

# GETTING TO THE HEART OF WHAT MATTERS

A two day workshop for support workers

## WORKSHOP OVERVIEW

### COURSE OUTLINE

Paid staff can make a significant contribution to the life of a person with disability – enabling the person to live a rich life and pursue their unique goals and dreams. What lies at the heart of the role is, however, frequently invisible. When we fall into the habit of talking about ‘hours’, tasks, routines and schedules, it’s easy to be distracted from what really matters about supporting people well.

This two day workshop is highly interactive and offers many practical strategies to assist you in your role. Day 1 offers an opportunity for support workers to critically reflect on the purpose of their role and the values that drive support. Day 2 extends on foundational topics and delves into some of the complexities of support work..

### WHO IS THIS WORKSHOP FOR?

This training is for support workers who are directly assisting a person with disability to live a good life in community. If you or your organisation wants to register more than four workers, please contact CRU to discuss this.

Ticket types:

Day 1 only - \$150pp

Day 1 & 2 - \$300pp

NB: This workshop was redesigned at the end of 2020 from a one-day course to two days. If you have attended the one-day "Getting to the Heart of what Matters" workshop at CRU prior to October 2020, then you may want to consider attending Day 2 only. Please contact CRU directly to discuss this ticket option (cost \$150pp).

## DETAILS

**DAY 1: 8 OCTOBER 2021**  
**DAY 2: 22 OCTOBER 2021**

**SOUTH BRISBANE**  
CRU Office  
Level 2/43 Peel Street,  
South Brisbane QLD 4101

**\$150pp for Day 1**  
**\$300pp for Day 1 & 2**

9am to 4:30pm each day  
Lunch, refreshments and  
course materials included

Registrations must be  
completed by  
01 October 2021.

For more details and  
tickets, please visit the  
Events page at  
[www.cru.org.au](http://www.cru.org.au)

Numbers are limited to maintain  
COVID safety for participants  
& CRU staff. See the online event  
info for details



Expanding Ideas; Creating Change



## GETTING TO THE HEART OF WHAT MATTERS

### DAY 1: AN INTRODUCTION TO EFFECTIVE SUPPORT WORK

Day 1 offers an introduction to effective support work that focuses on the following topics:

- The purpose of support work
- Getting to know the person
- Valued roles
- Promoting friendships & relationships
- Connecting people to community
- Barriers to good support

### DAY 2: GETTING TO GREATER DEPTH IN SUPPORT WORK

Day 2 extends on foundational topics and delve into some of the complexities of support work, particularly in relation to:

- Effective working relationships with people with disability & families
- Extending relationship & community building
- Identifying places of welcome
- Developing skills & competencies
- Supporting people to make choices

### ABOUT THE PRESENTERS

Our experienced disability consultants and presenters bring a wealth of experience in supporting people with disability and families in their efforts towards a good and ordinary life. The content of our workshops is brought to life through the sharing of examples and personal stories that illustrate how the ideas can be implemented.

### ADDITIONAL INFORMATION

**Enquiries:** For more information, please call us or visit the "Fee for Service" page on the CRU website

**Learning Objectives:** Please refer back to our website for Learning Objectives for this workshop. They should assist NDIS participants and their supporters to determine if they relate to the participant's goals.

**Fees & Cancellation:** If price is a barrier then please contact us to discuss your options further. To see our cancellation policy please visit our website.

**“[Support] requires a certain humility on the part of staff, letting go of control, a willingness to follow rather than lead.”**

SUSAN STANFIELD

