



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)

## Personal Safety & Managing Conflict Situations in Residential Care

**Date:** Monday 24 August 2009

**Time:** 9.00 am–4.30 pm

**Venue:** ACS Training Room, 246 Glen Osmond Rd, Fullarton

*Morning tea, lunch and afternoon tea will be provided.*

**Presented by:** Lorraine Harvey, Maybo Ltd

Maybo is a leading international specialist consultancy in dealing with client conflict.

### Designed for:

Staff in residential aged care—site managers, directors of care, RNs, ENs, care workers, lifestyle and leisure staff, hospitality and kitchen staff, maintenance staff, team leaders, coordinators, case managers, allied health, respite care staff, customer service and administration staff and volunteers.

### Contents:

The course is specifically tailored to the residential aged care environment. It offers unique models to provide practical solutions for assessing risk as it unfolds and signalling non-aggression, and is supported by a detailed participant workbook.

***As this workshop is highly interactive, numbers are limited to 12 participants.***

### Learn how to:

- ✦ Undertake a risk assessment of your role to identify risks of violence and aggression;
- ✦ Apply the SAFER approach to dynamic risk assessment of workplace situations;
- ✦ Recognise the range of human responses to threatening and aggressive situations;
- ✦ Adopt a proactive approach to service delivery;
- ✦ Identify blocks to communication within the working environment;
- ✦ Signal non-aggression, control and maintain personal space;
- ✦ Recognise an escalating situation and defuse and calm a high-risk situation;
- ✦ Apply the win-win approach to resolving conflict;
- ✦ Report and record an incident of violence;
- ✦ Identify the sources of support available for victims of violence;
- ✦ Learn from an incident of violence;
- ✦ Recognise the law and implications surrounding the use of 'force'.



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## Personal Safety & Managing Conflict Situations in Residential Care REGISTRATION FORM

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

### Registration fee (inc. GST)

ACS Members

Non Members

\$176

\$264

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. The relevant Invoice Number must be quoted to enable identification.

**Registration transfer or cancellation:** Cancellation of registration can be made up to five working days before an event. Cancellations made less than five working days before an event will be charged a 50% cancellation fee. A Credit Note will be issued if the account has been paid. Full payment is due for 'no shows' except in exceptional circumstances. Transfer of a registration is permitted to a colleague within the same organization, or another organisation that is an ACS SA&NT member. Notice must be received by ACS in writing (email, fax, mail) at least five working days before the event. A 10% administration fee will be charged if the request for transfer is received 5 or less days before an event.

**Course 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.**