



Workshops are all going to be held on the Thursday.

Morning Workshop 1 - Restorative Practice

This workshop will provide participants with an understanding of Restorative Practices and how it can be used in your day to day practice to help problems between staff and/or volunteers or people using Houses. It will provide an understanding of how Restorative Practices can be used in building better relationships and develop a respectful culture in an organisation.

John Lennox is director at JLD Restorative Practices and a former Police Officer with 30 years experience in community policing, training and conferencing using Restorative Justice principles. In recent years, he has advocated restorative practices in schools and provided personal development courses to teachers and students, TAFE social worker courses and other non-government agencies.

Morning Workshop 2 - Introduction to *YourCall*

This interactive session will include a comprehensive introduction to ***YourCall***, an innovative new online tool specifically designed to help staff and volunteers in Neighbourhood Houses support community members who are experiencing substance use issues. You'll be able to help them understand the options and opportunities available, and to make decisions appropriate to their situation. Please bring your internet-connected laptop, tablet or smart phone to try using this innovative online tool.

In addition to this introduction, Dr Maddi Derrick, Project Officer with the Alcohol Tobacco and Other Drugs Council will answer your questions and help solve problems that substance use issues can create in Neighbourhood Houses.

Morning Workshop 3 - Introduction to Facilitation

A big part of community development and engagement involves facilitation. But what is facilitation? What situations require facilitation? What tools are available? How do you work with different people and personalities to ensure all voices are heard? How to manage that 'elephant in the room' that unspoken but difficult issue that needs to be brought to the table? How to respectfully interrupt that person who's doing too much talking? Managing yourself while facilitating conversations. Jonathan Bedloe has trained in Advanced Facilitation with the Groupwork Institute and will provide this overview tailored specifically for staff and volunteers in Houses.

Morning Workshop 4- Launceston Community Legal Centre (LCLC)

The LCLC is a NGO that provides free legal advice to Tasmanians in the North of the State. The LCLC offers assistance with family law, disability discrimination, welfare rights, and general civil law. The LCLC also runs the award winning 'Legal Literacy Volunteers' program, as well as providing outreach to regional areas of Northern Tasmania and community legal education. Sarah House is the General Civil Solicitor and Practice Coordinator of the LCLC, and will be discussing wills, the different types of powers of attorney, enduring guardianship, advanced care directives (how do they differ from guardianship? which one should you get?) and funerals.

Afternoon Workshop 1 - Restorative Practice

This workshop will provide participants with an understanding of Restorative Practices and how it can be used in your day to day practice to help problems between staff and/or volunteers or people using Houses. It will provide an understanding of how Restorative Practices can be used in building better relationships and develop a respectful culture in an organisation.

John Lennox is director at JLD Restorative Practices and a former Police Officer with 30 years experience in community policing, training and conferencing using Restorative Justice principles. In recent years, he has advocated restorative practices in schools and provided personal development courses to teachers and students, TAFE social worker courses and other non-government agencies.

Afternoon Workshop 2- First Point of Contact training

Meeting and Greeting people is such an important part of what we do at a Neighbourhood House/Centre

This fun, relaxed and interactive workshop is for anyone who talks to people at your house or centre

We shall explore together some part of the Meet and Greet training:

- Communicating with people who present as anxious or agitated
- The Fight or Flight response
- Responding to agitated people

Nettie Burr is Coordinator at Starting Point Neighbourhood House.

Afternoon Workshop 3 - Working with Men

Engaging men in Neighbourhood Houses can sometimes require different approaches and ways of working. Some Neighbourhood Houses are looking to engage more men as service users or volunteers, and this session will look at how we may work to include more men in what we do. Glen will provide an overview of some of the key social issues that men and boys face and outline the common practices of male-friendly services, based on national and international research and best practice.

Glen Poole is the Development Officer for the Australian Men's Health Forum, the peak body for male health in Australia focusing on the social issues that shape men and boys' health and wellbeing. He has 20 years experience working with men and boys in the UK and Australia and is founder of the Stop Male Suicide project.

Afternoon Workshop 4 - Monkey Business: An Introduction to MailChimp.

Communicating with you're the various people in your community is an important job. Making these communications appealing to people to read easier said than done. Mailchimp is an online tool that enables you to create good looking emails for your community. It is an easy to use platform that helps you manage your database, design messages, and target messages to specific groups. Bring your internet connected laptop or tablet to participate in a tour of the website and see some of its useful tools. We will have Wi-Fi available. (We are yet to finalise who will provide this session).