

# Workshops

A1

## Introduction to Trauma 101

C1

David O'Rafferty

David will run a session on childhood trauma for those who have little or no understanding of the impact of trauma on the neurobiology of young people in care. He will explain the different types of trauma and how these impact the various regions of the brain.

David will also share some strategies on how to assist young people who have trauma-related behaviours, including de-escalating a potential situation and assisting a young person to focus on learning new strategies and manage their emotional responses.

Role plays and activities may be required as part of this session.



David completed a Graduate Certificate in Developmental Trauma in 2015. He is a qualified trainer in Therapeutic Crisis Intervention, Three Pillars, Wellbeing and Resilience. David is dedicated to understanding trauma

research and practice to enhance the lives of young people in out-of-home care.

A2

## Effective Communication in 2020

Troy Forrest

B1

In this interactive and upbeat workshop, participants will explore and practice communication skills that deliver desired results, and learn ways to successfully navigate the brave new world of digital communication.

Participants will work through the fundamentals of effective communication (including where & why it goes wrong), and explore the nuances of the communication mix (including audience, deliverer, content, context, vehicle, tone & timing, and how to tailor the mix to each situation). They will learn practical ways to harness the superpower of active listening, and develop tailored strategies to start new conversations with confidence, being both engaging and effective.

The workshop will cover some newer communication situations that present in an e-communicating world, including where & how different digital communication mechanisms can be employed to great effect (and how to avoid getting it horribly wrong). This exploration will also look at the challenges of inter-generational communication, and how Baby Boomers, Gen X'ers and Millennials can learn to understand and communicate better with one another.

Finally, the workshop will cover some practical tips and exercises participants can take away and employ to keep their communication skills sharp.



Troy is the Managing Director of Forrest Workshops, a customised workshop facilitation provider, and Strategy Road, an umbrella brand for a network of 25 professional service organisations.

Troy has consulted and provided workshop facilitation services to more than 120 organisations in the past 13 years, and has coached over 2,000 leadership professionals in over 80 industries. Troy's areas of expertise include facilitating strategy development, business modeling and reengineering, sales and marketing, communication, leadership, culture, customer service and organisational alignment. Based in Adelaide and supporting clients nationally & abroad, Troy is passionate about helping teams work together purposefully.

A3

## Belonging Together - building inclusive communities

Sophie Laguna, Vicky Legge and Jorja Denton

One in five Australians live with disability (ABS 2015). Many of these people want to be connected into community and have the same opportunities to participate fully in community life.

The Connections Project is conducted by the Church Support team and funded by an NDIS ILC grant, co-designed inclusion guides and an accompanying workshop with people with disabilities and their carers. 'Belonging Together' highlights the opportunities and easy wins community services and churches can undertake to increase accessibility and inclusion, thereby creating genuine opportunities for people living with disability to fully participate and thrive.

The aim of the workshop is to:

- use the voice of people with disability to raise awareness of what our community can do to make active participation easier
- share stories, insights and ideas that promote inclusive communities because we are 'better together'
- provide an open forum to discuss ideas and strategies.



Sophie has a background in disability and social services working with the NDIA, Mission Australia and the Department of Human Services. Sophie is a passionate advocate for people living with disabilities and works with Baptist Care SA to deliver the ILC 'Connections Project'.



Vicky has an eclectic background in health focusing on community health and chronic condition management, pastoral care, and VET training. Vicky works as part of the Church Support Team with Baptist Care SA providing training and resources to churches to help the work with vulnerable people in their local community.



Jorja was born with Spina Bifida & Hydrocephalus. Living with a disability has enhanced Jorja's professional life in business administration and Work Health & Safety. She believes she has found her true calling in life while working with Baptist Care SA to co-design and deliver the ILC 'Connections Project', collaborating with SA churches to promote inclusion and disability awareness in the community.

**A4**

## From what is, to what could be!

### Paul Madden AM

The future belongs not to those who have learned how to compete, but to those who have learned to how to cooperate.

During this workshop we will examine the current community service environment - its benefits, its tensions and its limitations while also exploring the emerging needs of our communities and new ways of working. Importantly, we will explore the power that come from working cooperatively, of sharing resources and harnessing our shared motivation to see people live with dignity and hope.



Paul is currently Chief Executive of The Wyatt Trust, Chair of World Relief Australia and Executive Officer of Bright Futures Child Aid & Development Fund Australia. He has held a number of CEO and executive roles in the homelessness, community and international development sectors.

**B2**

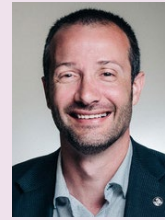
## Enhancing hope through significant change - a Holden case study

### Jamie Getgood

Hear the remarkable story of GM Holden and the way Jamie and his team transformed the leadership, improved business results and generated employee hope despite the closure of their manufacturing operations.

This raw, heartfelt session highlights the remarkable story of how they were able to turn Holden's manufacturing business from a bottom quartile performer to the number one GM facility in the world. This was at the same time as announcing to its workforce that it would close four years later and was able to transition 86% of its workforce into jobs after they left Holden. The key foundation of this success stemmed from a change in leadership style (prior to announcing closure) and the development of a best practice Transition Centre. This generated an incredibly positive culture where employees felt valued and had a future.

This session is currently being presented in thriving organisations (Mining, resources etc) around the world as it is not a lesson on closure and downsizing, but a story of how true leadership can make a difference. In particular, the session highlights a number of principles surrounding good culture, leadership change, change management, employee engagement, strategic foresight and a pure desire to put our people first.



Jamie is an award winning Senior HR Leader with a proven track record of achievement across Generalist and Specialist HR roles in a number of large multinational organizations. Before completing his HR degree, Jamie started his career as a mechanical tradesman, which built a great foundation to his HR profession.

With GM Holden closing its manufacturing operations in Australia in 2017, he took on the leadership in the closure of the industry with a strong focus around change management and employee engagement principles. The key foundation of this support has been around the development of a best practice Transition Centre to support all employees in the auto industry receiving the support, advice and training to help them transition into new work.

As a result of the work in this area, Jamie was named as the Australian Leader/Manager of the year at the Australian Excellence Awards in 2017 and was a finalist in the Australian HR Institute's (AHRI) HR Director of the year awards 2017.

**B3**

## Do you really know what Baptist Care SA does?

### Phil Bunyon, Tobin Hanna, Sarah Pastro and Rosalie Pace

Baptist Care SA is constantly changing in response to the needs of our community and the resources available to us. This means that the services that we offer change too.

This workshop is a great opportunity to learn more about how Baptist Care SA is finding ways to make people's lives better. You will hear about what is currently happening in each of the four service arms, and the opportunities that are in the pipeline.



Phil is the Senior Manager of Community Pathways which encompasses Baptist Care SA's Homelessness & Aboriginal Services, Social & Economic Inclusion programs, Mental Health, Community Development, Youth Employment & Training and the Westcare Centre & Inner City services.

Tobin is the Senior Manager of Adventure Pathways which encompasses Tumbelin, Tumbelin Farm and Mylor Adventure Camp.



Sarah is the Acting Senior Manager of Disability Pathways which encompasses Disability supports provided under the NDIS.

Rosalie is the Senior Manager of Care Pathways which encompasses Short Term Care, Residential Care, and Youth Mentoring.



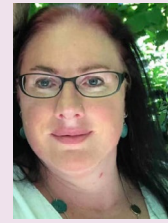
**B4**

## Measuring client outcomes using the Baptcare Quality of Life Framework

**Ann MacRae**

Baptist Care SA is a member of Baptist Care Australia (BCA), along with Baptcare (Victoria & Tasmania). Following a feasibility study, BCA has opted to adopt and implement a national approach to Outcomes Measurement based upon the Quality of Life Framework (BQOL) that has been developed by Baptcare. The BQOL was implemented in 2014 to provide a structural hierarchical framework for outcomes measurement across Baptcare.

This workshop will provide participants with an overview of the project implementation process of establishing outcomes measurement across the organisation. Participants will be introduced to the BQOL and the way in which Baptcare is using the BQOL to measure client outcomes across the market segments of Family and Community Services, Aged Care, Affordable Housing and Asylum seeker services. This session will provide a foundational understanding of the use of the BQOL in preparation for the national implementation of the framework over the next few years.



Ann is a Senior Researcher at Baptcare. Ann has a Bachelor of Social Science (Psychology) and Master of Family Studies (Intensive Family Practice). Ann has a

background in Family and Community Services, Child Protection and Specialist Homelessness Services. As part of her research activities, Ann has been actively involved in the implementation of an outcomes measurement framework at Baptcare since 2015 and has been involved in the scoping of the project directed by BCA to implement outcomes measurement nationally using the Baptcare Quality of Life Framework (BQOL).

**C3**

## Integration and partnership working across Baptist Care SA

**Rachel Kemish and Andrew Jantke**

Baptist Care SA is committed to designing and delivering seamless person-centred services that holistically address people's needs and assist them to overcome complex social challenges. This will mean having better integration and partnership working across the organisation.

This workshop will share with you what is already happening to achieve this; the introduction of the Client Pathways' System, and the client intake, referral and assessment model. More importantly, it will be an opportunity to hear from you; your ideas and what is already working well in your service area.



Rachel is a qualified Social Worker with over 21 years of working in Children's Services in the UK and Australia. Rachel has held senior management positions in local government in the UK, leading on quality assurance and practice improvement, as well as setting up and managing family intervention services. In Australia, over the past 2 years, Rachel has managed a specialist foster care program, provided consultancy and is currently Project Manager Service Development at Baptist Care SA. Part of Rachel's current role is to develop and embed a practice framework that is focused on the provision of quality care and achieving positive outcomes for clients.



Andrew has been working at Baptist Care SA since May 2018 as Senior Business Analyst, Client Pathways System (CPS). NOT just about technology, this project considers people, processes as well as technology to help the organisation develop and enhance the journey of clients moving from adversity to opportunity. The CPS is a set of tools that can provide a common

approach to Care Plans, centralised client intake model and referral and assessment tools.

## KEYNOTE: When Hope Breaks Through

**Rev Dr Lynn Arnold AO**

"The situation is hopeless, we must take the next step" so said Pablo Casals. Sometimes as we consider social, environmental and economic circumstances facing us, we may feel the temptation of despair. Are there ever situations beyond the reach of hope? Anyone working in community support contexts must confront the Hope question if there is to be any integrity to the mission. The task of my presentation therefore will be to challenge our thinking about Hope in order to explore how next steps may be taken even when situations seem hopeless.



Lynn is a former Australian politician who has served as Premier of South Australia and is a passionate speaker with strong and clear messages about HOPE!