



### MANAGING CLIENT EXPECTATIONS & HAVING CHALLENGING CONVERSATIONS - IN PARTNERSHIP WITH THE MULTICULTURAL NETWORK & CANTERBURY BANKSTOWN CITY COUNCIL

What happens when there is a mismatch between what the client and/or their representatives want or expect from a service and what the program can offer? This topic will give practical hints at establishing co-operative relationships, managing conversations about fees, when requests are outside the guidelines and when there are differing opinions on support options.

For all community aged care staff and volunteers

Tuesday 26<sup>th</sup> July 2022, 10:00 am to 11:30 am

FREE Online by Zoom

Facilitator: Glen Sorensen, Age Communications

Register via [4cs.org.au/civcrm/event/info?reset=1&id=270](https://4cs.org.au/civcrm/event/info?reset=1&id=270)

### STEP INTO VOLUNTEERING - FREE INFORMATION SESSION



Have you ever thought about volunteering but didn't know where to start? Come along to this information session to find out! Free - Open to the public - however registrations are essential. **2 sessions available!**

1. Thursday 7<sup>th</sup> July 2022, 11:00 am to 12:15 pm - Lakemba

Register via [4cs.org.au/civcrm/event/info?reset=1&id=273](https://4cs.org.au/civcrm/event/info?reset=1&id=273)

2. Monday 1<sup>st</sup> August 2022, 1:00 pm to 2:30 pm - Campsie

Register via [4cs.org.au/civcrm/event/info?id=266&reset=1](https://4cs.org.au/civcrm/event/info?id=266&reset=1)

Facilitator: Angela Gallard, STARS

### VOLUNTEER COORDINATOR MEETINGS - HELD BI-MONTHLY ONLINE VIA ZOOM

Are you a volunteer coordinator or have volunteer co-ordination as part of your role? Come and join other coordinators for connection and support.

For further information contact Angela on 9750 9344 or [angela.gallard@4cs.org.au](mailto:angela.gallard@4cs.org.au)

### SAFE FOOD HANDLING (NON-ACCREDITED)



This session will cover: Where and how to safely store food; safe food handling; personal hygiene; hand washing technique & glove use; legislation & how it affects food handlers; reducing cross-contamination; food transportation: Frozen, cold & hot; food spoilage; cleaning & sanitation.

**When:** Monday 18<sup>th</sup> July 2022, 10:00 am to 12:30 pm or 1:30 pm to 4:00 pm (choose one session)

At the Carrington Centre, 2 Carrington St, Campsie

**FREE** for CHSP staff and volunteers **Trainer:** Jill Lipman

**Session 1 (am)** [4cs.org.au/civcrm/event/info?reset=1&id=263](https://4cs.org.au/civcrm/event/info?reset=1&id=263)

**Session 2 (pm)** [4cs.org.au/civcrm/event/info?reset=1&id=264](https://4cs.org.au/civcrm/event/info?reset=1&id=264)

### UNDERSTANDING AND IMPLEMENTING THE AGED CARE DIVERSITY FRAMEWORK - IN PARTNERSHIP WITH THE MULTICULTURAL NETWORK AND CANTERBURY BANKSTOWN CITY COUNCIL

This presentation explores strategies for implementing the Aged Care Diversity Framework within home support and home care agencies. It unpacks the Framework's elements, identifying the links to the Aged Care Quality Standards. It will particularly focus on older clients from CALD backgrounds who may also be represented across other identified diversity groups (e.g. people with mental health issues). Learn how providers can implement the Framework to address inequities in access and outcomes for people from the 12 identified diverse groups in aged care.

For managers, co-ordinators, other senior staff and frontline workers

Wednesdays 10<sup>th</sup> August & 17<sup>th</sup> August 2022 (Attend both days) 10:00 am – 11:30 am

**Online via ZOOM**

Trainer: Glen Sorensen, Age Communications

FREE for CHSP, other aged care staff & volunteers

**Register via:**

[4cs.org.au/civcrm/event/info?reset=1&id=269](https://4cs.org.au/civcrm/event/info?reset=1&id=269)



## VICARIOUS TRAUMA, BURNOUT AND SELF-CARE FOR WORKERS

IN PARTNERSHIP WITH THE  
MULTICULTURAL NETWORK AND  
CANTERBURY BANKSTOWN CITY COUNCIL

Those supporting older people from CALD and refugee backgrounds have had many recent challenges, including the impacts of COVID, heightening client stress, anxiety and isolation.

This workshop will look at the impacts on staff and volunteers. It covers the definition, vulnerability and signs of vicarious trauma; what is burnout and what are the signs and symptoms of burnout; organisational and professional self-care strategies; boundaries; personal self-care strategies and discusses a relevant case study.

For all community aged care staff and volunteers.

When: Thursday 1<sup>st</sup> September 2022

Time: 9:30 am to 12:30 pm

Venue: The Multicultural Network, Suite 2A,  
Level 2, 40 Raymond St, Bankstown

Cost: FREE

Facilitator: Joshua Hall, Psychologist, STARTTS

Register via

[4cs.org.au/civicrm/event/info?reset=1&id=271](https://4cs.org.au/civicrm/event/info?reset=1&id=271)

## CUSTOMISED ONSITE AND ONLINE TRAINING



STARS have accredited trainers that can facilitate onsite or online training for your team.

Please contact Leonie Puckeridge, STARS Training Officer on [leonie.puckeridge@4cs.org.au](mailto:leonie.puckeridge@4cs.org.au) or call 97509344 if you are interested in training contextualized to meet your team's needs.

## DEMENTIA AUSTRALIA VIRTUAL CLASSROOM - UNDERSTANDING DEMENTIA



For staff and volunteers providing support to people living with dementia in various care settings. This workshop provides an overview of dementia, including signs and symptoms, causes, and an understanding of how dementia affects the brain and behaviour. You will be encouraged to reflect on your practice and ways this knowledge translates into person-centred support for people living with dementia.

When: Tuesday 23<sup>rd</sup> August 2022,

Time: 10:00 am to 12:00 pm

Venue: Online via ZOOM

Trainer: Deb Helmrigh, Dementia Australia

Cost: FREE for CHSP & other aged care staff & volunteers

Register via [4cs.org.au/civicrm/event/info?reset=1&id=265](https://4cs.org.au/civicrm/event/info?reset=1&id=265)  
(Please register ASAP - at least one week prior)

## BOUNDARIES FOR COMMUNITY AGED CARE STAFF AND VOLUNTEERS

Are you finding it hard to say 'No'? Do you think you need to set boundaries but are unsure of how to do it? Setting and maintaining boundaries is vital in maintaining effective ongoing relationships with clients. Providing care raises many challenges. The role of the volunteer or support worker can mean that you are in different situations with clients, with access to private and confidential information, encountering various needs, requests or demands for services or general support that are sometimes not a part of your role.

Date: Monday 5<sup>th</sup> September 2022,

Time: 9:30 am to 12:30 pm

Venue: The Carrington Centre, Campsie

Facilitator: Leonie Puckeridge, STARS Training

Cost: FREE

Register via [4cs.org.au/civicrm/event/info?reset=1&id=272](https://4cs.org.au/civicrm/event/info?reset=1&id=272)