion is an opportunity for volunteers from different agencies to come together and talk about the challenges and different approaches to supporting clients. Volunteers will have the chance to discuss past interactions with clients (de-identified) and the challenges and learnings from these experiences. Attendees will be invited to share their ideas and knowledge about community support available to clients. Each session will be facilitated by an experienced and professional caseworker.

Mornington	10am – 12pm	31st January, 1st August
Hampton	10am – 12pm	7th March, 5th September
East Burwood	10am – 12pm	18th April, 3rd October
Cranbourne	10am – 12pm	23rd May
Preston	10am – 12pm	6th June
Rural region (Conference call)	10am – 12pm	25th July

### Roundtables M

The Roundtables provide an opportunity for a range of agencies from the membership to come together in an informal setting to discuss, share and learn from each other around particular topics.

Melbourne CBD	9.30am – 12.30pm	7th March <i>Back to School Programs</i> 20th June <i>Engaging the Media</i> 5th September <i>Change Management</i>
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### Volunteer Coordinators Network Meeting M

The Volunteer Coordinators Network is a forum for agencies to come together and share experiences, challenges, ideas, information and resources relating to volunteer coordination. This network, like all CISVic networks, is an important communication path between CISVic and the CISVic membership.

Melbourne CBD	10am – 12pm	29th May, 9th October
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To register for any of these sessions, please go to [www.cisvic.org.au/training](http://www.cisvic.org.au/training)

All sessions are free (excluding the Community Support Worker Course, Mental Health Awareness Training and CISVic Conference). If numbers are limited, CISVic may give preference to the targeted audience.

Indicates target audience:

V - Volunteers M - Managers PS - Paid Staff S - Students



Psychiatric Disability Services of Victoria (VICSERV)