



# Community Housing

INDUSTRY ASSOCIATION **VICTORIA**

## 2019 Training Calendar (July to Nov)

Month	Course	Date
<b>JUL</b>		
	Customer service within a community context	Tues 23 July 9.30 - 12:30
	Mental Health First Aid	Mon + Tues 9 & 10 July 9.30 - 4:30
	Complaints training	Fri 5 July 9.30-11.00
	Preparing for VCAT	Mon 8 July 9.30 - 4:00
<b>AUG</b>		
	Building high achieving teams	Wed 7 Aug 9.30 - 3:30
	Introduction to asset management	Mon 12 Aug 9.30 - 1.00
	Understanding the policy context	Wed 14 Aug 9:30-12:30
	OH&S	Wed 21 Aug 9.30 - 1.00
	Introduction to community housing	Mon 26 Aug 9.30 - 3.30
	Tackling tricky situations at work	Tues 27 Aug 9.30 - 1.00
<b>SEPT</b>		
	Professional boundaries training	Mon 2 Sept 9.30 - 1:00
	Recruiting the right people for your team	Tues 3 Sept 9.30 - 12:00
	The art of effective communication	Wed 11 Sept 9.30 - 1:00
	Fire training	Fri 13 Sept 10:00-1:00
	Managing vicarious trauma	Tues 17 Sept 9.30 - 4.30
	Introduction to the Residential Tenancies Act (RTA)	Fri 20 Sept 9.30 - 4.30
	Preparing for VCAT	Fri 27 Sept 9.30 - 4.30
<b>OCT</b>		
	Introduction to change management	Tues 8 Oct 9.30 - 1.00

	Introduction to project management	Wed 23 Oct 9.30 - 1.00
	Managing conflict in teams	Tues 29 Oct 9.30 - 1.00
<b>NOV</b>		
	Management in rooming houses	Fri 6 Nov 9.30 - 1:00
	Hoarding and living in squalor	Mon 11 Nov 9.30 - 12:30
	Accounting standards training - 2019 follow up session	Tues 12 Nov 9.30 - 12:00
	Neighbours, tenants and how to get along	Wed 13 Nov 9.30 - 4:00
	Mental health first aid	Mon & Tues 18 + 19 Nov 9.30 - 4:30
	RTA/VCAT forum for experienced workers	Wed 27 Nov 9.30 - 1:00
<b>DEC</b>		
	The incidental counsellor	Tues 3 Dec 9:30 - 1:00
	Introduction to the Residential Tenancies Act (RTA)	TBC
	Preparing for VCAT	TBC