

- ◆ It is important to register by the due date.
- ◆ Refreshments will be provided for all sessions. Lunch will be provided for full day / two-day sessions only.

**JULY**

### ROLES & RESPONSIBILITIES OF MANAGEMENT COMMITTEES

*Miguel Ferrero* Register by 13/07/2010

<b>TUES 27 JUL</b>	<b>SC</b>	Member	\$10
<b>5:30pm – 7:00pm</b>	<b>(C)</b>	Non Member	\$10

An opportunity for members of Boards or Management Committees to understand the difference between Governance and Management, their roles and responsibilities and the role of the Executive Committee.

### LEADING WITH PRESENCE

*Johanna de Ruyter* Register by 15/07/2010

<b>THUR &amp; FRI 29 &amp; 30 JUL</b>	<b>WSCF</b>	Member	\$70
<b>9:30am – 4:30pm</b>	<b>(A)</b>	Non Member	\$150

This two-day experiential program has been developed by the Ariel Group to provide participants with the skills and tools to become authentic leaders.

**AUGUST**

### SUBMISSION WRITING FOR BEGINNERS

*Miguel Ferrero* Register by 20/07/2010

<b>TUES 3 AUG</b>	<b>WSCF</b>	Member	\$25
<b>9:30am – 12:30pm</b>	<b>(A)</b>	Non Member	\$50

This workshop targets those who have very limited knowledge on submission / grant writing. You will gain an understanding of the basic components of a submission application and the steps you need to take before writing the application.

### PROMOTING TO AND NETWORKING WITH ETHNIC COMMUNITIES

*Maria Katrivesis -MDAA* Register by 22/07/2010

<b>THUR 5 AUG</b>	<b>WSCF</b>	Member	\$35
<b>9:30am – 4:30pm</b>	<b>(A)</b>	Non Member	\$75

This hands-on workshop will focus on the why, who and how. It will leave you with the skills and knowledge to make connections, build bridges and develop reciprocal relationships with ethnic communities that last.

### WORKING SAFELY IN PRIVATE DWELLINGS AND EXTERNAL LOCATIONS – FOR MANAGERS

*Bridge the Gap* Register by 23/07/2010

<b>FRI 6 AUG</b>	<b>SMC</b>	Member	\$35
<b>9:30am – 4:30pm</b>	<b>(D)</b>	Non Member	\$75

Session designed to introduce or refresh managers' knowledge in the elements of OHS Risk Management & contribute to the implementation of OHS strategies & initiatives to ensure compliance with OHS legislation.

### EMPLOYMENT RESPONSIBILITIES FOR MANAGEMENT COMMITTEES

*Miguel Ferrero* Register by 29/07/2010

<b>THUR 12 AUG</b>	<b>WSCF</b>	Member	\$10
<b>5:30pm – 7:00pm</b>	<b>(A)</b>	Non Member	\$10

This session will address human resource issues as they impact on the responsibility of Management Committee members as employers.

### WORKING SAFELY IN PRIVATE DWELLINGS AND EXTERNAL LOCATIONS – FOR STAFF

*Bridge the Gap* Register by 09/08/2010

<b>MON 23 AUG</b>	<b>SMC</b>	Member	\$35
<b>9:30am – 4:30pm</b>	<b>(D)</b>	Non Member	\$75

This workshop will allow participants to explore what is reasonable practice and weigh up risks in providing a service directly or indirectly in non-vocational and community settings.

### FINANCIAL RESPONSIBILITIES FOR MANAGEMENT COMMITTEES

*Miguel Ferrero* Register by 10/08/2010

<b>TUES 24 AUG</b>	<b>SC</b>	Member	\$10
<b>5:30pm – 7:00pm</b>	<b>(C)</b>	Non Member	\$10

The session will explore in more detail the role of a treasurer, financial planning, recording systems, financial monitoring and accountability.

### MEDIA TRAINING FOR COMMUNITY WORKERS

*Kerry Nettle - CCC* Register by 12/08/2010

<b>THUR 26 AUG</b>	<b>WSCF</b>	Member	\$35
<b>9:30am – 4:30pm</b>	<b>(A)</b>	Non Member	\$75

This training is for community workers to learn about how to work more effectively with the media. It is important to understand how the media works so that you can engage with them in a way that assists both you and them.

**SEPTEMBER**

### WORK EFFECTIVELY WITH CULTURALLY DIVERSE CLIENTS AND CO-WORKERS

*Maria Katrivesis - MDAA* Register by 19/08/2010

<b>THUR 2 SEPT</b>	<b>SMC</b>	Member	\$35
<b>9:30am – 4:30pm</b>	<b>(D)</b>	Non Member	\$75

In this one day course participants will come to understand culture as something that is all around us. It cannot be avoided but understanding cultural diversity can be harnessed to provide better services and practice.

### MARKETING FOR YOUTH SERVICES

*Leah Webber - YAPA* Register by 24/08/2010

<b>TUES 7 SEPT</b>	<b>SC</b>	Member	\$25
<b>9:30am – 12:30pm</b>	<b>(C)</b>	Non Member	\$50

Drawing on business marketing principles, this workshop will teach you how to adapt these principles to a community services framework, and give you basic skills in marketing and promotion.

### LEGAL RESPONSIBILITIES FOR MANAGEMENT COMMITTEES

*Miguel Ferrero* Register by 24/08/2010

<b>TUES 7 SEPT</b>	<b>WSCF</b>	Member	\$10
<b>5:30pm – 7:00pm</b>	<b>(A)</b>	Non Member	\$10

Exploring in more detail issues on incorporation, the role of the constitution, insurance, awards and other industrial instruments, funding agreements, leases, permits and other licenses.

### COMMUNICATION SKILLS FOR FRONTLINE STAFF

*Mark McPherson* Register by 01/09/2010

<b>WED 15 SEPT</b>	<b>WSCF</b>	Member	\$35
<b>9:30am – 4:30pm</b>	<b>(A)</b>	Non Member	\$75

This day will give workers a set of strategies and skills to manage people who are demanding, aggressive, bad-mannered, offensive or threatening and still deliver high quality services over the phone or in person.

### ADVOCACY TRAINING FOR COMMUNITY WORKERS

*Kerry Nettle - CCC* Register by 09/09/2010

<b>THUR 23 September</b>	<b>QFCC</b>	Member	\$35
<b>9:30pm – 4:30pm</b>	<b>(E)</b>	Non Member	\$75

The training covers topics such as power relations, identifying the best issues to campaign on, developing a campaign strategy, government structure; and interaction with government and the community.

### RBA – RESULTS BASED ACCOUNTABILITY FOR MANAGEMENT COMMITTEES

*Miguel Ferrero* Register by 09/09/2010

<b>THUR 23 SEPT</b>	<b>WSCF</b>	Member	\$10
<b>5:30pm – 7:00pm</b>	<b>(A)</b>	Non Member	\$10

This session will give you the opportunity to understand the basic concepts of population and performance accountability, to discover how to conduct a RBA box exercise, and how Management Committees can benefit from this process.

**OCTOBER**

### ROLES AND RESPONSIBILITIES FOR MANAGEMENT COMMITTEES

*Miguel Ferrero* Register by 28/09/2010

<b>TUES 12 OCT</b>	<b>WSCF</b>	Member	\$10
<b>5:30pm – 7:00pm</b>	<b>(A)</b>	Non Member	\$10

An opportunity for members of Boards or Management Committees to understand the difference between Governance and Management, their roles and responsibilities and the role of the Executive Committee.

### WORK EFFECTIVELY WITH CULTURALLY DIVERSE CLIENTS AND CO-WORKERS

*Maria Katrivesis - MDAA* Register by 30/09/2010

<b>THUR 14 OCT</b>	<b>WSCF</b>	Member	\$35
<b>9:30am – 4:30pm</b>	<b>(A)</b>	Non Member	\$75

In this one day course participants will come to understand culture as something that is all around us. It cannot be avoided but understanding cultural diversity can be harnessed to provide better services and practice.

### FINANCIAL RESPONSIBILITIES FOR MANAGEMENT COMMITTEES

*Miguel Ferrero* Register by 14/10/2010

<b>THUR 28 OCT</b>	<b>WSCF</b>	Member	\$10
<b>5:30pm – 7:00pm</b>	<b>(A)</b>	Non Member	\$10

The session will explore in more detail the role of a treasurer, financial planning, recording systems, financial monitoring and accountability.

**NOVEMBER**

### SUBMISSION WRITING FOR BEGINNERS

*Miguel Ferrero* Register by 28/10/2010

<b>THUR 11 NOV</b>	<b>WSCF</b>	Member	\$25
<b>9:30am – 12:30pm</b>	<b>(A)</b>	Non Member	\$50

This workshop targets those who have very limited knowledge on submission / grant writing. You will gain an understanding of the basic components of a submission application and the steps you need to take before writing the application.

### COMMUNICATION SKILLS FOR FRONTLINE STAFF

*Mark McPherson* Register by 02/11/2010

<b>TUES 16 NOV</b>	<b>MSLC</b>	Member	\$35
<b>9:30am – 4:30pm</b>	<b>(B)</b>	Non Member	\$75

This day will give workers a set of strategies and skills to manage people who are demanding, aggressive, bad-mannered, offensive or threatening and still deliver high quality services over the phone or in person.

### ORIENTATION TO THE HACC PROGRAM

*Dana Rosinski* Register by 05/11/2010

<b>FRI 19 NOV</b>	<b>SMC</b>	Member	FREE
<b>9:30am – 12:30pm</b>	<b>(D)</b>	Non Member	FREE

This information session will provide an overview of the HACC Program for new workers and could be a refresher for old-timers. Participant will be presented with information relating to the history, aims and the scope of the HACC Program as well as new strategies in community care followed by discussion on current HACC issues in Western Sydney.

### MAKING YOUR SERVICE ACCESSIBLE TO PEOPLE FROM A NON ENGLISH SPEAKING BACKGROUND

*Maria Katrivesis - MDAA* Register by 09/11/2010

<b>TUES 23 NOV</b>	<b>WSCF</b>	Member	\$35
<b>9:30am – 4:30pm</b>	<b>(A)</b>	Non Member	\$75

This hands-on workshop will outline the barriers people from a NESB experience in attempting to access services, why some people don't use services at all, why services seem unable to attract workers who speak another language, or simply why those piles of translated pamphlets stashed away in the cupboard don't seem to get any smaller.

### ORIENTATION TO THE HACC PROGRAM

*Dana Rosinski* Register by 12/11/2010

<b>FRI 26 NOV</b>	<b>WSCF</b>	Member	FREE
<b>9:30am – 12:30pm</b>	<b>(A)</b>	Non Member	FREE

This information session will provide an overview of the HACC Program for new workers and could be a refresher for old-timers. Participant will be presented with information relating to the history, aims and the scope of the HACC Program as well as new strategies in community care followed by discussion on current HACC issues in Western Sydney.

### VENUE DETAILS

<b>(A) WSCF</b>	Western Sydney Community Forum Level 4, 146 Marsden Street, Parramatta
<b>(B) MSLC</b>	The Macarthur Sustainable Living Centre 1 Mount Annan Drive, Mount Annan
<b>(C) SC</b>	Sector Connect 351 Welling Drive, Mount Annan
<b>(D) SMC</b>	Santa Maria Centre 253 Great Western Highway, Lawson
<b>(E) QFCC</b>	Quarterdeck Function & Conference Centre, Penrith Swimming Pool, Station St, Penrith

### HOW TO REGISTER

**Online (Preferred)**  
It is recommended to register your interests with WSCF at our website [www.wscf.org.au](http://www.wscf.org.au).

**Hardcopy**  
Please fill out a registration form for each session and fax back to Western Sydney Community Forum – 9687 8665 with payment. (Registration form overleaf)

### QUERIES

For more information please contact

<b>Deborah McIntosh</b>	<b>Dana Rosinski</b>
<b>t</b> 02 9687 9669	<b>t</b> 02 9687 6112
<b>e</b> <a href="mailto:wscf@wscf.org.au">wscf@wscf.org.au</a>	<b>e</b> <a href="mailto:danar@wscf.org.au">danar@wscf.org.au</a>

This calendar is for community workers and Management Committee members and funded by **Community Services, Department of Human Services** and **Ageing, Disability & Home Care, Department of Human Services under the HACC Program.**