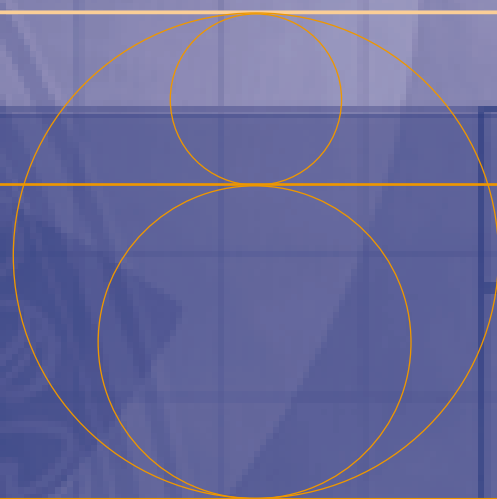


Training and Consultancy Services Handbook 2001–2002

Child Protection Training and
Development Unit



Human
Services



Peoplefirst

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July 2001

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(0480401)

ACKNOWLEDGMENTS

Statewide Training Working Group

The Statewide Training Working Group meets on a bi-monthly basis and performs a range of functions, including the development and endorsement of the range of programs outlined in this handbook.

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Joanna Eccleston	Southern Metropolitan Region
Elizabeth Dyer	Western Metropolitan Region
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foreword

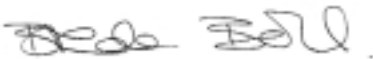
Due to the statewide focus of my role, I am reminded on a daily basis of the highly complex and professionally challenging nature of child protection work. The complexity is not surprising. We work with families who experience the difficult aspects of parenting familiar to us all, however many face additional challenges including poverty, substance addiction and the presence of violence and psychiatric illness. These factors place enormous burdens on families and impact on their capacity to parent their children.

Such complexity requires a child protection workforce to have a sophisticated and sensitive understanding of these difficulties and their connection with child abuse and neglect. We also require creative and skilled professionals who can effectively engage families in a partnership to address the problems which confront them. These valuable outcomes are not easily achieved and the skills and knowledge needed to achieve them are rarely in place when we first commence in child protection, however can be steadily acquired through an appropriate mix of effective supervision and professional development. We never cease learning.

Retention rates for child protection practitioners are steadily increasing, and we are committed to an orientation, induction and ongoing professional education program which comprehensively prepares practitioners for the challenges of practice. Such a program must reflect both the competencies required for the child protection role, and the specific development needs identified by regions and individuals. Particularly we are keen to ensure that the programs outlined within this Handbook and those delivered in regions complement significant new practice initiatives developed to improve the effectiveness of our intervention.

Complexity and challenge will be ever present features of working in the child protection field. The measure of how effectively we address these factors in our own practice in part will reflect our commitment to continuous professional development.

In our work towards the increased safety and wellbeing of Victoria's vulnerable children I wish you well in your own professional development and encourage you to take up the opportunities presented in this handbook.



Brenda Boland
Manager,
Child Protection





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Left to right back: Loula Dounias, Kim O'Shaughnessy, Murray Robinson, Peter Leslie, Natasha Courtney, Antonietta Basile, Helen Hanson.
Left to Right: Christine Standen, Anna Ashton, Megan Pollard, Lesley Chisholm.

OUR PHILOSOPHY

The Child Protection Training and Development Unit believes that learning enhances service delivery and job satisfaction, and that this has positive outcomes for staff and clients. However, training in isolation cannot achieve these outcomes. It should be part of a process of learning across the organisation, which is reinforced daily through effective supervision, positive role modelling by senior staff and managers, coaching and ongoing professional development opportunities.

The Unit aims to encourage a culture of learning within Child Protection that supports staff in their roles, and promotes reflective practice as a means of enhancing service delivery. This reflects our belief that learning should be practical in its orientation, as well as grounded in the real world experiences of Child Protection workers and managers. We are committed to forming effective partnerships with regions, the branch, and the broader Child Protection system, and value the contributions of individual practitioners to the learning process.

Introduction



Welcome to the second full-year edition of the Training and Consultancy Services Handbook for 2001–2002. Previous handbooks have been limited to six-month periods, and we hope that a program of training and development activities over a full year will provide regions and individual practitioners with an improved capacity to plan for professional development. But this does not mean that our program is static. We intend to continue to develop learning and development initiatives to meet specific needs that arise throughout the year. Some of these are already in train, and will be advertised directly to practitioners via flyers, the Intranet and our monthly screensavers.

The past year has seen many challenges for the Child Protection Program as a whole, and consequently for training and development. Initiatives delivered by the Unit in the past twelve months have included a statewide coaching program for team leaders and unit managers regarding the Victorian Risk Framework, and a two-day program related to adolescent pregnancy, targeting specialist adolescent protective workers, Juvenile Justice workers and high risk adolescent programs. This program was extremely well received and will be repeated this year.

This Handbook contains a number of important new additions which are directly related to the needs of Child Protection practitioners and managers. As in the past, these programs are based on the National Competences for Child Protection workers, the Child Protection Training Needs Analysis completed in 1998, and the Annual Reports of the Victorian Child Death Review Committee. The advice of the Statewide Child Protection Working Group, who have provided critical review of all the programs in this Handbook, has added to these important reference points.

Of particular note this year are new programs related to the Child Protection practitioner's role in out-of-home care placements, supervised access, assessing kinship care, and in mediating better outcomes for young people and families. More about each of these programs can be found in the specific course outlines in this Handbook.

During the past year we have worked with all regions to develop tailored consultancy programs around specific needs. These have been as diverse as attachment and bonding in the Northern Metropolitan Region, facilitation of professional development days in the Southern Metropolitan Region, and working with Indigenous families at two locations in the Loddon Mallee Region. Over twenty consultancy programs were developed and delivered, and we hope to further expand this service over the next financial year.

In addition to the delivery of Handbook and consultancy programs, the Unit has developed a number of projects related to the development of learning resources for regional delivery.

NEW PROJECTS

NEW PRACTITIONER ORIENTATION PROJECT

Many of you will know that the Training and Development Unit is developing a range of self-paced and interactive learning materials to assist with the orientation of new practitioners to key skills and knowledge required in the first three months of employment. A learning guide for new practitioners, a supervisors' guide and a series of group development sessions are presently being piloted in the Grampians and Southern Metropolitan regions, and will be evaluated late in 2001 for statewide distribution in 2002. The regionally delivered materials will integrate with a revised central induction program, which should be completed after three months of employment in Child Protection.

LEADERSHIP DEVELOPMENT PROJECT

Due to the nature of their role, team leaders find it particularly difficult to access professional development opportunities. The Leadership Development Project aims to develop a regionally delivered, professional development program for team leaders across the State, and will be piloted in the Southern, Eastern Metropolitan and Hume regions in the second half of 2001.

Features of the program include a revised four-day supervision and team leadership program, a skills audit for CAFW 4s reflecting the National Child Protection Competencies for Team Leaders, and learning resources to be delivered via a range of methods, including coaching, small group training and action research projects.

TRAINING SERVICES REDEVELOPMENT PROJECT

The Training Services Redevelopment Project aims to deliver a structure and process for workforce development that will lead to better outcomes for the children and families with whom we work. In particular, it is investigating opportunities for accreditation of Unit programs with vocational and higher education providers toward further qualifications.

An important part of the project's role over the past few months has been our involvement in the review of the Community Services Training Package and, in particular, the National Competencies for Child Protection Workers.

Community Services and Heath Training Australia are leading this important work, and the Unit is keen to ensure the revised competencies accurately reflect the occupational roles of Child Protection workers.

'The signs of safety approach seeks to foster partnership between professionals and families, and there is considerable momentum throughout the child protection world to move in the same direction.

What is frequently overlooked, however, is the careful consultation and training process that is required to equip workers to integrate and consistently deliver collaborative practice.'

Turnell, Andrew and Edwards, Steve, 1999, Signs of Safety A Solution and Safety Oriented Approach to Child Protection Casework, WW Notron and Co, New York p. 181.



Features of the July 2001-July 2002 Training Program

The handbook has been designed to offer a number of courses to each of the following occupational groups:

- Protective practitioner (CAFW 1, 2 and 3).
- Team leader (CAFW 4).
- Unit Manager (CAFW 5).

Courses involve the crucial competencies and skills for each level.

COURSES

MANDATORY PROGRAMS

The handbook continues to include two initial mandatory courses:

- Induction for New Child Protection Practitioners.
- CASIS Training for New Child Protection Practitioners.

All Child Protection staff must also complete the following course prior to undertaking sexual abuse investigations:

- Making a Difference—Assessment and Practice in Sexual Abuse.

New Child Protection practitioners should consult with their team leaders prior to nominating for these courses. However, it is expected that staff should commence both courses within three months of commencement with the Department.

Completion of the Induction course is a prerequisite to attendance at further training. A broad range of courses relating to practice and skill development is available following the completion of Induction and CASIS training.

COURSES FOR PRACTITIONERS

The handbook offers a range of skill-based courses to protective practitioners. It is anticipated that they will attend programs that meet their learning needs as identified through their professional development plans completed as part of the performance appraisal system. Protective practitioners should consult with their team leader prior to forwarding nominations to the Child Protection Training and Development Unit. Training consultants are available to discuss programs in details or answer specific queries.

Courses available to protective practitioners include:

- VRF—For New Practitioners (new).
- Working with Cultural Diversity.
- Mediation in Child Protection.
- Mediation in Child Protection—Advanced Course (new).
- Young People and Substance Use.
- Young People and Risk—Suicide, Self-Harm and Mental Health.
- Parenting and Substance Use.
- Case Recording.
- Engaging and Interviewing Children and Young People.
- Effective Conflict Management—Strategic Responses to Threatening Situations.
- Family Decision Making.
- Court Skills and Processes (new).
- Working with Indigenous Children and Families.
- Working with Families for Better Outcomes.
- Violence in Families—Keeping Children Safe.
- Sudden Infant Death Syndrome (SIDS)—An Introduction.
- Abuse and Harm—An Advanced Two-Day Forum on Research and Practice.
- Adolescent Pregnancy—Implications for Practice (new).
- Child and Adolescent Development—Refresher Course (new).
- Assessing, Monitoring and Supporting Kinship Care Placements (new).
- Out of Home Care for Children and Young People—Practice Issues (new).

COURSES FOR ADVANCED PRACTITIONERS (CAFW 3S)

Experienced protective practitioners who are interested in developing skills related to supervision and exploring their suitability to the role of team leader may wish to nominate for the following course:

- Transition to Supervisor.

This two-day program is targeted at senior Child Protection practitioners who wish to explore the role of a CAFW 3 as a mentor and consultant to less experienced staff and the progression to the role of team leader. It is also relevant to CAFW 3s who have acting experience in team leader positions as an introductory course, and in preparation for the team leader course.

HIGH RISK INFANT PROTECTIVE WORKER TRAINING

- High Risk Infants.

There will be an opportunity for staff to attend introductory training regarding High Risk Infants and related issues. This course is relevant to those with an interest in this specialist role, as well as those wishing to develop expertise with this client group.

COURSES FOR MANAGERS

TEAM LEADERS

- Transition to Supervisor—Advanced Practitioner Course.
- Supervision and Team Leadership—Developing a Dynamic Team.
- Supporting Staff Effectively.
- Effective Case Planning and Case Conferencing.
- VRF for Managers and Supervisors (new).

A number of the courses available to Protective Practitioners should also be considered by team leaders, specifically:

- Making a Difference: Intervening in Sexual Abuse.
- Engaging and Interviewing Children and Young People.
- Effective Conflict Management—Strategic Responses to Threatening Situations.
- Mediation in Child Protection.
- Mediation in Child Protection—Advanced Skills (new).
- Working with Families for Better Outcomes.
- Violence in Families—Keeping Children Safe.
- Abuse and Harm—Research and Practice.
- Parenting and Substance Use.
- Family Decision Making (new).
- Child and Adolescent Development—Refresher Course.
- Out-of-Home Care of Children and Young People—Practice Issues (new).
- Assessing, Monitoring and Supporting Kinship Care Placements (new).
- Adolescent Pregnancy—Implications for Practice (new).

UNIT MANAGERS

Special forums have been designed for unit managers on subject areas that were identified during a consultation process following the Training Needs Analysis. Other programs should also be considered by unit managers, such as:

- Effective Case Planning and Case Conferencing.
- Abuse and Harm Research and Practice.
- Mediation in Child Protection (and the Advanced course).
- Family Decision Making.

RURAL MANAGERS

In this Handbook there is a one-day forum scheduled specifically for the needs of team leaders and unit managers in rural regions:



Information for Participants

ATTENDANCE ELIGIBILITY

Courses are available to Child Protection staff at all levels within the Protective Services program. Places in programs within this handbook are also available to regional placement and support staff, adoptions and permanent care, court advocacy unit and secure welfare staff. Some courses may have vacancies for community service organisation staff, which can be discussed with the course coordinators of individual courses.

ACCOMMODATION

The Child Protection Training and Development Unit will arrange accommodation for participants attending training based on the information provided in their nomination forms. Details of confirmation of training and accommodation will be sent to participants following the closing date for nominations.

Note: Where rural participants are unable to attend programs for which they are registered, they must advise the Unit as soon as possible to ensure accommodation cost are not incurred.

NOMINATING FOR COURSES

There are two ways to nominate for courses:

1. Complete the nomination form at the end of this handbook. Fax to: (03) 9616 2990.
2. You may also wish to review the Training Calendar/Handbook on the ESS system, and make a request for training online. Enter the ESS system via the KnowledgeNet by clicking on 'staff support'.

It is essential that your supervisor has endorsed your nomination and completed and signed the form.

Contact Brenda Wong, on (03) 9616 2870, to make sure your nomination has been received.

STARTING TIME

Registration for all courses is at 9.00 am. Courses will commence at 9.15 am.

MORE INFORMATION

Staff are welcome to contact the course coordinator listed for each program if they wish to obtain further information.

Practice Guidelines/Specialist Assessment Guides

In the case of some courses, practice guidelines already provide substantial information regarding theoretical and practice material covered in the program. Where practice guidelines are linked to training this is indicated in the program outline. It is suggested participants acquaint themselves with this material prior to attending the course. Practice guidelines can be found in the Protecting Children Manuals or downloaded from the Community Care Internet site located on 'KnowledgeNet'. Select 'Community Care Division', then 'Products and Services Publications' and 'Standards and Guidelines' (or via www.dhs.vic.gov.au/commcare). Adapted versions of some practice guidelines can also be found in the Specialist Assessment Guides of the Victorian Risk Framework (VRF).

The following are examples of Practice Guidelines, which can be found in Protecting Children, Volume Three, Parts 1 and 2:

- Supervision of Protective Workers—Standard and Position.
- Secure Welfare Services: Interim Admission Policy and Procedures.
- Confidentiality and Privacy.
- Permanent Care Options.
- Adolescent Service Redevelopment.
- Sexual Abuse Guidelines for Protective Intervention and Management.
- Making a Difference—Intervening in Sexual Abuse.
- Child Sexual Abuse Effects: Initial and Long-Term.
- Child Sexual Abuse: Non-Offending Parents.
- Child Sexual Abuse: Adult Offenders, Facts and Implications for Protecting Children.
- Emotional/Psychological abuse.
- Attachment and Bonding: The Research of Implications for Case Planning Decisions and Children's Court Recommendations.
- Emotional Abuse: An Epidemic, Misnomer or a case of Inappropriate Intervention?
- Vulnerable Families: Substance Abuse.
- Domestic Violence.
- Munchausen's Syndrome by Proxy.
- Case Recording Policy Advice and Practice Guidelines for Protective Workers.
- Female Genital Mutilation and Child Protection: Interim Practice Guidelines.
- Interviewing Children and Adolescents, Guidelines for Protective Workers.
- Kinship Care Guidelines, Protection and Care.
- Parental Mental Illness Policy Advice and Practice Guidelines for Protective Workers.
- Risk Assessment: Policy Advice and Practice Guidelines for Protective Workers.
- Working with Parental Intellectual Disability: Policy Advice and Practice Guidelines for Protective Workers.



Other Training Contacts

DRUG AND ALCOHOL TRAINING

Two Child Protection-related drug and alcohol programs have been included in this handbook:

- Parenting and Substance Use.
- Young People and Substance Use.

In addition to these programs, the Turning the Tide (TTT) project will continue offering courses. During the year 2002 there will be two advanced competency based courses offered. It is a requirement for these courses to have completed the introductory course previously run by TTT. Alternatively, relevant competencies from study or work experience will be considered. The courses will be offered in all regions. There will be a promotion of course details later this year.

HUMAN RESOURCES LEARNING AND DEVELOPMENT UNIT

The Human Resources Learning and Development Unit (HRL&DU) provides training in Leadership, Supervision, Management and Business Skills. Details of this training are available in the *Human Resources Learning and Development Handbook*. Relevant programs for Protective services staff include General Work Skills (CAFW 1), and the Management Development Program (CAFW 4 and above). There are other programs, such as Strategic Management, the Senior Management Program, Project Management, Presentation Skills, etc. Discuss those that may be relevant to you with your supervisor.

The HRL&DU can be contacted on (03) 9616 2837, or visit their website on KnowledgeNet.

JUVENILE JUSTICE TRAINING UNIT (JJTU)

Juvenile Justice section has a training unit for its staff and an annual calendar of programs. Course details can also be accessed from KnowledgeNet. JJTU programs are generally not available to child protection practitioners.

DISABILITY SERVICES TRAINING UNIT

The Disability Services Training Unit (DSTU) currently provides training and consultancy services to approximately 5000 staff employed in Government-managed disability accommodation support and client services. These staff provide a range of support services to people with disabilities in line with relevant legislation and Department of Human Services policy.

Information about the staff development programs provided by DSTU can be obtained from the DisAbility Services website address, in the KnowledgeNet or via www.dhs.vic.gov.au/disability. Telephone the Unit on (03) 96161 2981.

DSTU programs are generally not available to Child Protection practitioners.

COMMUNITY SERVICE ORGANISATION TRAINING

Children's Welfare Association of Victoria (CWAV) Training Broker.

The Children's Welfare Association has a Training Brokerage Project which provides information to community service organisations (predominantly placement and support) and family services regarding training opportunities for their staff. Generally, these are programs delivered by a number of different organisations and private providers.

The training broker position itself does not service Child Protection practitioners, but there is an advice service. There is a quarterly training information guide available, which can be accessed on the website: www.cwav.asn.au/watsnew

The Training and Development Unit is committed to partnerships with the broader Child Protection system. Where availability permits, agencies which contract case management from protective services, or work closely with, us are invited to attend Handbook training programs.

Consultancy Services

Training Tailored to Meet Your Needs

The Child Protection Training and Development Unit provides a consultancy service to regional staff within Protective Services. Consultancies may include requests for:

- Skill-based training courses/forums, to be delivered regionally.
- Team development or planning activities.
- Design and facilitation of specialised workshops to meet particular needs.

All Training and Development Consultants are skilled in exploring workforce issues/situations and developing proposals that creatively meet the needs of participants and regions.

In developing tailored programs with regions, key reference points for consultants include the Training Needs Analysis for Protective Workers and the findings of the Regional Case Practice Quality Audit—Regional Reports.

THE CONSULTANCY PROCESS

1. CONSULTANCY REQUESTS

All requests for consultancies should be directed to the Manager, Child Protection and Development Training Unit on (03) 9616 2869. Requests should include detail regarding number of participants, aim of the training and learning outcomes. A proforma is available from the Child Protection Training and Development Unit to assist with this task.

2. DETERMINING THE SPECIFIC NEEDS

A consultant from the Child Protection and Development Training Unit will liaise with you to ensure that the brief for the consultancy meets your identified needs. The brief will include target group, learning outcomes, responsibilities, timelines, resources required and key deliverables.

3. TRAINING

The program will be delivered by the Training Unit or may involve specific consultants as required. This will be determined in consultation with regional staff.

4. EVALUATION

The Training Unit consultant will discuss this with you prior to the delivery of the consultancy and will provide the region with the details of evaluation and feedback.

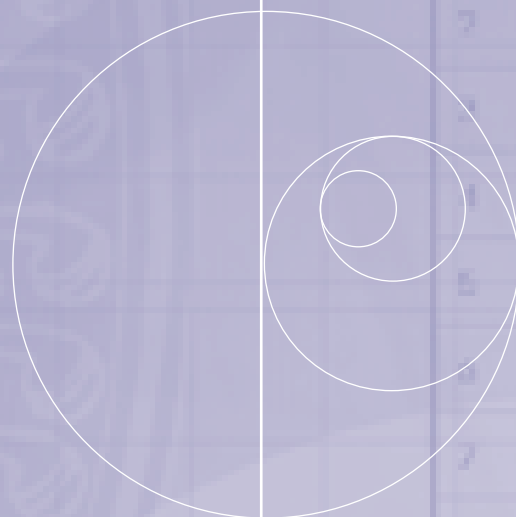
Note: The Child Protection Training and Development Unit has a limited budget for regional consultancies which is allocated on a regional basis.

SUGGESTED TOPIC AREAS FOR CONSULTANCIES

Ideas of topic areas can be drawn from past examples, such as:

- Working with Indigenous children and families.
- Leadership training.
- Team development.
- Engaging and interviewing children and young people.
- High risk infant training.
- Adolescent pregnancy (now a course in this handbook).
- Minute taking and legal terminology (now a course in this handbook).
- Cross-sector orientation.
- Interagency risk assessment.
- Preparing for court contests.
- Utilising family group conferencing in case planning.
- Performance appraisal.
- Vision planning.
- Effective conflict management.
- Solution-focused approaches to problem solving.
- Working with dual order clients.
- Total quality management.
- Infant development and attachment.

Child Protection Training and Development Programs



Induction Course for New Child Protection Practitioners

Note: this course is mandatory for new workers.

DESCRIPTION

The induction course introduces new Child Protection practitioners to their role in the statutory Child Protection Program. This course provides new staff with a comprehensive range of theoretical knowledge and skills relevant to assessment, and case practice in child abuse and neglect. This course is mandatory for all new Child Protection staff, and should be undertaken within the first three months of service. In the near future this course will be preceded by a workplace-based Orientation Program for new practitioners, which is presently being piloted in two regions. Completion of the Induction course is a prerequisite for all further training programs.

KEY SUBJECT AREAS

- Context for working in the Department of Human Services.
- Child and adolescent development.
- Roles and responsibilities of the Child Protection practitioner.
- Child Protection standards and procedures.
- Philosophical underpinnings of the Child Protection program.
- Cultural diversity and Child Protection.
- Indicators and assessment of child abuse and neglect.
- Victorian Risk Framework.
- Strengths-based solution focused practice principles.
- Risk management and high risk groups: infants and adolescents.
- Case planning and case management.
- Legislation, legal procedures and court skills.
- Resources for the Child Protection practitioner.
- Professional supervision and self-management.

RECOMMENDED ATTENDANCE

All new Child Protection practitioners.

Induction should be undertaken within three months of commencement and following the completion of CASIS training. New staff should book a place in the next available program as early as possible after commencement.

COURSE DATES AND DETAILS

Duration of course: 14 days over 8 weeks (15 days for Rural Participants including Rural Court Skills)

DATE	VENUE	CLOSING DATE
COURSE 1 30 July–2 August 2001 13–16 August 2001 27–30 August 2001 10–12 September 2001	Level 7, 589 Collins Street Level 7, 589 Collins Street Level 7, 589 Collins Street Level 7, 589 Collins Street	2 July 2001
COURSE 2 29 October–1 November 2001 12–15 November 2001 26–29 November 2001 10–12 December 2001	Level 7, 589 Collins Street Level 7, 589 Collins Street Level 7, 589 Collins Street Level 7, 589 Collins Street	1 October 2001
COURSE 3 11–14 February 2002 25–28 February 2002 12–15 March 2002 25–27 March 2002	Level 7, 589 Collins Street Level 7, 589 Collins Street Level 7, 589 Collins Street Level 7, 589 Collins Street	14 January 2002
COURSE 3 13–16 May 2002 27–30 May 2002 11–14 June 2002 24–26 June 2002	Level 7, 589 Collins Street Level 7, 589 Collins Street Level 7, 589 Collins Street Level 7, 589 Collins Street	15 April 2002



CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATORS

Natasha Courtney (03) 9616 2991 natasha.courtney@dhs.vic.gov.au
Megan Pollard (03) 9616 2866 megan.pollard@dhs.vic.gov.au
Murray Ward (03) 9616 2992 murray.ward@dhs.vic.gov.au

CASIS Training for New Child Protection Practitioners

Note: this course is mandatory for new workers.

DESCRIPTION

CASIS is the computerised client information and recording system used by Child Protection practitioners. This is a mandatory course, which runs for three consecutive days. It aims to ensure that participants relate CASIS to current practice, standards and procedures. On completion of the course participants will be able to demonstrate the knowledge and skills necessary to navigate CASIS and to manage client information within the legislative framework of Child Protection.

KEY SUBJECT AREAS

- File management and legal implications.
- Case management and CASIS functionality.
- Client search and client file navigation.
- Client registration and intake.
- Case recording modules.
- CASIS user supports.

RECOMMENDED ATTENDANCE

All new Child Protection practitioners, supervisors and managers. New Child Protection practitioners are required to have a minimum of four weeks experience in Child Protection prior to undertaking this course, but should register as soon as they commence work with Child Protection.

COURSE DATES AND DETAILS

Duration of course: 3 days

DATE	VENUE	CLOSING DATE
2–4 July 2001	Level 8, 589 Collins Street	15 June 2001
23–25 July	Level 8, 589 Collins Street	6 July
6–8 August	Level 8, 589 Collins Street	20 July
3–5 September	Level 8, 589 Collins Street	17 August
24–26 September	Level 8, 589 Collins Street	7 September
8–10 October	Level 8, 589 Collins Street	21 September
22–24 October	Level 8, 589 Collins Street	5 October
19–21 November	Level 8, 589 Collins Street	2 November
3–5 December	Level 8, 589 Collins Street	16 November
17–19 December	Level 8, 589 Collins Street	30 November
21–23 January 2002	Level 8, 589 Collins Street	4 January 2002
4–6 February	Level 8, 589 Collins Street	18 January
18–20 February	Level 8, 589 Collins Street	1 February
18–20 March	Level 8, 589 Collins Street	1 March
15–17 April	Level 8, 589 Collins Street	29 March
6–8 May	Level 8, 589 Collins Street	19 April
20–22 May	Level 8, 589 Collins Street	3 May
17–19 June	Level 8, 589 Collins Street	31 May

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Loula Dounias (03) 9616 2996 loula.dounias@dhs.vic.gov.au



CASIS Training—Consultancies

NEW SUPERVISORS AND MANAGERS TRAINING

A half-day course is available on request as a consultancy for new supervisors and managers in Child Protection.

This course focuses on training participants to access and effectively use key components of the CASIS application specifically developed to managers and supervisors in Child Protection, namely: maintaining contact and client lists, and producing management information system (MIS) reports.

MULTIPLE ENTRY REFRESHER TRAINING

A half-day course is available on request for participants to refresh their knowledge and skills in multiple entry. The course will review multiple entry function facilities to link client files for the sole purpose of saving the same information simultaneously across a number of client files.

COURT MODULE REFRESHER TRAINING

A half-day course is available on request for participants to refresh knowledge and skills in relation to the recording of court processes and procedures on CASIS.

Note: the above three courses are available as consultancy requests. There may be a capacity to train these either regionally or centrally, depending on participant numbers, however we require a minimum of five participants.

CONTACTS

COURSE COORDINATOR

Loula Dounias (03) 9616 2996 loula.dounias@dhs.vic.gov.au

Victorian Risk Framework—Assessing Risk in Child protection

DESCRIPTION

The Victorian Risk Framework (VRF) is the endorsed model of risk assessment for use by Child Protection workers in Victoria. It is essential that all practitioners develop a thorough understanding of the framework and its implications.

This two-day course introduces participants to the VRF, focusing on the practice principles, theory and assessment guides. The program is relevant to any staff member, particularly those who have not had the opportunity to attend VRF training previously, or whose exposure has been limited to the one-day session at Induction. The sessions are particularly useful for workers who want to refresh their knowledge of the framework and enhance their risk assessment skills.

In addition to introducing participants to the main components of the VRF, the course offers participants the opportunity to apply the framework to their own case examples, as well as constructed case material, and the time to reflect critically on their use of the assessment framework with children and families.

KEY SUBJECT AREAS

- Principles and goals of the Victorian Risk Framework.
- Theory of the Victorian Risk Framework.
- Application of the Victorian Risk Framework to practice.
- Risk assessment and cultural issues.

RECOMMENDED ATTENDANCE

Protective Services CAFW 2–4.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
18–19 September 2001	Level 7, 589 Collins Street	21 August
6–7 December 2001	Level 7, 589 Collins Street	8 November
7–8 March 2002	Level 7, 589 Collins Street	7 February
6–7 June 2002	Level 7, 589 Collins Street	9 May

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Lesley Chisholm (03) 9616 2897 lesley.chisholm@dhs.vic.gov.au



Victorian Risk Framework—For Supervisors and Managers

DESCRIPTION

This one-day course is designed to further develop the knowledge and confidence of Child Protection supervisors and managers in the flexible and practical use of the Victorian Risk Framework (VRF) in day-to-day practice. Participants will enhance their knowledge of the VRF and its implementation with a specific focus on its use in the supervision of workers and in case management.

Participants are encouraged to bring case material, as there will be the opportunity to discuss case challenges and develop creative solutions with their peers using the VRF.

KEY SUBJECT AREAS

- Overview of the principles and goals of the Victorian Risk Framework.
- Application of the Victorian Risk Framework to practice.
- Integrating Victorian Risk Framework into supervision, case management and case planning.
- Opportunity to raise issues and challenges and discuss appropriate solutions.

RECOMMENDED ATTENDANCE

Protective Services CAFW 4–5.

COURSE DATES AND DETAILS

Duration of course: 1 day

DATE	VENUE	CLOSING DATE
15 October 2001	Level 7, 589 Collins Street	17 September
11 February 2002	Level 7, 589 Collins Street	14 January
15 May 2002	Level 7, 589 Collins Street	17 April

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Lesley Chisholm (03) 9616 2897 lesley.chisholm@dhs.vic.gov.au

Making a Difference: Assessment and Practice in Sexual Abuse

Note: Completion of this program is mandatory prior to staff undertaking sexual abuse investigations.

DESCRIPTION

This five-day course offers theoretical understanding and intensive skill development in investigative interviews of child sexual abuse allegations. The program offers an understanding of the impact of child sexual abuse on children and their families, and provides skill development for workers in interviewing, giving evidence and cross-examination in the Children's Court. This program will prepare participants to investigate and intervene in cases of alleged sexual abuse.

KEY SUBJECT AREAS

- Dynamics of sexual abuse.
- The effects of child sexual abuse on children.
- Offender profiles and theory.
- Theoretical frameworks and assessment.
- Case management in child sexual abuse.
- Investigative interviewing for child sexual abuse.

RECOMMENDED ATTENDANCE

Protective Services CAFW 2–4.

PRE-COURSE READING

- Child Sexual Abuse Guidelines for Protective Intervention and Management, January 1993.
- Making a Difference: Initial and Long-term, September, 1993.
- Child Sexual Abuse: Non-Offending Parents, February 1993.
- Child Sexual Abuse: Adult Offenders Facts and Implications for Protecting Children, October 1991.

COURSE DATES AND DETAILS

Duration of course: 5 days

DATE	VENUE	CLOSING DATE
16–20 July 2001	Level 7, 589 Collins Street	18 June
6–10 August 2001	Level 7, 589 Collins Street	6 July
15–19 October 2001	Level 7, 589 Collins Street	17 September
4–8 February 2002	Level 7, 589 Collins Street	7 February
29 April–3 May 2002	Level 7, 589 Collins Street	1 April

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Natasha Courtney (03) 9616 2991 natasha.courtney@dhs.vic.gov.au



Case Recording

DESCRIPTION

This program focuses upon the development of effective and efficient skills in case recording. Recent reports from the Victorian Child Death Review Committee have identified recurring themes in recording information exchange with other professionals.

Case note recording is critically important in the interface of case management and decision making. It is the communication link representing the involvement of a child or young person with Child Protection.

KEY SUBJECT AREAS

- Overview of Departmental guidelines of case note recording.
- Managing VRF and relevant CASIS screens in case notes.
- Recording critical decisions and rationales, including consultations.
- Managing notes for court, and report writing.
- Information exchange/Freedom of Information (FOI) requests.

RECOMMENDED ATTENDANCE

CAFW2–3.

PRE-COURSE READING

Practice Guidelines on Case Recording.

COURSE DATES AND DETAILS

Duration of course: 1 day

DATE	VENUE	CLOSING DATE
17 September 2001 4 March 2002	Level 7, 589 Collins Street Level 7, 589 Collins Street	20 August 4 February

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Loula Dounias (03) 9616 2996 loula.dounias@dhs.vic.gov.au

Mediation Skills in Child Protection

DESCRIPTION

Mediation skills are utilised extensively in Child Protection at all levels, including case practitioners and managers. Examples of common situations include:

- Disputes between adolescents and their parents.
- Negotiations over access and return home plans.
- Disputes between agencies over service delivery issues.
- Disputes within the Child Protection work unit itself.

This workshop is delivered by an accredited mediation training organisation. It focuses on the process of mediation in dispute resolution. It will consider conflict within families and emphasis on disputes between adolescents and caregivers, however, other contexts and applications are explored. There will be opportunities for practise and skill development.

This program is highly recommended for workers in Adolescent, Intake, and Response Teams, as well as for team leaders and unit managers.

KEY SUBJECT AREAS

- Dispute resolution models.
- The principles and practices of mediation.
- Mediation in Child Protection—contexts and applications.
- When is mediation not appropriate?
- What next—is mediation an end in itself?
- Cultural issues.

RECOMMENDED ATTENDANCE

CAFW 2–5.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
3–4 September 2001	Level 7, 589 Collins Street	6 August
5–6 March 2002	Level 7, 589 Collins Street	5 February

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Murray Ward (03) 9616 2992 murray.ward@dhs.vic.gov.au



Mediation Skills in Child Protection–Advanced Skills

DESCRIPTION

An introductory mediation training program was conducted as part of last year's Handbook of programs. This course is being offered for those who want to expand on the skills developed in the first Mediation Skills program. It is a requirement to have completed the previous course to be eligible for the advanced course which will be conducted by an accredited training organisation.

This course will build on skills in managing more complex forms of mediation. There will be opportunities to:

- Explore more detailed strategies in mediating.
- Identify common problems that arise.
- Learn to manage unsuccessful outcomes.

KEY SUBJECT AREAS

- Overview of mediation models and theory.
- Exploring new strategies.
- Encountering highly complex situations.
- Use of examples to practice skill development.
- Managing negative outcomes.
- Modelling mediation for staff.

RECOMMENDED ATTENDANCE

CAFW 3–5.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
17–18 December 2001	Level 7, 589 Collins Street	19 November

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Murray Ward (03) 9616 2992 murray.ward@dhs.vic.gov.au

Effective Conflict Management—Strategic Responses to Threatening Situations

DESCRIPTION

This two-day course provides participants who work with potentially assaultive clients with the skills and knowledge to identify and respond appropriately to clients' behaviour, thereby minimising the risk of a physical confrontation. The program also provides techniques and strategies for use during physical interactions that will minimise the risk of physical harm to staff and clients.

KEY SUBJECT AREAS

- Demographic overview of occupational assault of human services workers.
- Teamwork as a method to manage clients' behaviour.
- Recognising the signs of conflict and planning a response.
- The legal context of assault.
- Effective modes of communication.
- Appropriate physical responses to client assaults.
- Techniques and strategies for the prevention of escalation of violent behaviour.

RECOMMENDED ATTENDANCE

Protective Services CAFW 2–4.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
24–25 October 2001	Level 7, 589 Collins Street	26 September
22–23 May 2002	Level 7, 589 Collins Street	24 April

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Murray Ward (03) 9616 2992 murray.ward@dhs.vic.gov.au



Engaging and Interviewing Children and Young People

DESCRIPTION

Current reviews of Child Protection Practice indicate that engaging and interviewing children and young people is just as important in achieving successful outcomes in protective work, as working directly with parents and care givers. Often, however, we focus solely on adults in assessments and case management.

This two-day program is designed to provide participants with an understanding of child and adolescent development, and with an emphasis on effective engagement and communication strategies for key developmental stages.

KEY SUBJECT AREAS

- Demographic overview of current protective service client groups—implications for engaging children.
- Stages of development including physical, cognitive, psychosocial and emotional development.
- Impact of dysfunctional development.
- Links between abuse and development.
- Engagement and intervention with children and young people.
- Developmental stages and interviewing techniques.
- Impact of abuse on communication.
- Impact of attachment issues on communication.

RECOMMENDED ATTENDANCE

Protective Services CAFW 2–4.

PRE-COURSE READING

- Practice Guidelines: Interviewing Children and Adolescents, January 1995.
- Attachment and Bonding, March 1992.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
31 January–1 February 2002 6–7 June 2002	Level 7, 589 Collins Street Level 7, 589 Collins Street	3 January 9 May

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Murray Ward (03) 9616 2992 murray.ward@dhs.vic.gov.au

Working with Families for Better Outcomes

DESCRIPTION

This two-day program revisits the solution focused approaches to engaging and working in partnership with families which were a feature of ECO/VRF training in 1999. Child centred family focused (CCFF) strategies will be identified and participants will have significant opportunities to practice these.

Difficulties in engaging families and maintaining their motivation will be explored and creative strategies identified.

KEY SUBJECT AREAS

- Child centred family focused practice.
- Solution focused/competency based approaches to working with families.
- Models for understanding family dynamics.
- Engaging children in the process.
- Using genograms creatively.
- Facilitating family participation.
- Engaging the extended family.
- The place of risk assessment in child centred family focused practice.

RECOMMENDED ATTENDANCE

Protective Services CAFW 2–4.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
20–21 May 2002	Level 7, 589 Collins Street	22 April

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Lesley Chisholm (03) 9616 2897 lesley.chisholm@dhs.vic.gov.au



Family Decision Making

DESCRIPTION

Engaging family members in case management decision making is a significant child protection practice principle. The extended family network and significant others can play an important role in effective protection plans for children.

This is a new two-day course on family decision making. It draws on the principle of engaging and working with families to maximise family involvement, using the perspective of child centred family focused (CCFF) practice. The course draws on material from family group conferencing.

KEY SUBJECT AREAS

- Principles of CCFF practice.
- Understanding and utilising family group conferencing.
- Theories relating to family dynamics and intervention.
- Skills development and the application of practice tools and strategies.

RECOMMENDED ATTENDANCE

CAFW 2–4.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
18–19 April 2002	Level 7, 589 Collins Street	21 March

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Murray Ward (03) 9616 2992 murray.ward@dhs.vic.gov.au

Violence in Families—Keeping Children Safe

DESCRIPTION

The presence or threat of violence is a significant feature in many of the families notified to Protective Services, and poses many dilemmas for Child Protection practitioners.

This two-day course aims at developing skills in assessment and intervention where violence is present in families. It develops practitioner awareness, understanding and knowledge of family violence, and examines the links between family violence and child abuse.

KEY SUBJECT AREAS

- Demographic overview of the incidence of family violence amongst protective services clients.
- Myths, values and attitudes.
- Definitions of family violence.
- Patterns of family violence.
- The impact on children and young people.
- Protective intervention in family violence.
- Understanding and empowering the 'victims'.
- Working with angry and violent men.
- Family violence and the Children's Court.

RECOMMENDED ATTENDANCE

Protective Services CAFW 2–4.

PRE-COURSE READING

Practice Guidelines-Domestic Violence, April 1994.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
19–20 November 2001 6–7 May 2002	Level 7, 589 Collins Street Level 7, 589 Collins Street	22 October 8 April

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Megan Pollard (03) 9616 2866 megan.pollard@dhs.vic.gov.au



Specialist Infant Protective Worker Training

DESCRIPTION

This course will provide an understanding of the nature and breadth of this unique and specialised role within Protective Services. It will equip participants with the knowledge and skills to act as a consultant to regional protective practitioners who are working with high risk infants and young children.

The program focuses on the analysis of risk associated with issues relating to child development, attachment and bonding. The secondary focus is the consultancy and educational aspects of the role, relating to practice principles and an effective framework for consulting. Other areas include the impact of violence in families on children, and the specialist infant consultant role as a witness in court.

This training program incorporates significant skills-based learning opportunities.

KEY SUBJECT AREAS

- The scope of the specialist infant role, including the role of consultant, educator and witness at court.
- Normative infant development and attachment and bonding issues.
- Risk analysis of families and the impact of family violence.
- The role of the consultant.

RECOMMENDED ATTENDANCE

New specialist infant protective workers, those acting or backfilling in the role, and protective practitioners considering a future role in this area.

PRE-COURSE READING

Attachment and Bonding Guidelines.

COURSE DATES AND DETAILS

Duration of course: 3 days

DATE	VENUE	CLOSING DATE
8–10 October 2001 22–24 April 2002	Level 7, 589 Collins Street Level 7, 589 Collins Street	10 September 25 March

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Megan Pollard (03) 9616 2866 megan.pollard@dhs.vic.gov.au

Sudden Infant Death Syndrome (SIDS)—An Introduction

DESCRIPTION

Sudden Infant Death Syndrome can occur in any socio-economic group in society. However research shows that an increased risk has been associated with lower socio-economic factors relating to maternal, infant and environmental characteristics. This half-day session will explore the risk factors and strategies to reduce the risk of SIDS.

KEY SUBJECT AREAS

- Significant maternal, infant and environmental factors contributing to SIDS.
- High risk infants and SIDS.
- How to reduce the risk of SIDS.

COURSE DATES AND DETAILS

Duration of course: Half day

DATE	VENUE	CLOSING DATE
20 August 2001 30 January 2002	Level 7, 589 Collins Street Level 7, 589 Collins Street	16 July 2 January

RECOMMENDED ATTENDANCE

- Protective Services CAFW 2–5.
- Where numbers exceed places, preference will be given to Specialist Infant Protective Staff.

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Loula Dounias (03) 9616 2996 loula.dounias@dhs.vic.gov.au



Adolescent Pregnancy—Implications for Practice

DESCRIPTION

This new course has been designed to assist those who work with pregnant adolescents. It will equip workers with the relevant knowledge and skills required in working with this high need group. Risk issues and the needs of both the young woman and her baby are considered. Early intervention and planning with this highly vulnerable group of young women is recognised as being vital and is covered extensively.

The target groups for this course are adolescent protective team workers and managers, Juvenile Justice workers and workers from high risk adolescent programs.

KEY SUBJECT AREAS

- Research findings adolescents pregnant.
- Infant and adolescent development.
- Risk issues for young women and their unborn children (for example, substance use, poor nutrition, violence).
- Infant vulnerabilities.
- Issues for case management and case planning.
- Risk assessment.
- Accessing resources.

RECOMMENDED ATTENDANCE

CAFW 2–5

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
18–19 February 2002	Level 7, 589 Collins Street	21 January

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Megan Pollard (03) 9616 2866 megan.pollard@dhs.vic.gov.au

Parenting and Substance Use

DESCRIPTION

The report Socio-Demographic Characteristics of Families Investigated by Protective Services (1995) identified alcohol and substance use as a significant factor in families investigated by Protective Services, second only to family violence in its occurrence.

This two-day workshop will explore the impact of drug and alcohol use on parenting capacity. It will provide workers with a basic introduction to substance use and effects, with emphasis on assessment and case management strategies.

KEY SUBJECT AREAS

- Demographics of substance abuse in the Child Protection client group.
- Definitions and models of addiction.
- Substances and effects.
- Substance use—implications for assessment and practice.
- Parental capacity to protect.
- Risk factors and indicators.
- Decision making.
- Issues of culture and ethnicity.

RECOMMENDED ATTENDANCE

Protective Services CAFW 2–5.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
22–23 November 2001	Level 7, 589 Collins Street	25 October

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Natasha Courtney (03) 9616 2991 natasha.courtney@dhs.vic.gov.au



Child and Adolescent Development Refresher Course

DESCRIPTION

Child Protection practice reviews and inquiries have highlighted the importance of a rigorous understanding of child development for those working in this challenging area. While human development is a feature of many tertiary courses, Child Protection practitioners and managers have specific need for a comprehensive understanding of normative development across the age range of children 0–17 years.

This one-day program provides a useful introduction and refresher for those keen to update their knowledge. Staff who have been in the field for some time may also benefit from this course to update their knowledge.

The program will cover all aspects of normal child and adolescent development, and highlight indicators of developmental delays. The use of audio-visual material to explore this area is a feature of this program.

The impact of abuse and neglect upon development will be explored and its implications for protective practice.

KEY SUBJECT AREAS

- Demographics regarding the Child Protection in client groups.
- Normative child and adolescent development.
- Indicators of developmental delay.
- Assessment and treatment services.
- Early intervention.
- The impact of child abuse and neglect on development.

RECOMMENDED ATTENDANCE

Protective Services CAFW 2–4.

COURSE DATES AND DETAILS

Duration of course: 1 day

DATE	VENUE	CLOSING DATE
7 November 2001	Level 7, 589 Collins Street	10 October
16 April 2002	Level 7, 589 Collins Street	19 March

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Megan Pollard (03) 9616 2866 megan.pollard@dhs.vic.gov.au

Young People at Risk—Suicide, Self-Harm and Mental Health

DESCRIPTION

This two-day course examines a range of issues regarding work with adolescents who demonstrate extreme or unpredictable behaviours. Preventative and active intervention strategies which workers can adopt with these young people are explored and practised. Information will be provided on psychiatric assessment and treatment approaches for young people in this high risk group.

The program targets Adolescent Protective Practitioners and Managers, and staff from High Risk Adolescent programs.

KEY SUBJECT AREAS

- Demographics regarding adolescents in the Child Protection client group.
- Classification of relevant psychiatric disorders.
- Assessment and treatment approaches.
- Myths and early warning signs—suicide and self harm.
- Preventative interventions and responding to young people in high risk situations.
- Utilising the professional network.
- Worker self care.

RECOMMENDED ATTENDANCE

Protective Services CAFW 2–4.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
6–7 December 2001	Level 7, 589 Collins Street	8 November

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Natasha Courtney (03) 9616 2991 natasha.courtney@dhs.vic.gov.au



Young People and Substance Use

'The majority of those young people with substance abuse issues were using cannabis and alcohol...heroin was an issue for close to half of this group.'

High Risk Adolescent Project findings.

DESCRIPTION

Preliminary findings from the High Risk Adolescent Project identified alcohol and drug issues as prominent concerns within this client group.

This workshop provides participants with an understanding of the effects of substance use and its implications for practice. Attention will be given to the concept of harm minimisation and factors to consider when assessing and responding to young people who misuse substances.

KEY SUBJECT AREAS

- An overview of substance abuse in the Child Protection client group.
- Classification of different substances.
- Effects of drugs, tolerance levels, withdrawal responses.
- Engagement and planning intervention strategies with high risk adolescent clients.
- Working in partnership with young people, their families and services.

RECOMMENDED ATTENDANCE

Protective Services CAFW 2–5.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
28–29 January 2002	Level 7, 589 Collins Street	24 December

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Natasha Courtney (03) 9616 2991 natasha.courtney@dhs.vic.gov.au

Working with Indigenous Children and Families

DESCRIPTION

Child Protection statistics in Victoria indicate that indigenous children are 16 times more likely than the general population to become involved with Child Protection. This research also indicates involvement with this group is often long term, and reaches the most intensive levels of our service.

Contemporary research suggests that partnership with families leads to better outcomes, but these circumstances, combined with the history of welfare responses to Aboriginal children, present significant obstacles to working in partnership.

This program offers workers an opportunity to develop a greater awareness and understanding of Aboriginal familial traditions and culture, and the implications for decision making and case practice.

KEY SUBJECT AREAS

- Demographic overview of the Aboriginal community and Child Protection client group.
- Historical perspective of welfare responses to Aboriginal communities.
- Kinship, parenting and familial relationships.
- Implications for Child Protection assessment and practice.
- The role of Aboriginal agencies and communities in keeping children safe.

RECOMMENDED ATTENDANCE

Protective Services CAFW 2–5.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
7 September 2001 22 March 2002	Level 7, 589 Collins Street Level 7, 589 Collins Street	10 August 22 February

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Natasha Courtney (03) 9616 2991 natasha.courtney@dhs.vic.gov.au



Working with Cultural Diversity

DESCRIPTION

Workers with families from other cultures often remark that it appears adolescent girls and women have little freedom or decision making power. Other observations include that physical punishment is seen as the only appropriate method of managing behaviour, and some families have been observed to be excessively fearful and reluctant to seek assistance from helping professionals.

Twenty-four per cent of Australia's population were born overseas, so an appreciation of the influence of cultural norms and expectations for families from diverse cultural and linguistic backgrounds (CALD) is crucial in developing realistic and lasting resolutions.

This course aims to develop participants' knowledge and understanding of cross-cultural practice in working with clients. It will also assist participants in developing sensitive practice and better outcomes with families from other cultures.

KEY SUBJECT AREAS

- Demographic breakdown of cultural backgrounds of Child Protection clients.
- Values and bias in practice response.
- A framework for culturally sensitive practice.
- Issues based exploration of key culturally and linguistically diverse communities.
- Torture and trauma, and its impact on both well-established and newly emerging migrant communities.
- Planning and practice issues.

RECOMMENDED ATTENDANCE

Protective Services CAFW 2–5.

COURSE DATES AND DETAILS

Duration of course: 1 day

DATE	VENUE	CLOSING DATE
13 December 2001 4 June 2002	Level 7, 589 Collins Street Level 7, 589 Collins Street	15 November 7 May

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Natasha Courtney (03) 9616 2991 natasha.courtney@dhs.vic.gov.au



Supervised Access

DESCRIPTION

Access by parents (or significant others) with children placed in out of home care or with extended family may need to be supervised. There are two common reasons for this. First, when it has been determined that there is potential risk of harm to the child or young person if left unsupervised with their parents. Alternatively, it may be part of the case management process to assess the parents' interaction with a child.

Supervised access is managed by a range of professionals, including Child Protection and case support staff; contracted professionals; and community service organisations. This program aims to prepare staff for the complexity and challenges of this role.

KEY SUBJECT AREAS

- Decision making processes for determining when access should be supervised.
- The frequency, location and duration of supervised access.
- The role and responsibilities of the access supervisor.
- The importance of planning and ground rules.
- Managing sensitive cases, where there is high risk of harm.
- Child Centred Family Focused practice—implications for access.
- When to intervene, and give guidance during access.
- Reporting observations.

RECOMMENDED ATTENDANCE

CAFW 1–3.

COURSE DATES AND DETAILS

Duration of course: 1 day

DATE	VENUE	CLOSING DATE
5 September 2001 18 March 2002	Level 7, 589 Collins Street Level 7, 589 Collins Street	8 August 21 February

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Megan Pollard (03) 9616 2866 megan.pollard@dhs.vic.gov.au



Out-of-Home Care for Children and Young People—Practice Issues

DESCRIPTION

It is our goal, where possible, to maintain children and young people within their family of origin. However, due to the need to ensure safety and wellbeing some children will need to be placed outside the family home, and in a small percentage of cases this can lead to permanent care placements.

When placing children and young people it is the expectation that the quality of care they receive is equivalent to that of a 'good parent'. In our attempts to provide quality Child Protection services, locating suitable out-of-home care for children and young people is one of our greatest challenges. Protective practitioners have a key role in the preparation of children and young people for placements assisting the transition from home. We need to understand the likely impact of placement for children and promote the maintenance of ongoing family relationships. The quality of our working relationships with placement agencies and caregivers are crucial determinants of successful outcomes.

This new one-day course is targeted at Child Protection practitioners, and those in placement coordination units.

KEY SUBJECT AREAS

- The range of out of Home Care Placements
- Recent research findings.
- The Placement Process
- The continuity of care principle.
- Planning and preparing children and young people for placement.
- Common behavioural and emotional responses to placement.
- Maintenance of relationships with parents and significant others
- Planning access arrangements
- Cultural issues.
- Collaborating and communicating with placement agencies and caregivers.

RECOMMENDED ATTENDANCE

- Protective Services CAFW 1–4.

COURSE DATES AND DETAILS

Duration of course: 1 day

DATE	VENUE	CLOSING DATE
21 November 2001	Level 7, 589 Collins Street	24 October

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Natasha Courtney (03) 9616 2991 natasha.courtney@dhs.vic.gov.au



Assessing, Monitoring and Supporting Kinship Care Placements

DESCRIPTION

Kinship care involves the placement of children subject to protective intervention with extended family members or other significant persons in the family's network. Protective workers are often responsible for making an assessment of the suitability of individuals and the appropriateness of a kinship care placement under these circumstances. Such placements can be critical in providing good quality, continuity of care, and lessening the impact of placements upon children. However, given the proximity to the child's own family, they can also have the potential to further damage relationships and contribute to the complexity of the dynamics.

This program will cover a range of issues related to kinship care involving all aspects of kinship care assessments.

KEY SUBJECT AREAS

- Role of kinship care placements in Child Protection.
- Assessing placement suitability.
- Supporting and monitoring kinship care placements.
- Reviewing placements.
- Managing complex issues, for example when placements become unsafe.
- Cultural issues.
- Working with informal networks.

RECOMMENDED ATTENDANCE

Protective Services CAFW 2–4.

COURSE DATES AND DETAILS

Duration of course: 1 day

DATE	VENUE	CLOSING DATE
5 June 2002	Level 7, 589 Collins Street	8 May

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Megan Pollard (03) 9616 2866 megan.pollard@dhs.vic.gov.au



Minute Taking and Legal Terminology

DESCRIPTION

This one-day program is designed for administrative workers working with child protection programs. It will introduce a range of legal concepts and terminology individuals may encounter while taking minutes of meetings in the Child Protection context.

This workshop will also provide information related to the legal context and practice philosophy relating to Child Protection case planning meetings.

KEY SUBJECT AREAS

- The role of the Child Protection worker in protecting children.
- Introducing the case recording guidelines.
- The legal context, practice philosophy and purpose of case planning.
- Preparation for the meeting and the key elements to be recorded.
- Court processes, court personnel, and their roles.
- Different types of hearings.
- Types of dispositions/orders and legal terminology utilised.
- Other relevant legislation impacting upon protective planning and the legal terminology utilised.

RECOMMENDED ATTENDANCE

Administrative support staff (VPS 2 level) who work within the Child Protection program area, and who are involved in minute taking.

COURSE DATES AND DETAILS

Duration of course: 1 day

DATE	VENUE	CLOSING DATE
22 October 2001 26 April 2002	Level 7, 589 Collins Street Level 7, 589 Collins Street	24 September 29 March

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Murray Ward (03) 9616 2992 murray.ward@dhs.vic.gov.au



Court Skills and Processes

DESCRIPTION

Though only a small percentage of notifications proceed to court, the manner in which we prepare and present information on those that do has significant implications for the outcomes we achieve for children, young people and their families.

This revised two-day program covers legislation and legal procedures relevant to protective work across the jurisdiction of the Children's and Family Courts. Opportunities will be provided for participants to practice and enhance court skills. The course also includes vital information regarding the preparation of case material and the use of the Victorian Risk Framework in court. Substantial opportunities for skill development via practice clinics are a feature of the program.

KEY SUBJECT AREAS

- The Children and Young Persons Act 1989.
- Preparation for court: the file, self, family, witnesses.
- Legal representation, and briefing legal representatives.
- Giving evidence and cross-examination.
- Family Court.
- Use of the VRF in court.
- Practice clinic.
- The role of the Court Advisory Unit.

RECOMMENDED ATTENDANCE

Protective Services CAFW 2–3.

PRE-COURSE READING

- Protocol between Department of Human Services and the Family Court of Australia.
- Children and Young Person's Act 1989.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
8–9 November 2001	Level 7, 589 Collins Street	11 October
9–10 May 2002	Level 7, 589 Collins Street	11 April

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Natasha Courtney (03) 9616 2991 natasha.courtney@dhs.vic.gov.au



Effective Case Planning and Case Conferencing

DESCRIPTION

We have all experienced meetings where hidden agendas, conflict or a lack of direction has affected the quality of the decisions made. Effective Case Planning and case conferencing is a critical skill for Child Protection managers, in order that these meetings ensure children remain safe and well cared for.

This two-day course reviews the principles that underpin case planning in protective work, and provides realistic strategies to assist in achieving optimum outcomes. This program is for new case planners and team leaders who chair case conferences. It is useful also for experienced staff wishing to enhance their skills.

KEY SUBJECT AREAS

- Case planning principles.
- Preparation for case planning.
- Purpose of case conferences and case planning.
- Theories and models of case planning.
- Making hard decisions—the place of consensus.
- Recording/minute taking.
- Preparation for case planning.
- Links with family group conferencing.
- Empowering participants.
- Working in partnership.
- Skills for chairing effective meetings.
- Managing agendas and dynamics.
- Cultural issues.

RECOMMENDED ATTENDANCE

Protective Services CAFW 4–5.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
22–23 August 2001 21–22 February 2002	Level 7, 589 Collins Street Level 7, 589 Collins Street	25 July 24 January

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Kim O'Shaughnessy (03) 9616 2986 kim.oshaughnessy@dhs.vic.gov.au

Abuse and Harm: An Advanced Two-Day Forum on Research and Practice

DESCRIPTION

A refocusing of assessment in child abuse to actual and believed harm is increasingly evident in contemporary Child Protection research, the Victorian Risk Framework and the Children and Young Person's Act 1989.

This advanced two-day forum aims to build upon the material covered in Induction and the field experience of workers. It will present recent research and practice developments in the fields of emotional, physical, sexual abuse, and neglect, and provides an excellent opportunity to refresh your knowledge, and as a point of departure for further skill development.

A range of new research outcomes will be featured in this years forum and will be advertised in advance of the forum.

Research findings outline at the last forum focussed upon the following areas:

- Out of Home Care and Attachment issues.
- High Risk Adolescents.
- Children's perceptions of child protection intervention.
- Neglect.

RECOMMENDED ATTENDANCE

Protective Services CAFW 2–5.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
15–16 November 2001 19–20 March 2002	Level 7, 589 Collins Street Level 7, 589 Collins Street	18 October 19 February

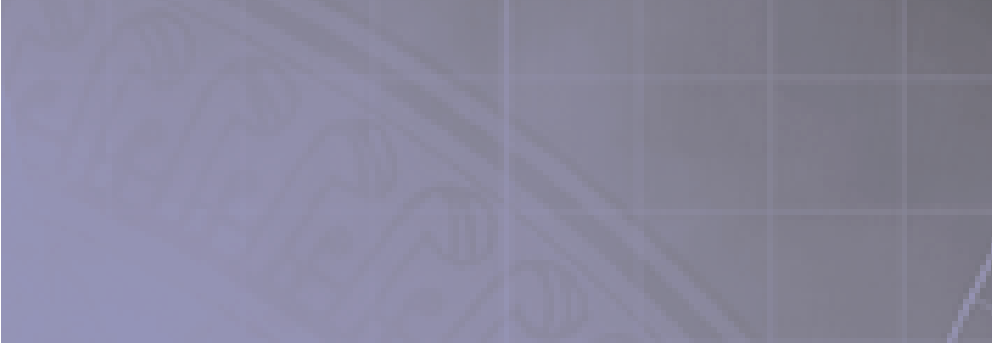
CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Kim O'Shaughnessy (03) 9616 2986 kim.oshaughnessy@dhs.vic.gov.au



Transition to Supervisor—Advanced Practitioner Training

DESCRIPTION

The role of the CAFW 3 in Protective teams is sometimes indistinguishable from that of entry level workers, and may not be utilised as effectively as it might be in supporting and providing consultation to staff.

This two-day course assists in developing participants' understanding of the consultancy and supervision roles. It is anticipated those attending this program will be experienced staff who are keen to explore the transition to a supervisory role.

KEY SUBJECT AREAS

- The role of the CAFW 3 in a team.
- Dynamics and teams.
- Supervision principles.
- Modes of supervision.
- The supervision session.
- Managing complex cases.
- Supervision contracts.
- Learning styles.
- Motivational interviewing.

RECOMMENDED ATTENDANCE

Protective Services CAFW 3–4.

PRE-COURSE READING

Supervision of Protective Workers—Standards and Position, June 1990.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
3–4 December 2001 3–4 June 2002	Level 7, 589 Collins Street Level 7, 589 Collins Street	5 November 6 May

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Kim O'Shaughnessy (03) 9616 2986 kim.oshaughnessy@dhs.vic.gov.au

Supervision and Team Leadership: Developing a Dynamic Team

DESCRIPTION

The position of team leader can be rewarding but challenging. This four-day course for team leaders will give supervisors an opportunity to develop and enhance a broad range of skills that will assist them to manage their role effectively.

This course provides a clear framework for best practice supervision and is a highly recommended for anyone new to the team leader role.

Please note: Participants wishing to attend this program should currently be in a CAFW 4 position and have three months to cumulative experience in the role.

KEY SUBJECT AREAS

- Supervision defined.
- Functions and phases.
- Adult learning principles.
- Contracting for effective supervision.
- Supervision styles.
- Competency based supervision.
- Management performance.
- The 'leadership' role.
- Relationships with peers and managers.

RECOMMENDED ATTENDANCE

Protective Services CAFW 4.

PRE-COURSE READING

Supervision of Protective Workers—Standards and Position, June 1990.

COURSE DATES AND DETAILS

Duration of course: 4 days

DATE	VENUE	CLOSING DATE
19–21 September and 26 October 2001 4–6 March and 19 April 2002	Level 7, 589 Collins Street Level 7, 589 Collins Street	22 August 4 February

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Kim O'Shaughnessy (03) 9616 2986 kim.oshaughnessy@dhs.vic.gov.au



Supporting Staff Effectively

DESCRIPTION

This two-day course provides team leaders and unit managers with an opportunity to develop techniques and strategies for supporting staff more effectively. Emphasis will be placed on the challenges of managing staff within the environment of competing priorities of Child Protection work.

KEY SUBJECT AREAS

- Stress management for both self and team members.
- Strategies for improving workload management.
- Workplace cultures and strategies to address them.
- Performance management systems.
- Methods of dealing with identified issues.
- Change management theory.
- Staff recruitment and retention systems.
- The importance of effective planning.

RECOMMENDED ATTENDANCE

Protective Services CAFW 4–5.

COURSE DATES AND DETAILS

Duration of course: 2 days

DATE	VENUE	CLOSING DATE
19–20 July 2001 27–28 June 2002	Level 7, 589 Collins Street Level 7, 589 Collins Street	6 July 30 May

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Kim O'Shaughnessy (03) 9616 2986 kim.oshaughnessy@dhs.vic.gov.au



Rural Issues Forums

DESCRIPTION

This new program provides the opportunity for team leaders and unit managers working in the five rural regions to come together in order to explore common issues that are characteristic of delivering services in rural communities. The management of services clearly differs across this environment.

This one-day program will examine the most common issues faced, and invite discussion and sharing of regional responses to a range of issues. The day will be facilitated and aims to develop both practice strategies and suggestions for policy and program development.

KEY SUBJECT AREAS

- Service distribution and accessibility in rural regions.
- Networking and service collaboration in the rural setting.
- Court services—quality and relationships.
- Staff retention and recruitment.
- Office dynamics.
- OH&S Issues.
- Rural AH Service.
- Isolation factors.
- Workplace development.

RECOMMENDED ATTENDANCE

Protective Services CAFW 3–4.

COURSE DATES AND DETAILS

Duration of course: 1 day

DATE	VENUE	CLOSING DATE
12 October 2001	Level 7, 589 Collins Street	14 September

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Kim O'Shaughnessy (03) 9616 2986 kim.oshaughnessy@dhs.vic.gov.au



Forum for Unit Managers

DESCRIPTION

The Training Needs Analysis for Child Protection Workers identified priority training needs for all levels of staff in the Victorian Child Protection Service. Unit managers identified themselves as having a range of learning needs related to many aspects of workplace management and development in addition to broader organisation issues, external relationships and policy/program development. Due to their key role in regions and the demanding requirements of case planning. Unit managers find it difficult to attend training and professional development activities. One-day forums provide brief skills based on opportunities to share experiences and acquire new knowledge.

KEY SUBJECT AREAS (FOR FIRST FORUM)

- General principals in managing workplace issues.
- How to implement and monitoring performance standards.
- Implementing disciplinary procedures, and managing grievances.
- Managing effective work place communication.
- Workforce recruitment and retention issues.
- Key Subject Areas for Second Forum (to be developed in consultation).

RECOMMENDED ATTENDANCE

CAFW 5.

COURSE DATES AND DETAILS

Duration of course: 1 day

DATE	VENUE	CLOSING DATE
14 September 2001	Level 7, 589 Collins Street	17 August
1 March 2002	Level 7, 589 Collins Street	1 February

CONTACTS

COURSE NOMINATIONS

Brenda Wong (03) 9616 2870 brenda.wong@dhs.vic.gov.au

COURSE COORDINATOR

Kim O'Shaughnessy (03) 9616 2986 kim.oshaughnessy@dhs.vic.gov.au

Nomination Form

Child Protection Training and Development Unit

**Please note that if you register for a program every effort should be made to ensure your attendance.
Failure to attend without notice denies another person the opportunity to participate**

Please complete this nomination form and send it to the Course Nominations Officer via:

1. Email to brenda.wong@dhs.vic.gov.au **or**
2. Fax (03) 9616 2990 or
3. Mail to Level 8, 589 Collins Street, Melbourne, 3000.

Course Details

Course Title:

Course Dates:

Have you nominated for this course previously? ☐ Yes ☐ No

Have you completed the Child Protection Induction Program? ☐ Yes ☐ No

Have you completed the CASIS training? ☐ Yes ☐ No

Your Details

Mr/Mrs/Ms: Surname:

Preferred first name:

Position title(in full):

Classification and level: (for example CAFW 2 level 2) Region:

Work Postal Address: Postcode:

Telephone: Fax:

Is accommodation required? ☐ Yes ☐ No (Rural Participants)

If you wish to share with a particular colleague please indicate their name

Length of experience in Child Protection Years: Months:

Date of Commencement in Child Protection

Name of Unit Manager (for CAFW 2, 3 nominees)

Name of Team Leader (for CAFW 2 and 3 nominees)

Signature of nominee: Date:

To Be Competed By Supervisor

Name:

Position Title:

Signature:

Postal Address:

Suburb: Postcode:

Telephone: Fax:

Thankyou for your nomination

Courses July 2001-June 2002—Planner

JULY

2-4 CASIS
16-20 Assessment and Practice in Sexual Abuse
19-20 Supporting Staff Effectively
23-25 CASIS
30-2 Induction—week 1

SEPTEMBER

3-5 CASIS
3-4 Mediation Skills in Child Protection
5 Supervised Access
7 Working with Indigenous Children & Families
10-12 Induction—week 4
14 Forum for Unit Managers
17 Case Recording
18-19 VRF
19-21 Supervision and Team Leadership
24-26 CASIS

NOVEMBER

7 Child and Adolescent Development
8-9 Court Skills & Processes
12-15 Induction—week 2
15-16 Abuse and Harm Forum
19-21 CASIS
19-20 Violence in Families
21 Out of Home Care—Issues
22-23 Parenting and Substance Use
26-29 Induction—week 3

JANUARY

21-23 CASIS
28-29 Young People and Substance Use
30 Sudden Infant Death Syndrome
31-1 Engaging and Interviewing

MARCH

1 Unit Managers Forum
4 Case Recording
4-6 Supervision and Team Leadership
5-6 Mediation Skills in Child Protection
7-8 VRF
12-15 Induction—week 3
18-20 CASIS
18 Supervised Access
19-20 Abuse & Harm Forum
22 Indigenous Children & Families
25-27 Induction—week

MAY

6-8 CASIS
6-7 Violence in Families
9-10 Court Skills and Processes
13-16 Induction—week 1
15 VRF –Supervisors & Managers
20-22 CASIS
20-21 Working with Families for Better Outcomes
22-23 Effective Conflict Management
27-30 Induction—week 2

AUGUST

6-8 CASIS
6-10 Assessment and Practice in Sexual Abuse
13-16 Induction—week 2
20 Sudden Infant Death Syndrome
22-23 Case Planning and Case Conferencing
27-30 Induction—week 3

OCTOBER

8-10 CASIS
8-10 SIPW Training
12 Rural Issues Forum
15 VRF For supervisors/Managers
15-19 Assessment and Practice in Sexual Abuse
22-24 CASIS
22 Minute Taking and Legal Terminology
24-25 Effective Conflict Management
26 Supervision and Team Leadership Day 4
29-1 Induction—week 1

DECEMBER

3-5 CASIS
3-4 Transition to Supervisor
6-7 VRF
6-7 Young People at Risk
10-12 Induction—week 4
13 Working with Cultural Diversity
17-19 CASIS
17-18 Mediation Skills—Advanced

FEBRUARY

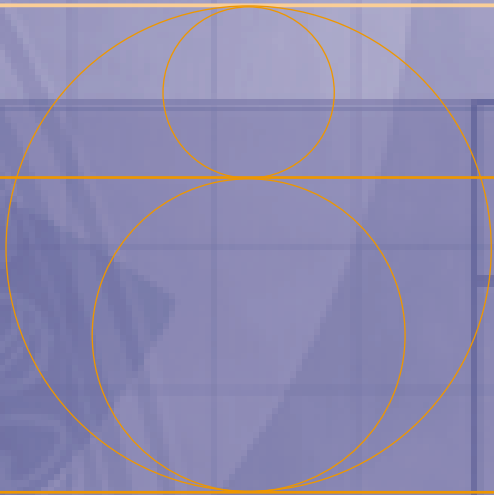
4-6 CASIS
4-8 Assessment and Practice in Sexual Abuse
11-14 Induction—week 1
11 VRF—Supervisors and managers
18-20 CASIS
18-19 Adolescent Pregnancy
21-22 Case Planning and Case Conferencing
25-28 Induction—week 2

APRIL

15-17 CASIS
16 Child and Adolescent Development
18-19 Family Decision Making
19 Supervision and Team Leadership Day 4
22-24 SIPW Training
26 Minute Taking and Legal Terminology
29-3 Assessment and Practice in Sexual Abuse

JUNE

3-4 Transition to Supervisor
4 Working with Cultural Diversity
5 Kinship Care Placement
6-7 VRF
6-7 Engaging and Interviewing
11-14 Induction—week 3
17-19 CASIS
24-26 Induction—week 4
27-28 Supporting Staff Effectively



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