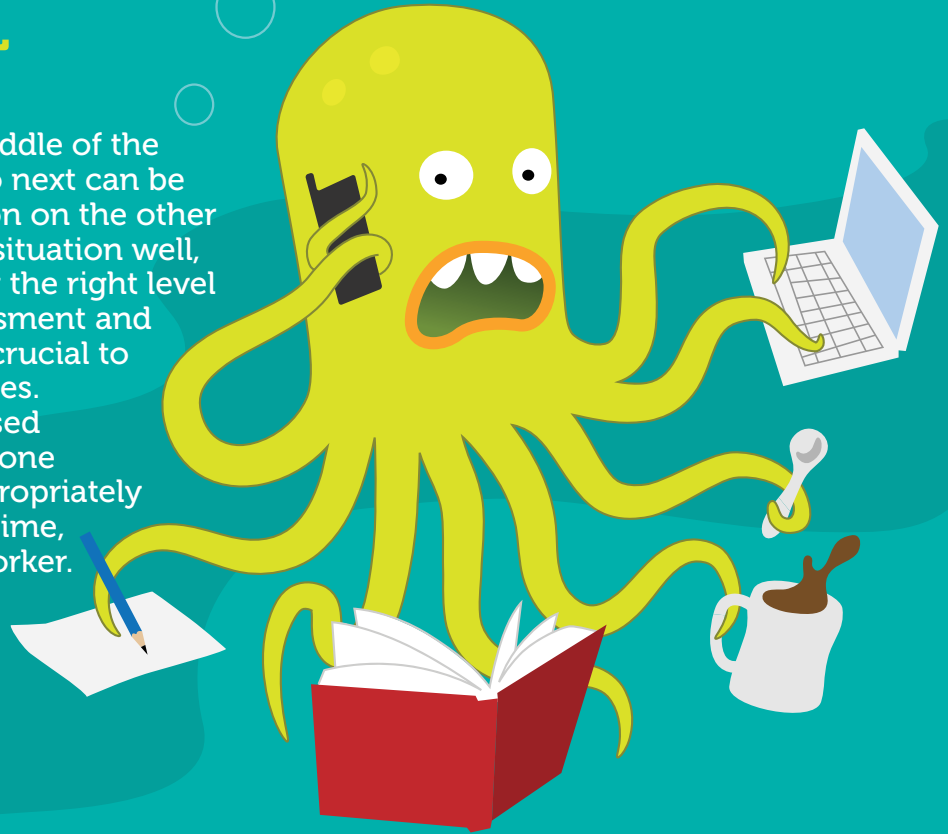




# THE AFTER HOURS ASSESSMENT

## 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.



**Friday, 23 August 2013** 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

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[theactgroup.com.au](http://theactgroup.com.au)



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.

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# THE AFTER HOURS ASSESSMENT BEING ON-CALL

Friday 23 August 2013

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 Friday 16 August 2013. Please register via our website (preferred) or complete registration form and post/fax.

Cancellations must be received no later than 5pm, Friday 16 August 2013.

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



Buy 5 tickets and get your 6th ticket FREE\*. Buy 10 tickets and get your 11th, 12th & 13th tickets FREE\*

\* This offer is only redeemable by contacting ACT Group office on (03) 9415 6066 & tickets must be purchased on the same occasion in one transaction. See website for full terms and conditions

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](mailto:info@theactgroup.com.au)

PO Box 236, Fitzroy 3065

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