



The Australasian Housing Institute presents:

Working with complex and demanding clients

A **one-day workshop** for client services staff

Program overview

At times, housing, community and health personnel work with clients who may experience serious mental health problems, substance abuse dependency, relationship conflict, family dysfunction and/or disordered personality. These clients may present as aggressive or abusive and, on occasion, such interactions can lead the worker to feel overwhelmed and distressed.

This training is provided to assist staff who work with complex, demanding and challenging clients.

It will enable staff to develop strategies and communication skills to work more effectively in such client situations. This training involves:

- the assessment of complex situations
- the introduction of de-fusing and de-escalation skills
- the use of assertiveness skills
- self-management, and
- sharing local knowledge of appropriate agencies who may be available for additional expertise and referral.

Aim

Workshop participants will explore the critical issues of working more effectively with complex and demanding clients. They will have the opportunity to gain an understanding of, and practical use of, strategies and intervention techniques that may be of use to them in such work situations.

While the training may not be able to address each specific concern that all trainees may have – or provide ideal solutions for each and every situation, the goal is to share an array of strategies and ideas that may be helpful to the worker.

Learning Outcomes

- To gain a greater understanding of complex and demanding clients
- To examine staff attitudes and expectancies of working with complex and demanding clients
- To develop communication skills for use with complex and demanding clients
- To examine relationship-building skills
- To develop an assessment strategy
- To gain a broad appreciation of diverse intervention strategies
- To understand and articulate limitations of work practice – and mechanisms for assertive referral and personal / professional support
- To identify relevant community networks

This workshop is aimed at social housing professionals whose work involves direct contact with clients.

Presenter: Dr Steve Morgan, *D.Psych (Forensic)*

Steve Morgan is a Registered Psychologist in Queensland and New South Wales (also formerly Victoria), with extensive experience in working with difficult clients – in psychiatric institutions, corrective institutions and also in Universities. He has been in private forensic practice over the last six years. This has also involved the provision of specialised training events for a range of organisations, including the Queensland Government Youth Suicide Prevention Strategy, Queensland Community Services and Health Industries Training Council, Central Queensland University, Australian Customs Service, the Department of Veterans Affairs and the Vietnam Veterans Counselling Service, Queensland. He was also appointed to the Queensland Community Corrections Board (2003 - 2006).

Steve was appointed to a panel of expert training providers for the Australian Public Service Merit Board in Canberra (2002 - 2006). This was for the provision of state-wide and national training on mental health, substance abuse and communication skills based topics for Federal Government personnel.

Location	Date	Venue
Sydney - Parramatta	7 March	Bronze Room, Pacific International Apartments,
Brisbane	15 March	Auditorium 1, DPI Conference Centre, 80 Ann Street, Brisbane
Hobart	16 May	Churchill Room, Salamanca Inn, 10 Gladstone St, Hobart
Melbourne	17 May	TBA
Wellington	24 May	TBA
Canberra	14 June	TBA

COST (AUD): \$185 member \$215 non-member
Wellington event: \$200 NZD AHI member \$235 NZD non-member

The workshop will run from 9am – 4pm.
Full catering will be provided.

PLACES ARE STRICTLY LIMITED TO 25 PLACES PER WORKSHOP. Applications will be accepted on a first in, first serve basis. Applications close one week prior to the workshop.

Click here to [register online](#) or complete and return this form

Tax Invoice

ABN: 49 097 565 387

Registration Form: Working with complex clients - 2007

Please tick one:

<input type="checkbox"/> Parramatta	7 March	<input type="checkbox"/> Brisbane	15 March
<input type="checkbox"/> Hobart	16 May	<input type="checkbox"/> Melbourne	17 May
<input type="checkbox"/> Wellington	24 May	<input type="checkbox"/> Canberra	14 June

Title:..... Family Name:.....

First Name:..... Other Name(s):.....

Organisation:.....

Position / Title:.....

Address:.....

Postcode:.....

Phone:..... Fax:..... Mobile:.....

Email:.....

Special needs (Dietary, assistance with disability access, other):

Are you a member of the AHI? Yes (Membership #: _____) No

If No, would you be happy to receive information about the AHI? Yes No

Cost: AHI Members \$185 Non-Members \$215 (Includes GST – prices in AUD)
Wellington event: AHI Members \$200 Non-members \$235 (NZD)

Enclosed is my payment of \$

Please indicate method of payment below:

Cheque Money Order Mastercard Visa AMEX

Card Number:..... Exp. Date:..... AMEX Id:.....

Name on Card:..... Signature:.....

This registration form will become a Tax Invoice/receipt on payment

Please send this form with payment to:

Australasian Housing Institute
Suite 4, 187 Carp Street, Bega NSW 2550, Australia
Tel: +61 2 6494 7566 Fax: +61 2 6494 7588
Email: admin@housinginstitute.org

Cancellation and Refund Policy

All alterations or cancellations to your registration must be made in writing to the AHI Office and will be acknowledged by letter, fax or email. An administration charge of \$25.00 will be made to any participant cancelling more than one week prior to the event. **Cancellations received less one week prior to the event will be required to pay full registration fees.** However, if you are unable to attend, substitutes from your organisation are welcome at no additional cost. By submitting your registration you agree to the terms of this policy.

Privacy Statement

The information collected on this form will only be used for the purpose of managing this event. No credit card information will be recorded in electronic or print form. No information collected from this form, or during the seminar will be passed onto any other party. Your contact details may be used to inform you of future AHI events. If you do not want to be contacted about future events, please tick the appropriate box on the form above.