



New and Revised Programs

Program	Brief Description	Approx length
Induction for all Members and Volunteers	<p>Society Orientation Program The introduction to the Society for new and existing members and volunteers working in Conferences, Interview Referral Rooms, Retail Shops or Special Works - the unfolding story of our great Society, its values and mission, the application of The Rule and a glimpse into the lives of the people we serve. Ideally completed within the first 3 months of their engagement.</p>	<p>These modules can be delivered separately or in a full day program</p>
	<p>Overview of People we Assist This module provides members and volunteers with a snapshot of the difficulties and struggles of the people we assist ranging from poverty, mental illness and disability.</p>	
	<p>Policies & Procedures Highlighting best practice for preparing for a visit, keeping records, assisting with appropriate resources and understanding the needs of the person we assist by providing referrals and ultimately a hand-up. Practicing self-care is also covered.</p>	
<p>New and existing Members and Volunteers</p>		
<p>Communication Skills with People we Assist</p>	<p>An engaging communications program where participants learn skills of attending to people, using minimal encouragers to follow a conversation, practice reflections and asking open questions to help a person help themselves.</p>	<p>5 hours</p>
<p>Making Effective Referrals</p>	<p>This program focuses on the importance of connecting the person to another service and seeking their consent to share relevant information with that service.</p>	<p>1 hour</p>
<p>Exploring the Conference Visitation Toolkit</p>	<p>A great resource for Conferences providing practical tools for assistance. When exploring the Conference Toolkit members will share experiences of visitation with the focus on enabling effective assistance.</p>	<p>1 ½ - 2 hours</p>
<p>Effective Visitation</p>	<p>Tailored to address local concerns. Explore the practicalities of visitation from personal security to providing the most effective support for people we assist.</p>	<p>4 hours</p>

Managing Challenging Behaviours	Tailored for members or volunteers, this program explores some of the challenges associated with visitation (in the client's home or in the centres), customer service or Special Works. Participants learn strategies to help de-escalate aggressive behaviour and feel more confident in managing difficult situations.	4 hours
Understanding Poverty	Provides insight and deeper understanding of the challenges faced by people in need – deepening the participant's empathy and ability to respond to people we assist. The reality of poverty often forces a survival response and turns attention away from opportunities in life which many of us take for granted.	4 ½ hours – full day
Developing further skills for Members and Volunteers		
Mental Health Awareness	This program reduces the stigma of mental illness by identifying common illnesses, their symptoms and prevalence. It helps participants to be more at ease with and respond appropriately to people experiencing mental illness.	4 – 5 hours
Budget Counselling	Stage I involves increasing awareness of the nature of poverty and debt, developing resources to offer a hand up to those we assist, completing case studies and dealing with crisis. Stage II involves practice with money planning, role-play exercises, case studies, further detail on credit, debt, money traps and spending leaks. Budget Counsellors explore options and goals with the people they are serving and ultimately give them a hand-up.	6 Hours each stage
Practical Listening Skills	Designed for those members and volunteers who would like to improve their listening skills and gain a deeper understanding of the way listening encourages others to take control of their own destiny.	4 hours
Volunteer Facilitator Training	Designed for suitable members and volunteers selected by their Central Council to work with State Support Office Training and Development staff in local delivery of programs such as Induction and Effective Visitation I. The program focuses on adult learning principles and styles as well as delivery methods to meet learning objectives.	2 hours

We can design **training programs** and **facilitate events** to suit particular needs and circumstances. To discuss or book a program, contact one of our team:

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