



Centre for Excellence
in Child and Family Welfare Inc.

Training Guide **Jan - Jun 2017**

The Centre for Excellence is a Registered Training Organisation (RTO) that provides training for people and organisations working with children, young people and families to strengthen their capacity to provide services that best suit the needs of their clients.



Acknowledgements

We respectfully acknowledge the traditional land of the Kulin Nation and we acknowledge the Wurundjeri people who are the traditional custodians of this land. We pay respects to their elders past and present and recognise that their sovereignty was never ceded and the structural inequality created by colonisation continues to this day.

We appreciate and celebrate diversity in all its forms. We believe diversity of all kinds makes our teams, services and organisation stronger and more effective.



Our Vision

Victorian children, young people and families are safe, happy and connected, with access to support when they need it.

Our Purpose

Policy and Ideas Develop, influence and advocate for public policies that advance the rights and wellbeing of children, young people and families and address the social, economic and cultural barriers to improving their lives.

Research and Practice Lead and share research to support innovation and evidence-informed practice.

Capacity Building Strengthen the capacity of organisations to provide services that best suit the needs of vulnerable families and children.

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Welcome to our January to June 2017 Training Guide. Our training program aims to support the sector's workforce learning and development needs.

We are undergoing a period of significant reform in Victoria, thanks to the *Royal Commission into Family Violence* and the *Government's Roadmap for Reform* which seek to shift the focus of child protection away from one of crisis response, to one of prevention and early intervention. The Government also launched *Ending Family Violence: Victoria's Plan for Change*. A 10 year plan for building a future where all Victorians live free from family violence, and where women and men are treated equally and respectfully.

Our training offerings for 2017 reflect these reforms and are designed to build a responsive workforce and strengthen the capacity of organisations in the child, youth and family welfare sectors to provide services that best suit the needs of vulnerable families and children.

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Along with our scheduled training program, we also design tailored training and offer expert consultancy to address a broad range of specific learning and development needs.

The Centre is a Registered Training Organisation (RTO), enabling us to provide qualifications through nationally recognised training and Recognition of Prior Learning (RPL).

We hope our 2017 Training Guide offers you a range of professional development opportunities to support the critical work you do.


Deb Tsorbaris CEO

Learning streams

For 2017 we have changed the way our training is grouped to reflect the reforms taking place in Victoria. The training in each new learning stream is focused on one of five priority areas: children and young people, families, practitioners, managers and diverse client groups.

We recognise that the sector workforce has a range of expertise and life experience which is valued and acknowledged. In order to assist participants to deepen their professional knowledge and refine their skills we have made recommendations of “**Essential**”, being those skills required for day to day work and those of “**Advanced**”, which encourage staff to enhance and refresh their skill set.

Improving outcomes for children and young people

Focusing on children and young people, *Improving outcomes for children and young people* offers training in Out of Home Care practices and child/youth development. These courses will provide you with the skills to help improve the lives of the children and young people you work with.

Building stronger families

Building stronger families focuses on families, with courses in early intervention and supporting families.

Building a responsive and flexible workforce

Focusing on the skills practitioners need, *Building a responsive and flexible workforce* offers a range of specialised training units for practitioners working in the Child, Youth and Family sector. Courses cover topics from case noting and documentation to self-care.

Preparing leaders and managers for a changing world

Preparing leaders and managers for a changing world focuses on capacity building for those in leadership and management roles, offering advanced training in operational skills and program management. These courses also provide pathways for people wanting to move into leadership and management roles.

Implementing culturally aware and safe practices

Implementing culturally aware and safe practices trains practitioners to skilfully support diverse groups, including culturally and linguistically diverse communities, Aboriginal and Torres Strait Islander Communities and LGBTI young people and families.

Training calendar

Course Name (*Nationally accredited course)	Level	Duration	Start date	Page
Improving outcomes for children and young people				
P.L.A.Y. - Play, Laughter, Art and You therapy for vulnerable children and families	Essential	1 day	Wed 15 February	04
Strategies to support learning for young people who have experienced trauma	Essential	1/2 day	Tue 21 February	04
Risk assessments on identifying vulnerable children	Advanced	1 day	Mon 6 March	05
Appropriate screening of carers	Advanced	1 day	Tues 7 March	05
CHCMHS00 Work effectively in trauma inform care*	Advanced	1 day	Fri 21 April	06
Mastery and milestones: promoting healthy psychosocial development	Essential	1 day	Wed 26 April	06
Intoxicated young people: responding to reduce harm	Essential	1/2 day	Mon 22 May	07
Skilled in looking after children (LAC)	Essential	2 days	Mon 26 June	07
Building stronger families				
Difficult conversations within a family violence context	Essential	1 day	Wed 22 March	08
A casework approach to working with vulnerable families	Essential	1 day	Wed 19 April	08
Engaging with men in the family context	Essential	1/2 day	Tue 16 May	09
Building a responsive and flexible workforce				
Small “c” counselling - skills for non-counsellors	Essential	1 day	Mon 6 February	10
Understanding trauma in a child protection context	Essential	1 day	Fri 17 February	10
CHCAOD406E Work with clients who are intoxicated*	Advanced	2 days	Wed 22 February	11
ASIST (Applied Suicide Intervention Skills Training)	Essential	2 days	Wed 8 March	12
Clinical supervision skills	Essential	1 day	Mon 20 March	12
Interviewing skills and good documentation when addressing Quality of Care concerns	Essential	1 day	Wed 29 March	13
Advanced mental health	Advanced	1 day	Thu 30 March	13
Identify mental health crisis situations and how to respond	Essential	1 day	Fri 28 April	14
Advanced case management practice	Advanced	1 day	Mon 1 May	14
BSBLDR501 Develop and use emotional intelligence*	Advanced	2 days	Fri 5 May	15
Court skills	Essential	1 day	Wed 17 May	15
Strengths approach to practice	Essential	1 day	Thu 1 June	17
CHCCCS016 Respond holistically to client needs*	Advanced	2 days	Wed 14 June	16
CHCMHS001 Work effectively in mental health*	Advanced	2 days	Wed 14 June	16
Self-care, wellbeing, managing stress	Essential	1/2 day	Thu 22 June	17
Preparing leaders and managers for a changing world				
BSB51915 Diploma of leadership and management*	Advanced	18 days	Fri 21 April	18
BSBMGT517 Manage operational plan*	Advanced	2 days	Fri 27 January	19
BSBPMG522 Undertake project work*	Advanced	2 days	Fri 27 January	19
BSBMGT516 Facilitate continuous improvement*	Advanced	1 day	Fri 24 Feb	19
Critical incident debrief training	Advanced	1 day	Thu 2 March	20
BSBWOR501 Manage personal work priorities and professional development*	Advanced	1 day	Fri 24 Mar	20
Vicarious traumatisation and resilience – coping with and recovering from constant exposure to critical incidents	Advanced	1 day	Wed May 3	21
BSBMGT502 Manage people performance*	Advanced	1 day	Fri 2 June	21
BSBWOR502 Lead and manage team effectiveness*	Advanced	1 day	Fri 2 June	21
Operational supervision skills	Essential	1 day	Tue 6 June	22
Program logic: tools for pre-evaluating your programs	Advanced	1 day	Wed 21 June	22
BSB51915 Lead and manage effective workplace relationships*	Advanced	1 day	Fri 30 June	23
Implementing culturally aware and safe practices				
Cultural awareness - working with Aboriginal children, young people and families	Essential	1 day	Wed 18 January	24
Culturally competent practice working with vulnerable families	Essential	2 days	Wed March 15	24
Culturally competent youth practice	Essential	1 day	Thu 11 May	25
Supporting practitioners working with LGBTI children, young people and families	Essential	1/2 day	Thu 29 June	25

Book in early, spaces are limited. Visit www.cfecfw.asn.au/training

Improving outcomes for children and young people

P.L.A.Y. - Play, Laughter, Art and You therapy for vulnerable children and families

Wednesday 15 February 2017

Course Level: Essential

Training Delivery Duration: 1 day
9.15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: This one day workshop will explore the theoretical underpinnings of trauma work with children and young people in the context of the neurobiological impact, including on the social engagement system. It will explore issues such as observation, trauma assessment, suitability, for P.L.A.Y. therapy and therapy type, the use of language, the use of the self, transference, counter-transference and resistance. Such strategies will be explored in the context of working individually, in groups and in families.

Learning Outcomes:

- Understand the impact of trauma on the development of the child and young person's brain and subsequent behavioural responses and therapeutic enrichment and intervention strategies
- Develop P.L.A.Y. strategies to confront avoidance behaviours and educate children and young people about the purpose these behaviours serve for them
- Learn about P.L.A.Y. as the language, and strategies as the words, to transform trauma and find solutions to its behavioural manifestations
- Develop P.L.A.Y. based practice skills in trauma assessment and neurobiological intervention and transformation in a range of contexts
- Have fun!

Strategies to support learning for young people who have experienced trauma (NEW)

Tuesday 21 February 2017

Course Level: Essential

Training Delivery Duration: 1/2 day
9.15am - 1.30pm

Cost: \$155/\$185
(Members/Non-members)

Course Description: This 4-hour workshop gives you strategies you can apply to encourage positive engagement to support young people in their learning.

It is designed for professionals and carers who want to better understand trauma, its effects on behaviour and impact on learning.

The workshop can be adapted to the needs of teachers, school-based staff, youth workers, community health workers, carers and people who work with young people. It can be delivered at your workplace / location close to you.

Learning Outcomes:

- Theory of trauma and understanding the impact of trauma on learning
- Identifying and working with young people affected by trauma
- Engaging young people in their learning
- Practical strategies to apply in your work environment
- Applying different learning strategies

Risk assessments on identifying vulnerable children (NEW)

Monday 6 March 2017

Course Level: Advanced

Training Delivery Duration: 1 day
9.15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: This course explores how we assess and respond to situations where children and/or young people are exposed to risk, danger, harm or loss.

This workshop will cover behaviours and situations that could cause harm, how to assess the level of harm and consider if it will have a long term impact.

Learning Outcomes:

- Assess risk
- Know how to use risk assessment tools and frameworks
- Understand risk and protective factors
- Understand high risk factors – Infant/Youth
- Understand vicarious trauma
- Self-care

Appropriate screening of carers

Tuesday 7 March 2017

Course Level: Advanced

Training Delivery Duration: 1 day
9.15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: The workshop will provide practitioners and managers working in the child and family services sector with key skills and knowledge in initial screening of potential carers for children and young people in out of home care. This workshop will highlight the processes and the skills involved in appropriate screening of carers and provide participants with an opportunity to evaluate their own and work-place practices in this area.

Learning Outcomes:

- Identify and understand the various background checks required by Department of Health and Human Services (DHHS) registration standards
- Identify factors for effective and ineffective caring
- Manage risk to minimise potential child abuse
- Develop a Code of Conduct for volunteer caregivers
- Identify the training, support and supervision required for potential carers
- Develop protective behaviour training and resources for children and young people



Improving outcomes for children and young people

CHCMHS007 Work effectively in trauma informed care

Friday 21 April 2017

Course Level: Advanced

Training Delivery Duration: 1 day
9.15am - 5.00pm

Cost: \$375/\$430
(Members/Non-members)

Course Description: This unit describes the skills and knowledge required to practice and contributes to the continuous improvement of trauma informed care within a service.

This unit applies to individuals working in the community services and health sectors where services are informed by the knowledge and understanding of central trauma, particularly the impact of interpersonal violence.

Learning Outcomes:

- Be able to work from a trauma informed care perspective
- Self-care strategies
- Contribute to the continuous improvement of trauma informed care in services
- To demonstrate knowledge of legal and ethical considerations (international, national, state/territory, local) for trauma related practice, and how these are applied in organisations and individual practice
- Understand how common beliefs and attitudes towards people who experience interpersonal violence impacts on their access to services
- Identify the potential for and causes of re-traumatisation, in particular in accessing or receiving services

This unit is recognised within the Diploma of leadership and management

Mastery and milestones: promoting healthy psychosocial development

Wednesday 26 April 2017

Course Level: Essential

Training Delivery Duration: 1 day
9.15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: In this workshop participants will be introduced to various theories of development, major milestones and challenges, as well as effective strategies for working with individuals at different stages of their psychosocial development.

Learning Outcomes:

- A framework for understanding a range of behaviours practitioners commonly encounter in their work with clients who have experienced abuse, neglect and/or complex trauma
- An introduction to various theories of development
- An introduction to major milestones and challenges across the lifespan
- Effective strategies for working with individuals at different stages of their psychosocial development



Intoxicated young people: responding to reduce harm

Monday 22 May 2017

Course Level: Essential

Training Delivery Duration: 1/2 day
9.15am - 1.30pm

Cost: \$155/\$185
(Members/Non-members)

Course Description: Develop your knowledge and confidence in responding when you encounter young people who are substance affected. Learn about drug effects, and the different factors that influence intoxication, as well as how to assess and manage risks. This half-day workshop is particularly designed for people who work in community settings, not in youth-specific roles, but who encounter young people who may be using substances.

Learning Outcomes:

- Understand drug effects (including poly-drug use)
- Understand the different factors that influence intoxication
- Be able to assess and manage risks to self, young person, and others
- Create potential for an interaction as a result of the interaction
- When and how to get further information, support, and treatment options

Skilled in looking after children (LAC)

Monday 26 and Tuesday 27 June 2017

Course Level: Essential

Training Delivery Duration: 2 days
9.15am - 4.45pm

Cost: \$485/\$540
(Members/Non-members)

Course Description: This two day workshop will cover Looking after Children (LAC) processes & framework, legislation, trauma informed practice, attachment theory, systems theory, grief and loss, and the role workers, volunteers and clients play.

Learning Outcomes:

- Understand the LAC process and framework
- Understand the charter of rights and how to embed the into the LAC processes and framework
- Document and complete the Looking After Children Records
- Understand how the Best Interest Case Practice Model and LAC processes and framework are integrated to ensure best practice and good outcomes for children in out of home care
- How to navigate the seven LAC developmental dimensions and how complex trauma impacts on these dimensions
- Understand how to complete the LAC care and placement plans and other records, including navigating a Department of Health and Human Services (DHHS) referral

Building stronger families

Difficult conversations within a family violence context (NEW)

Wednesday 22 March 2017

Course Level: Essential

Training Delivery Duration: 1 day
9:15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: This workshop will provide participants with an understanding of the theory and current practice guidelines in connection with domestic violence, including safety planning and risk management strategies.

This workshop is aimed at workers who are in contact with women and children who may be at risk of family violence.

Learning Outcomes:

- How to implement a strengths based model for working with families
- How to manage challenging conversations with clients about family violence
- Safety planning and risk management skills
- Communication skills to manage challenging conversations
- Develop self-care strategies
- Understand trauma informed care practice

A casework approach to working with vulnerable families

Wednesday 19 April 2017

Course Level: Essential

Training Delivery Duration: 1 day
9:15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: Explore theories behind family practice and current evidence based practices and techniques. Participants will draw on case studies and individual casework experience to explore the practicalities of working with families using a casework model.

Learning Outcomes:

- Understand the process of change in families, assessment in family practice, demystifying family based casework
- Use strengths based approaches and formulating goals with families, use trauma informed techniques for working with families, take the hard-line and ask difficult questions in family based work
- Establish relationships with families, manage relationships within the family, work with complex needs, communication skills when working with families
- Self-care

“It was very important to me as I have to deal with complex cases”

City council case planner
A casework approach to working with vulnerable families

New individual and student memberships

The Centre now offers new Student and Individual Memberships for \$10/\$50 a year. Benefits include:

- ✓ Up to \$115 off the price of our Learning and Development courses, events and forums
- ✓ Early access to leading research, practice resources and capacity-building information
- ✓ Invitations to key policy and practice forums and seminars
- ✓ Regular member updates that ensure you're across the latest developments in the child, youth and family services space.

For more information email member@cfecfw.asn.au



Engaging with men in the family context (NEW)

Tuesday 16 May 2017

Course Level: Essential

Training Delivery Duration: 1/2 day
9:15am - 1:30pm

Cost: \$155/\$185
(Members/Non-members)

Course Description: This course aims to raise awareness of the importance of father's influence on child development across the lifespan and how workers can establish and maintain connections with fathers to increase their engagement in their children's lives.

Learning Outcomes:

- Gain understanding of the value of fathers in the lives of their children
- Identify factors impacting why fathers are not presently engaged
- Engage fathers using the father inclusive practice principles and the generative framework
- Build respectful collaborative partnerships and constructive relationships with fathers
- Challenge deficit models of fatherhood by utilising strengths based approaches when working with fathers
- Understand a father's needs and preferences when accessing community services
- Demonstrate effective ways for female workers to engage with and work with fathers

Building a responsive and flexible workforce

Small 'c' counselling - skills for non-counsellors

Monday 6 February 2017

Course Level: Essential

Training Delivery Duration: 1 day
9:15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: In this interactive course participants will learn the skills required to provide basic effective counselling in a direct practice setting to better support children, youth and families.

Learning Outcomes:

- Understand the theoretical approaches and models underpinning effective counselling
- Demonstrate effective communication skills
- Demonstrate effective general counselling and motivational interviewing skills
- Understand the role of self-reflection in practice
- Demonstrate understanding of working in the best interest of the client throughout the professional relationship

Understanding trauma in a child protection context (NEW)

Friday 17 February 2017

Course Level: Essential

Training Delivery Duration: 1 day
9:15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: This training provides the practitioner with an understanding on how to embed a trauma informed approach within the child protection system that supports clients to heal and recover at the same time as building the necessary scaffolding for the practitioner in order to prevent vicarious stress.

Learning Outcomes:

- The theoretical frameworks that underpin trauma informed care and practice systems
- How to integrate and embed a trauma informed system of care into existing service delivery
- Overview of the child protection system and best interest case practice model using a trauma informed lens
- The definition and impact of complex trauma
- How to convey information about trauma informed care and practice within and across the organisation
- How to promote best practice for the prevention of re-traumatisation
- How to integrate knowledge on sensory activation to promote self-awareness and an understanding of the impact of triggers
- How to promote recovery to build resilience and work towards healing
- The impact of vicarious trauma and strategies to prevent or manage situations
- How to embed stress management and self-care strategies for workers and carers

CHCAOD406E Work with clients who are intoxicated

Wednesday 22 and Thursday 23 February 2017
(Wednesday 8 February assessment task)

Course Level: Advanced

Training Delivery Duration: 2 day
9.15am - 5.00pm

Participants are required to undertake the prescribed reading and complete the first assessment task online PRIOR to the training, taking approximately 10 hours in total. A current First Aid Certificate is required.

Cost: \$570/\$625
(Members/Non-members)

Course Description: Understand the signs and symptoms of being drug affected or intoxicated by any drug from alcohol, opioids or GHB to methamphetamines or ecstasy: and how to appropriately manage these situations. This unit is delivered in a blended format, with some online learning for the essential knowledge and then applying these in case studies in face to face workshops.

Learning Outcomes:

- Understand signs and symptoms of alcohol and other drugs and conditions which may mask or mimic these
- Assess and record client presentations
- Manage and provide appropriate support for clients who are intoxicated
- Be able to de-escalate challenging behaviours
- Provide appropriate response to risk presentations
- Use a breathalyser device

Delivered and assessed by Odyssey House Victoria RTO 20995



This unit is a nationally recognised qualification, and participants who successfully complete the course will receive a Statement of Attainment.



Building a responsive and flexible workforce

ASIST (Applied Suicide Intervention Skills Training)

Wednesday 8 and Thursday 9 March 2017

Course Level: Essential

Training Delivery Duration: 2 days
9.15am - 5.00pm

Cost: \$485/\$540
(Members/Non-members)

Course Description: ASIST is a two-day interactive workshop in suicide first aid. It teaches participants to recognise when someone may be at risk of suicide and work with them to create a plan that supports their immediate safety. It provides a common language of assessment, risk management and referral across diverse organisational backgrounds.

Learning Outcomes:

- Understand the ways personal and societal attitudes affect views on suicide and intervention
- Provide guidance and suicide first aid to a person at risk in ways that meet their individual safety needs
- Identify the key elements of an effective suicide safety plan and the actions required to implement it
- Appreciate the value of improving and integrating suicide prevention resources in the community at large
- Recognise other important aspects of suicide prevention including life promotion and self-care

Clinical supervision skills

Monday 20 March 2017

Course Level: Essential

Training Delivery Duration: 1 day
9:15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: Clinical supervision assists staff to provide a more confident and creative service to clients. It assists participants to understand approaches to supervisory practice and explores clinical education frameworks and models, to ensure that services to clients are safe and ethical as well as providing a reflective space for a supervisee to enhance their competence and confidence when working with clients.

Learning Outcomes:

- The role of the clinical educator
- Understanding outcomes and reliable and valid assessments
- The clinical support model and quality of clinical supervision
- Strategies for preparing and supporting students in a safe learning environment
- Overcoming the theory-practice gap

Interviewing skills and documentation when addressing Quality of Care concerns (New)

Wednesday 29 March 2017

Course Level: Essential

Training Delivery Duration: 1 day
9.15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: This one day workshop is for any worker who may be involved in addressing or investigating quality of care concerns when a child or young person is in care. It will provide you with an understanding of the Department of Health and Human Services (DHHS) process for addressing Quality of Care concerns along with guidelines to ensure the rights of the child or young person who is the subject of the quality of care concerns are respected as well as the rights of the adults involved. Documenting Quality of Care concerns will be discussed along with how to interview children, young people and carers in situations where there may be Quality of Care concerns.

Learning Outcomes:

- Develop an understanding of DHHS process for addressing quality of care concerns
- Understand how to protect the rights of the child or young person while also respecting the rights of the adults involved
- Develop an understanding of how to interview children, young people and adults in relation to quality of care concerns
- Develop an understanding of the importance of recording and how to record when there are quality of care concerns

Advanced mental health

Thursday 30 March 2017

Course Level: Advanced

Training Delivery Duration: 1 day
9.15am - 4.15pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: Build on your existing knowledge and skills in mental health first aid, by exploring more complex mental health presentations and comorbidities. This course provides participants with a framework to understand where personality disorders and self-harming behaviours stem from, and provides practical advice to assist in understanding and resolving both crisis and chronic scenarios.

Learning Outcomes:

- Describe factors negatively affecting childhood development
- List issues caused by early to childhood trauma
- Explain strategies shown to 'heal' the traumatised brain
- Discuss elements of each of the 10 personality disorders
- Define self-harming behaviour
- List desirable outcomes and strategies for people who self-harm

"Thank you for such a hands on interactive workshop- it really was a valuable experience"

Youth worker
ASIST



Building a responsive and flexible workforce

Identify mental health crisis situations and how to respond

Friday 28 April 2017

Course Level: Essential

Training Delivery Duration: 1 day
9.15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: This one day course will assist staff in identifying mental health crisis situations and how to respond.

Learning Outcomes:

- Gain an understanding of major mental illness groups
- Identify signs of mental illness
- Improved communication skills
- Establish respectful relationships with people with mental health issues
- Identify issues that impact people with mental illness
- Recognise the need for additional support and how to facilitate that

Advanced case management practice

Monday 1 May 2017

Course Level: Advanced

Training Delivery Duration: 1 day
9.15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: This one-day workshop will explore theoretical frameworks and models that underpin complex case management and how to assess and engage individuals and families who are experiencing complex and multiple issues in their case planning and goal setting.

Learning Outcomes:

- Overview of complex case management
- Building professional working relationships and networking
- Trauma informed practice
- Assessment models and frameworks
- Risk assessment and analysing information
- How to negotiate family structures and systems
- Manage and support change processes
- Communication and establishing rapport with clients
- Child centred, family focused, strengths based and solution focused approaches
- Goal setting and planning
- Documentation best practice
- Supervision best practice
- Reflective practice methods
- Stress management and self-care

BSBLDR501 Develop and use emotional intelligence

Friday 5 and Friday 12 May 2017

Course Level: Advanced

Training Delivery Duration: 2 days
9.15am - 5.00pm

Cost: \$570/\$625
(Members/Non-members)

Course Description: Increase self-awareness, self-management, social awareness and relationship management in the context of the workplace through the development and use of emotional intelligence.

Learning Outcomes:

- Identify the impact of emotions on others in the workplace
- Recognise and appreciate the emotional strengths and weaknesses of others
- Promote the development of emotional intelligence in others and use emotional intelligence to maximise team outcomes

This unit is recognised within the Diploma of leadership and management

Court skills

Wednesday 17 May 2017

Course Level: Essential

Training Delivery Duration: 1 day
9.15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: This one day workshop is for any worker who may have to go to court. It will assist the participants in their daily practice so they are as prepared as possible to go to court (for example, by keeping good case notes and records) as well as teaching participants the skills to prepare good reports and to give evidence in court if required.

Learning Outcomes:

- Developed understanding of how to keep good case notes and records
- Understand the structure of a good report
- Knowledge of the jurisdiction of the different courts and tribunals in Victoria
- Awareness of the behaviour that is required in court
- Coping strategies and techniques for examination and cross-examination

“This was very relevant, I will apply what I have learnt in all case notes and reports... I recommend this course to all Children’s contact centre staff.”

Social worker
Court skills



Building a responsive and flexible workforce

CHCCCS016 Respond holistically to client needs CHCMHS001 Work effectively in mental health

Wednesday 14 and Thursday 15 June 2017

Course Level: Advanced

Training Delivery Duration: 2 days
9.15am - 5.00pm

Cost: \$700/\$755
(Members/Non-members)

Course Description: Participants will gain a basic understanding of the major mental illness labels, how to recognise potential signs and how to support clients who are struggling to manage stress.

This course offers two accredited units at a Certificate IV level. (Approved for National Schools Chaplaincy Programme (NSCP) 2015-2018)

Units of Competency:

CHCCCS016 Respond holistically to client needs provides participants with the knowledge and skills required to assess a range of client issues and refer appropriately

CHCMHS001 Work effectively in mental health provides participants a person-centred approach to care, involving a variety of health and community service professionals working collaboratively with the client, their carer/s and family.

Learning Outcomes:

- Establish interpersonal relationship with client
- Determine the needs of Identify the range of issues impacting on the client and assess client needs
- Determine appropriate course of action to be followed
- Refer client to other services to provide coordinated support
- Work within the context of the mental health sector
- Develop knowledge of the mental health sector
- Demonstrate commitment to the philosophies and standards of the mental health sector
- Work with people from culturally and linguistically diverse backgrounds

Strengths approach to practice

Thursday 1 June 2017

Course Level: Essential

Training Delivery Duration: 1 day
9:15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: Learn how to identify, mobilise and celebrate client strengths, expertise, skills and resources. Through this approach, participants can become a catalyst for building cultures where strengths and connectedness flourish, so that clients build resilience, capacity for lasting change and genuine agency in their own lives.

Learning Outcomes:

- Define and articulate strengths-based, solution-focused practice
- Consider the dynamics of 'power over' and how to work from a 'power with' perspective
- Identify conditions that maximise each person's participation in their own change process
- Practice strengths-based, solution-focused skills including externalising, normalising, reframing, scaling, list building and straight talk
- Learn about a strengths approach to documentation

Self-care, wellbeing, managing stress

Thursday 22 June 2017

Course Level: Essential

Training Delivery Duration: 1/2 day
9.15am - 1.30pm

Cost: \$155/\$185
(Members/Non-members)

Course Description: Learn how to recognise burn-out and its causes. You will be introduced to mindfulness as a tool to build self-awareness and resilience, and learn to balance compassion with assertive boundaries.

Learning Outcomes:

- Recognising burn-out and its causes
- Mindfulness in practice and how it helps to be present in the moment
- Assertive boundary setting
- Self-reflection exercises and strategies



This Certificate is a nationally recognised qualification, and participants who successfully complete the course will receive a Statement of Attainment.

Preparing leaders and managers for a changing world

BSB51915 Diploma of leadership and management

Diploma units are able to be completed individually. For more information on each of the units available January to June 2017 see the Training Calendar page 3.

Full Course Units	Dates
CHCMHS007 Work effectively in Trauma informed care	21 Apr 2017
BSBLDR501 Develop and use emotional intelligence	5 May 2017 12 May 2017
BSBMGT502 Manage people performance	2 Jun 2017
BSBWOR502 Lead and manage team effectiveness	9 Jun 2017
Study Day	16 Jun 2017
BSBLDR502 Lead and manage effective workplace relationships	30 Jun 2017
BSBWHS501 Ensure a safe workplace	21 Jul 2017
BSBFIM501 Manage budgets and financial plans	4 Aug 2017 11 Aug 2017
BSBR501 Manage risk	1 Sep 2017
Study Day	8 Sep 2017
BSBMGT517 Manage operational plan	22 Sep 2017
BSBPMG522 Undertake project work	13 Oct 2017 20 Oct 2017
BSBMGT516 Facilitate continuous improvement	3 Nov 2017
BSBWOR501 Manage personal work priorities and professional development	24 Nov 2017
Summary Day - Individual Support	1 Dec 2017

Course Level: Advanced

Training Delivery Duration: 18 days
9.15am - 5.00pm

Cost: \$4,200/\$5,100
(Members/Non-members)

Course Description: The course consists of 12 units of competencies including 4 core units and 8 elective units selected to reflect the specific needs of the child, youth and families sector.

Training will be carried out via classroom delivery and the student's workplace will provide the live environment in which to apply newly acquired knowledge and skills during the course of normal work day. The majority of assessments will be workplace based where skills and knowledge will be applied in the students live work environment

Learning Outcomes:

- Development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace
- Lead and manage effective workplace relationships
- Develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans
- Lead teams in the workplace and to actively engage with the management of the organisation
- Undertake financial management within a work team in an organisation
- Present and negotiate persuasively, lead and participate in meetings and make presentations to customers, clients and others
- Manage the performance of staff who are direct reports
- Lead and manage continuous improvement systems and processes
- Undertake a straightforward project or a section of a larger project
- Manage risk
- Establish, maintain and evaluate the organisation's Work Health and Aafety (WHS) policies, procedures and programs in the relevant work area, according to WHS legislative requirements
- Create systems and processes to organise information and prioritise tasks.

BSBMGT517 Manage operational plan BSBPMG522 Undertake project work

Friday 27 January and
Friday 10 February 2017

Course Level: Advanced

Training Delivery Duration: 2 days
9.15am - 5.00pm

Cost: \$700/\$755
(Members/Non-members)

Course Description: Manage operational plan describes the skills and knowledge required to develop and monitor implementation of the operational plan to provide efficient and effective workplace practices within the organisation's productivity and profitability plans.

Undertake project work describes the skills and knowledge required to undertake a straightforward project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects.

Learning Outcomes:

- Develop operational plan
- Plan and manage resource acquisition
- Monitor and review operational performance
- Define, develop a project plan, administer and monitor project
- Finalise project, review project

These units are recognised within the Diploma of leadership and management

BSBMGT516 Facilitate continuous improvement

Friday 24 February 2017

Course Level: Advanced

Training Delivery Duration: 1 day
9:15am - 5.00pm

Cost: \$375/\$430
(Members/Non-members)

Course Description: This unit describes the skills and knowledge required to lead and manage continuous improvement systems and processes. Emphasis is placed on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.

Learning Outcomes:

- Lead continuous improvement systems and processes
- Monitor and adjust performance strategies
- Manage opportunities for further improvement

This unit is recognised within the Diploma of leadership and management



This Diploma is a nationally recognised qualification, and participants who successfully complete the course will receive a Statement of Attainment.



Preparing leaders and managers for a changing world

Critical incident debriefing training (NEW)

Thursday 2 March 2017

Course Level: Advanced

Training Delivery Duration: 1 day
9.15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: This workshop will provide support to assist the recovery of normal individuals experiencing normal distress following exposure to abnormal events. This workshop uses a combination of theory and interactive activities.

Learning Outcomes:

- Understand critical incidents
- Preparing for a possible critical incident
- The difference between demobilisation, defusing and debriefing
- Roles and responsibilities
- Follow up support

BSBWOR501 Manage personal work priorities and professional development

Friday 24 March 2017

Course Level: Advanced

Training Delivery Duration: 1 day
9.15am - 5.00pm

Cost: \$375/\$430
(Members/Non-members)

Course Description: This unit describes the skills and knowledge required to create systems and process to organise information and prioritise tasks.

It applies to individuals working in managerial positions who have excellent organisational skills. The work ethic of individuals in this role has a significant impact on the work culture and patterns of behaviour of others as managers at this level are role models in their work environment.

Learning Outcomes:

- Establish personal work goals
- Set and meet own work priorities
- Develop and maintain professional competence

This unit is recognised within the Diploma of leadership and management

Vicarious traumatisation and resilience – coping with and recovering from constant exposure to critical incidents (NEW)

Wednesday 3 May 2017

Course Level: Advanced

Training Delivery Duration: 1 day
9.15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: This training is designed for all those working in challenging and stressful human service settings and will help to identify indicators of stress and trauma. Concepts of resistance, resilience and recovery will be considered as they apply to managing both cumulative stress and vicarious trauma. The training also focuses on managing professional boundaries with challenging clients, which is an important aspect of protecting workers from stress and trauma.

Learning Outcomes:

- Differentiate vicarious traumatisation from other types of stress and trauma
- Understand resistance, resilience and recovery
- Develop coping strategies to deal with the impact of constant exposure
- Enhance self-care strategies to assist with the recovery from constant exposure
- Develop strategies to manage boundaries as a way to protect from constant exposure

BSBMGT502 Manage people performance BSBWOR502 Lead and manage team effectiveness

Friday 2 and Friday 9 June 2017

Course Level: Advanced

Training Delivery Duration: 2 days
9.15am - 5.00pm

Cost: \$700/\$755
(Members/Non-members)

Course Description: BSBMGT502 Manage people performance covers the the skills and knowledge required to manage the performance of staff who report directly to you.

It covers work allocation and the methods to review performance, reward excellence and provide feedback where there is a need for improvement.

BSBWOR502 Lead and manage team effectiveness makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers. It also covers the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation.

Learning Outcomes:

- Work allocation
- Performance assessment
- How to provide feedback
- How to follow up issues with staff
- Establishing team performance plans
- Developing and facilitating team cohesion
- How to facilitate teamwork
- Stakeholder liaison

These units are recognised within the Diploma of leadership and management



98% of participants* said they would recommend the training they attended to their colleagues.

Training survey respondents

*Respondents that completed their evaluation form in July-Dec 2016

Preparing leaders and managers for a changing world

Operational supervision skills

Thursday 6 June 2017

Course Level: Essential

Training Delivery Duration: 1 day
9.15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: Aimed at beginning supervisors, this training is designed to provide an overview of the key models of both operational and clinical supervision. The training focuses on understanding how to run an effective supervision session, addressing challenges as they arise. Participants will be able to define and differentiate the various models of supervision, learn strategies to manage both operational and clinical roles in session and enhance the delivery of effective supervision sessions with their teams.

Learning Outcomes:

- Define the concepts supervision, including the different modalities of supervision
- Differentiate operational management and clinical supervision, developing strategies to manage both roles within a supervision session where appropriate
- Describe the core competencies necessary for effective supervision
- Develop, implement and review a supervision session
- Respond effectively to emerging challenges in supervision

Program logic: tools for pre-evaluating your programs

Wednesday 21 June 2017

Course Level: Advanced

Training Delivery Duration: 1 day
9.15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: This session will provide an introduction to program logic, outlining the logic that underpins a program or practice. Program logic identifies how the original aims and goals of the program are linked to the activities and intended outcomes. This session has been designed as an introduction to program logic for program managers and coordinators who are responsible for evaluation as part of their responsibilities. This course is ideal for those working within the community service sector specifically child, youth and family services.

Learning Outcomes:

- Understand what others are doing in the sector regarding pre-evaluation and review processes
- Understand what program logic is and how to do it
- Develop indicators or measures for success
- Develop a project or program profile
- Apply practical strategies and good practice principles to data collection, analysis and project review processes

The Tipping Foundation Customised Training Case Study

From 2015-16, the Centre enhanced its customised training offerings, recognising the value of tailored training delivered within an organisation's culture and in line with their existing policies and procedures.

In July 2015 the Centre worked with the Tipping Foundation, developing a tailored training program to meet the needs of their growing Out-of-Home-Care program.

The organisation was keen to apply a consistent trauma-informed lens over their practice.

The Centre delivered training to frontline staff on 'Integration of Trauma-Informed Practice' with a range of units including Best Interests Case Practice, Looking After Children, Self-Care and Mindfulness.

The Board was included in the training, with the Centre presenting to Board members on trauma, the impacts of vicarious trauma and how to adopt a trauma-informed approach to their policies and procedures.

This was a great example of an organisation seeking to embed trauma-informed policy and practice throughout the organisation in a systematic and consistent way and in the best interests of the children and families they served.

BSBLDR502 Lead and manage effective workplace relationships

Friday 30 June 2017

Course Level: Advance

Training Delivery Duration: 1 day
9.15am - 5.00pm

Cost: \$375/\$430
(Members/Non-members)

Course Description: This unit describes the skills and knowledge required to lead and manage effective workplace relationships.

It applies to individuals in leadership or management who have a prominent role in establishing and managing processes and procedures to support workplace relationships taking into account the organisation's values, goals and cultural diversity.

At this level work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Learning Outcomes:

- Manage ideas and information
- Establish systems to develop trust and confidence
- Manage the development and maintenance of networks and relationships
- Manage difficulties to achieve positive outcomes

This unit is recognised within the Diploma of leadership and management

"I learnt to have more self-confidence, and different ways of communicating and coaching."

Team leader
Operational supervision skills

Implementing culturally aware and safe practices

Cultural awareness - working with Aboriginal children, young people and families

Wednesday 18 January 2017

Course Level: Essential

Training Delivery Duration: 1 day
9.15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: Learn about Aboriginal history, the Stolen Generation and its continued effects, and Aboriginal family roles and responsibilities to help inform the way you work with Aboriginal children, young people and families.

Learning Outcomes:

- Aboriginal history - life before and after colonisation
- Key effects of Stolen Generation and the continued effects- grief loss and trauma
- Aboriginal culture
- Understanding of Aboriginal culture and the resilience and strength in Aboriginal communities
- Knowledge of Aboriginal family roles and responsibilities
- Working respectfully with Aboriginal children, youth, families and workers



Culturally competent practice working with vulnerable families

Wednesday 15 and Thursday 16 March 2017

Course Level: Essential

Training Delivery Duration: 2 days
9.15am - 4.45pm

Cost: \$485/\$540
(Members/Non-members)

Course Description: This two-day workshop will develop the cultural competency of practitioners and organisations working with families, children and young people. It enables workers to value diversity and adapt to the cultural context of the communities they serve.

Learning Outcomes:

- Increase awareness of migration policy, visa types and the impact on children and families.
- Understand linguistic and cultural diversity profile of culturally and linguistically diverse (CALD) children and families in Victoria
- Understand how to effectively communicate with culturally diverse communities, interpreters and bicultural workers
- Identify child rearing and parenting norms and differences within and across cultures and laws relevant to parenting in Australia.
- Become familiar with place-based community development approaches, ethnic organisations, examples of positive bridging across cultures
- Understand cultural competency at an organisational level



Culturally competent youth practice (NEW)

Thursday 11 May 2017

Course Level: Essential

Training Delivery Duration: 1 day
9.15am - 4.45pm

Cost: \$300/\$355
(Members/Non-members)

Course Description: This course explores the essential skills and knowledge for effective work with young people from migrant and refugee backgrounds and will improve the confidence and capacity of participants to provide a culturally inclusive and responsive service. The course covers the cultural competency framework, and the settlement experiences and needs of young people from migrant and refugee backgrounds.

Learning Outcomes:

- Explore concepts of culture and the cultural competency framework
- Reflect on cross-cultural interactions and communication skills
- Identify and apply cultural competency practice strategies to support effective work with young people
- Identify key pre-settlement experiences for young people, particularly those with a refugee background
- Explore factors which impact on good settlement for young people
- Identify and apply strategies for supporting good settlement

Supporting practitioners working with LGBTI children, young people and families

Thursday 29 June 2017

Course Level: Essential

Training Delivery Duration: 1/2 day
9.15am - 1.30pm

Cost: \$155/\$185
(Members/Non-members)

Course Description: This session has been created to support practitioners working with LGBTI children and young people in care. The training covers principles for effective communication and 'strengths-based' best practice.

Learning Outcomes:

- Developed knowledge and comfort with key terminology around sexual orientation, gender expression and gender identity
- Increased understanding of healthy child development as it relates to sexual orientation and gender identity, while differentiating between these two development processes
- Improved ability to recognise and respond to instances of anti-gay bias, anti-transgender bias and heterosexism within work environments and in a child's living environment
- Understand the importance of environmental cues and affirming behaviours in promoting safe and affirming environments for all youth
- Knowledge of legal and professional responsibilities in regards to protecting the safety and wellbeing of LGBTI young people in care

Enrolment

Enrol early to avoid missing out. All of our courses have limited spots and enrolment closes when classes are filled.

Who can enrol?

Students must be a minimum of 18 years old at time of enrolment. Pre-requisites and prior experience may apply to some courses. See the course description or website for more information.

How to enrol

For enrolment visit www.cfecfw.asn.au/training. If you have any questions, please contact our training team by phone **03 9614 1577** or email training@cfecfw.asn.au

Payment options

Acceptable payment methods are: electronic funds transfer, credit card (no AMEX or Diners Club) or cheque. Please make cheques payable to *The Centre for Excellence in Child and Family Welfare*. Payment must be made in full prior to course start date.

Confirmation of enrolment

Confirmation will be sent via email within five working days, along with location information and what to bring. Most courses are delivered at the Centre, Level 5, 50 Market Street Melbourne.

Important note: On receipt of confirmation please check to see that you are enrolled in the correct course. Check location, date and starting times carefully.

Disclaimer

The Centre for Excellence in Child and Family Welfare reserves the right to cancel courses, adjust fees, dates and times of advertised courses and consultancy services offered.

Cancellation and Refund

Cancellation by the Centre: While we make every attempt to ensure that courses proceed, we reserve the right to alter any arrangements including course cancellation if required. We will advise you by phone and the email address you provided when registering any cancellations and changes 14 days prior to the course commencement date.

Outline of Refund Arrangements	
The Centre is unable to commence the course for which the original enrolment and payment has been made	Full refund or alternative placement in a course
Change of venue and timing of course by the Centre	Full refund or alternative placement in a course
The Centre is unable to continue to deliver the course as agreed	Partial refund or alternative placement in a course

Cancellation by the student or sponsor employer: Where a student is unable to attend the course less than 15 days prior to the course date, they may transfer their place to another participant from their organisation by completing 'Enrolment Transfer/ Withdrawal Form'. Where a student withdraws from the course with extenuating circumstances only a partial refund is payable at the discretion of the Manager of Learning and Development.

Outline of Refund Arrangements	
Withdrawal at least 15 working days prior to the agreed start date	Full refund
Withdrawal less than 15 working days prior to the agreed start date	No refund

*Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. All efforts must be made to internally transfer the enrolment within the organisation. Where evidence can be successfully provided to support the student's circumstances, including Line Manager Sign Off, partial course fees may either be transferred to a credit note, or a refund of unused course fees will be issued. This decision of assessing the extenuating is determined by the Manager, Learning and Development and shall be assessed on a case by case basis, on completion of the 'Enrolment Transfer/ Withdrawal Form'.

Refunds will be issued within 30 working days. We cannot accept responsibility for changes in personal circumstances, so please choose your course carefully.

Evidence-based learning

The Centre is committed to strengthening capability of member and sector agencies delivery services to children, young people and families. Utilising learning and development resources, training and customised support.

We believe that all people engaged in working with in the sector have the right to access training which will enhance their capacity to assist clients. The Centre provides an evidence based framework to maximise their learning potential and reflect best practice standards and wisdom to enhance positive outcomes.

Evidence based Learning Cycle¹

Learning cycle	Current goals and evidence indicators	Elements of teaching principles ²
1. What knowledge and skills do our participants need?	<p>The learning process needs to support increasing learner independence and organisational needs</p> <ul style="list-style-type: none"> Stated Organisational needs (directly addressing a deficit or improving on current skill) Applicable policies and procedures (funding agreements and best practice) 	<ul style="list-style-type: none"> Clear Lesson Goals
2. What do facilitators need to know and be able to do in response to our participants needs?	<p>The learning process needs to reflect individual circumstances and needs</p> <ul style="list-style-type: none"> Position and why they are requiring training Industry related knowledge Understanding of policies and legislation Expert knowledge on context 	<ul style="list-style-type: none"> Share who they are and what they know on the topic
3. Deepen professional knowledge and refining skills	<p>The sector workforce has a range of expertise and life experience which is valued and acknowledged</p> <ul style="list-style-type: none"> Sharing of expert knowledge Focus on application and practice of skill 	<ul style="list-style-type: none"> Questioning to check for understanding Teach Strategies not just content Meta-cognition (thinking about your options, your choices and your results) Summarise new learning in a graphical way
4. Engage participants in new learning experiences	<p>The emphasis should be on experiential and participative learning, applying theoretical frameworks into practice</p> <ul style="list-style-type: none"> Respect learning styles of adults The learning will reflect the principles of Evidence Based Learning 	<ul style="list-style-type: none"> Plenty of practice Provide students with feedback Be flexible about how long it takes to learn Group work
5. What impact did our learning have on our practice and on our participants?	<ul style="list-style-type: none"> Building capacity for staff to assist in positive outcomes for vulnerable children, youth and families 	<ul style="list-style-type: none"> Teach strategies not just content

¹ <http://www.education.vic.gov.au/Documents/school/teachers/profdev/studassessforprofllearning.pdf>

² <http://www.evidencebasedteaching.org.au/evidence-based-teaching-strategies>

For information about the Centre's evidence-based learning, visit www.cfecfw.asn.au/training



Customised training

The Centre provides a range of professional learning and development training to meet the needs of individuals and organisations across the sector.

Customised training can be developed to include your organisations policies and procedures, risk management strategies, strategic plans or encompass any specific requirements in which there is a training need. The Centre will work directly with your organisation to identify training needs and incorporate appropriate or relevant case studies, cultural competencies or scenarios to develop the training to your requirements. Assessments, course material and follow up sessions can also be arranged to evaluate the effectiveness of the training.

Contact our learning and development team for a quote training@cfecfw.asn.au.



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