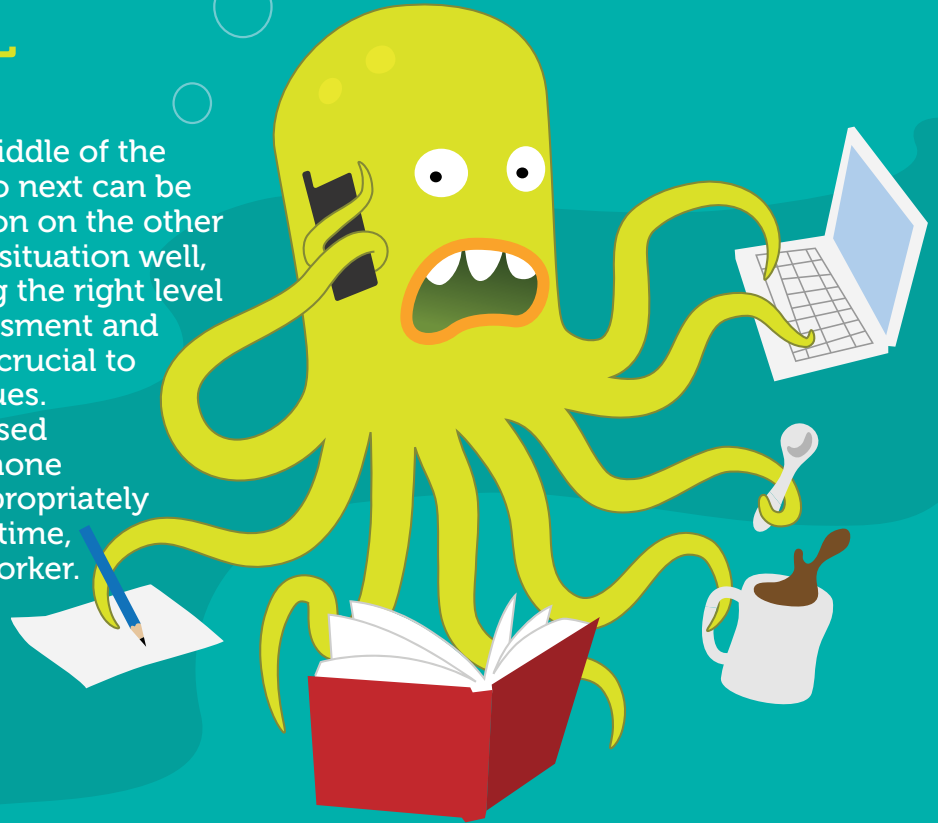




THE AFTER HOURS ASSESSMENT

BEING ON-CALL

The phone doesn't ring in the middle of the night for no reason. What you do next can be the difference between the person on the other end of the phone managing the situation well, or the crisis escalating. Providing the right level of on-call support, a broad assessment and an appropriate response can be crucial to effectively managing on-call issues. This seminar explores phone-based on-call assessments, effective phone communication, responding appropriately and managing yourself as a full-time, rostered or occasional on-call worker.



17 October 2012 Presenter: **Nick Grainger**

Objectives:

- To explore the principles of effective phone assessment
- To understand the importance of self-care for on-call decision-making
- To explore a range of communication techniques relevant to on-call contexts
- To explore phone-based crisis management techniques and planning
- To promote therapeutic management strategies
- To plan crisis intervention strategies with distressed or anxious carers, workers or support staff
- To develop pre-planning techniques that allow a reduction of 'on-your-feet' thinking by on-call staff and greater consistency in responses

Suitable Audience:

- Full-time, rostered and occasional on-call staff
- Team leaders / supervisors / managers



Nick Grainger has a 10 year background of working with children, young people and families within the out of home care sector. Nick has considerable experience working with vulnerable and high-risk young people in residential and educational settings and is recognised for his calm and compassionate approach. Nick has a particular interest in the educating and skilling of people and has continued to work in the education sector as a facilitator and directly with schools regarding the effects of trauma. Nick also has extensive management experience in the not-for-profit sector, overseeing re-structuring of residential care, adolescent community placement and lead tenant programs.

**REGISTER
NOW**
[click here](#)



THE AFTER HOURS ASSESSMENT BEING ON-CALL

17 October 2012

9.30am
Registration

10am - 1pm
Seminar

VENUE
Edgar-Lynch
Training & Meeting Rooms
3 St David Street
Fitzroy 3065

COST
Workers: \$100+GST
Carers / Full-time Students:
\$85+GST

Refreshments, morning tea
& notes provided

PAYMENT OPTIONS

- Cheques/Money Orders made payable to "Australian Childhood Trauma Group"
- Electronic direct deposit to: "Australian Childhood Trauma Group" BSB: 083 218 Account: 519 963 647
- Credit Card/ EFTPOS available on the day

Please provide remittance

RSVP

By 10 October 2012. Please register via our website (preferred) or complete registration form and post/fax.
Cancellations must be received no later than 5pm, 10 October 2012.

Places are limited so please book early to avoid missing out!



Print this form for manual registration

Agency:

Program:

Contact Person:

Contact Number:

Email:

Mailing Address:

(Please provide billing contact details if different from agency details provided above)

Name & Email Address of Each Participant:

PARTICIPANT NAME	EMAIL ADDRESS	CARER / WORKER

- Participants will receive a letter of confirmation via email upon receipt of payment
- Please advise of any special requirements e.g dietary
- Receipts can be provided upon request

Seminar Enquiries and Registrations to:
info@theactgroup.com.au
PO Box 236, Fitzroy 3065
t 9415 6066 f 9415 6085 m 0419 853 888



**australian
childhood
trauma
group**