



Aged & Community Services  
SA & NT Inc

246 Glen Osmond Road Fullarton  
Tel: (08) 8338 7111 Fax: (08) 8338 7077  
[www.agedcommunity.asn.au](http://www.agedcommunity.asn.au)

## EMPLOYEE COUNSELLING AND DISCIPLINE

**Date:** Friday 20 November 2009

**Time:** 9.30 am–12.30 pm

**Venue:** Aged and Community Services, 246 Glen Osmond Rd Fullarton

*Please note there is no parking on site. Nearest parking in Florence Street.*

*Morning tea will be provided.*

**Presented by:** Mike Fenwick, Senior Training Consultant,  
Access-OCAR



**Designed for:**

Directors of Care, Managers and staff responsible for counselling and disciplining staff. Suitable for managers in residential care, community care or retirement living.

**Contents:**

The session will be a practical and interactive workshop and will provide skills and techniques immediately applicable in the workplace. Content includes:

- ◆ The principle of 'Natural Justice'
- ◆ Supporting staff performance
- ◆ Counselling staff:
  - ⇒ Manager's role
  - ⇒ Managing staff performance with personal issues
  - ⇒ Employee Assistance Programs (EAP)
  - ⇒ Formal referral to external agencies
- ◆ Mediation
- ◆ Disciplining staff
- ◆ Undertaking investigations
- ◆ Terminating employment



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## EMPLOYEE COUNSELLING AND DISCIPLINE REGISTRATION FORM

**Date:** Friday 20 November 2009

**Time:** 9.30 am–12.30 pm

**Venue:** Aged and Community Services training room, 246 Glen Osmond Rd Fullarton

*Please complete the details below and FAX to (08) 8338 7077.*

### Registration fee (inc. GST)

ACS Members

Non Members

\$88

\$125

**Name:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Name of employer/facility:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Special requirements (access, dietary requirements):** \_\_\_\_\_

### Terms & Conditions

**Bookings:** Must be made prior to the workshop on the registration form provided and FAXED back to ACS SA&NT 8338 7077. (Please note no telephone bookings will be accepted.)

**Payment:** An invoice will be issued upon receipt of registration and payment can be made by:  
**Cheque** – cheques should be made payable to ACS SA&NT and mailed to 246 Glen Osmond Road, Fullarton SA 5063 **Direct Credit** – payment can be deposited into ACS SA&NT bank account ANZ Bank Hutt Street BSB 015 056 Account 1001 04624 and quote Invoice Number.

**Refund Policy:** Should any delegate withdraw from the seminar in less than 5 working days prior to its commencement, no refund will be given but a substitute delegate is welcome. Please notify ACS SA&NT of substitute delegates as soon as possible. All changes must be made in writing (emailed to mso@agedcommunity.asn.au or faxed to 8338 7077).

**Cancellations:** ACS SA&NT reserves the right to cancel events if sufficient numbers are not achieved. In the case of a cancellation by ACS SA&NT all registration fees will be refunded in full.

Please note this registration is not an invoice.

ACS SA&NT will forward a confirmation and invoice for payment upon receipt of this registration.