



# TRAINING COURSES

FOR COMMUNITY SERVICES AND  
HEALTHCARE ORGANISATIONS

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**EVOLVE**  
Professional Development

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# COURSES FOR MANAGEMENT AND HR STAFF

## MANAGE AND SUPPORT OTHERS

### *Leading Others: New Managers and Supervisors two days*

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This empowering and practical course is designed for new and emerging leaders and supervisors, and introduces the fundamental concepts and skills involved in leading a team. Ideally presented in a two-day format, it looks at leadership styles and key competencies and how to support, coordinate and develop a team of staff.

### *Managing Workplace Mental Health*

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One in four Australians will experience a mental illness at some point in their lives. This course looks at general understandings of mental health issues, how to support staff and legal compliance/duty of care requirements for managers.

### *Everyday Counselling Skills two days*

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Many aspects of our lives involve informal but often vitally important counselling situations. This two-day course teaches participants a series of structured, discussion-based counselling tools which will allow them to engage and support others when required.

### *Managing Challenging Personalities*

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This evidence-driven session draws on psychological research to develop skills for communicating with people with a wide range of perspectives and behaviours. It will equip participants to build stronger relationships and better manage challenging conversations.

### *Develop Your Emotional Intelligence*

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Our Emotional Intelligence is the ability to manage our own emotions and sensitively respond to those of others. This course helps participants identify and develop EQ skills for use in their professional and personal lives.

### *Debriefing Skills*

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Debriefing is a critical professional skill which can mean the difference between rectifying issues with continuous improvement and continually repeating the same experiences. This practical course teaches a structured and planned approach to the art of debriefing.



## OPERATIONAL SKILLS

### *Risk Management*

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A beginners' guide to understanding risk management and developing a risk management plan for a specific project or area, or for a whole organisation. This course will help identify and assess specific risks, minimise the chance of them occurring, and mitigate and treat common risks.

### *Grant Writing*

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For community organisations, obtaining reliable funding is the cornerstone to being able to deliver services and achieve objectives. This practical course examines what funding bodies are really looking for and how to maximise the success of grant applications.

### *Strategic Planning*

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Strategic planning is about taking a structured 'big picture' approach to achieving an organisation's mission and objectives. Strategic planning skills are also useful when approaching individual projects or areas of development.

This practical course provides a flexible template for creating a strategic plan and the skills and resources to create a tailored plan.

We also offer a separate course that focuses on **Business/Operational Planning** for those who already have a Strategic Plan in place.

### *Psychosocial Hazards in the Workplace*

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Learn how to identify, manage and address psychosocial hazards in the workplace and ensure compliance with Western Australia's WHS legislation.

# LEADERSHIP

# DIVERSITY AND INCLUSION

## *Inclusive Workplaces*

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Workplaces that embrace diversity and create a welcoming culture for everyone enjoy a range of benefits such as higher productivity, higher loyalty and work quality, lower absentee and presenteeism, better working relationships, lower staff turnover and are simply better places to work.

This insightful course explores diversity and the concepts of intersectionality, personal difference, privilege, cultural inclusion, unconscious bias and systemic advantage.

## *Gender and Sexuality: Diversity and Inclusion*

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A person's sexual orientation and gender identity can have a profound impact on their experiences and their service needs. Drawing on a strong evidence base, along with the direct experiences of service users, this course is designed to assist service providers to understand diverse needs and improve service delivery for LGBTIQ+ communities.

## *Disability Awareness: Access and Inclusion*

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Our services and workplaces are required by law to offer equal access, equity and inclusion to people of all abilities and health statuses. This course explores what this means in a practical sense and how we can ensure that our services and workplaces not only comply with the law but move towards best practice, create places that are universally accessible and celebrate diverse strengths.

## *Aboriginal Cultural Competence*

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Led by an experienced Aboriginal trainer, this course will help participants familiarise themselves with aspects of Aboriginal culture and explore ways to make their organisations and communication more welcoming, inclusive and culturally safe for Aboriginal people.

## *Working Inclusively with Aboriginal Staff*

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Culture influences how we perform across all spheres of life, including the workplace. Run by an Aboriginal trainer, this course will help managers build better professional relationships with Aboriginal staff and ensure culturally appropriate management practices.

## *Neurodiversity in the Workplace*

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How many neurodiverse staff are in your team and how do you accommodate their individual needs? Practical and engaging, this course for managers will build skills in identifying and working with neurodiverse people and getting the best from diverse teams.



# COURSES FOR COMMUNITY SERVICES PROFESSIONALS AND FRONTLINE SUPPORT WORKERS

## MENTAL HEALTH

### *Mental Health First Aid two days*

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This internationally recognised two-day crisis response course is the mental health equivalent of standard First Aid. MHFA will equip you with the skills and resources to recognise and respond appropriately to someone experiencing a mental health crisis, until professional help arrives.

We offer these course options:

- ✓ Standard Mental Health First Aid (2 days)
- ✓ Youth Mental Health First Aid (2 days)
- ✓ Aboriginal and Torres Strait Islander MHFA (2 or 3 days)
- ✓ Refresher Course (half day)
- ✓ Blended Delivery MHFA in the Workplace (self-paced online learning, plus half day)



### *Providing Mental Health Support*

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Sometimes the difference between a person becoming overwhelmed by a mental health issue and getting the help they need is the caring intervention of another. This course teaches how to recognise warning signs of mental health issues and what to do in response.

### *Trauma-informed Practice*

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The experience of trauma has a ripple effect throughout a person's lifetime. It can influence the way they think, work, form relationships and the choices they make, years after the incident. This insightful course explores what we know about trauma and how it presents in people's lives. It will assist participants to better understand the trauma experience and equip them to provide more appropriate and empathetic services.

We also offer a specialist course focusing on **Intergenerational Trauma** and another on the potential for **Post-traumatic Growth**.



## ***Suicide Prevention***

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This lifesaving course is all about what ordinary people can do to reduce the risk of suicide among colleagues and the wider community. We explore preventative measures, how to talk about suicide, intervention skills and how to get help.

We also offer a separate course called **Suicide Prevention Plans**, which is designed to teach people who work with at-risk groups how to support them by developing a powerful prevention tool containing personalised strategies which a suicidal person can draw upon, even when alone.

## ***Substance Use and Addiction***

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Designed for anyone working in human services, community or caring professions, this course provides insight and practical skills for working with people who face issues with substance use.

Taking an evidence-driven and non-judgemental approach, this course focuses on the crucial areas of habit, addiction and behaviour change.

## ***Dual Diagnosis: Mental Health and Substance Use***

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Over half of people with a serious mental illness are known to misuse substances, while 84% of substance misusers have some sort of mental health disorder.

This course explores the complex interrelationship between mental health and substance use and provides an evidence-based approach for prevention, recovery, harm minimisation and providing holistic support.

## ***Dual Disability: Disability and Mental Health***

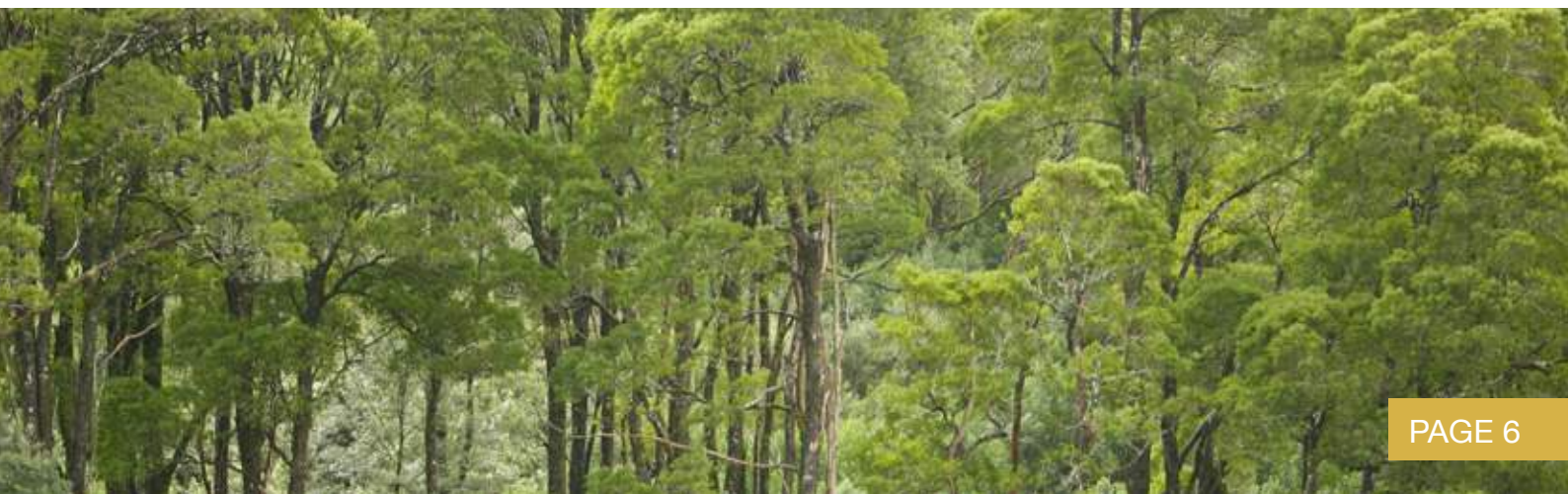
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Like any of us, people with disabilities experience mental health disorders. Yet, identifying and responding appropriately to mental health issues can often be complex when the person also has other disabilities. Learn how mental health and other disabilities interact and acquire the skills needed to identify and support clients with a dual diagnosis.

## ***Mental Health and Wellbeing for Seniors***

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Mental health symptoms and best practice responses vary with age, and age-related cognitive changes also impact mental health. This practical training session will help participants gain an understanding of the mental health issues facing older people and respond effectively to the needs of clients and loved ones.



# PERSONAL WELLBEING

## *Vicarious Trauma*

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Traumatic events often have a second wave of impact on the professionals who support the direct survivors. In doing the important work of engaging with and helping those who have been traumatised, supporters are often personally impacted by the “ripple effect” of vicarious trauma. This course explores the impacts of vicarious trauma on professionals and how we can prepare for and recover from it.

## *Positive Psychology and Resilience*

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Drawing on decades of peer-reviewed research, this course explores what is required for human flourishing and offers a suite of practical, evidence-driven tools for increasing resilience and maintaining psycho-social wellbeing.

## *Resilience in Times of Change*

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How do we maintain our equilibrium in an uncertain world?

This course draws on evidence-based research in the areas of change management, mental health and resilience training, to provide an effective toolkit for the future. Pragmatic, enjoyable and accessible, it introduces a range of real-world skills for managing change, building resilience and proactively maintaining wellbeing.

## *Mindfulness*

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A powerful but easy to learn mental technique, mindfulness is clinically proven to promote balance and wellbeing while helping to prevent, or promote recovery for, a wide range of mental disorders including anxiety, depression and PTSD.

This course introduces a range of mindfulness tools and provides participants with the foundations for establishing a daily practice. We also explore how the tools can be used in various life contexts such as the workplace, parenting and mindful eating.



# SERVICE DELIVERY AND PROFESSIONAL PRACTICE

## *Defensible Documentation*

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Client records and progress notes are key tools in recording client progress, demonstrating duty of care and informing decision making. This practical course will help participants improve their records, making them more effective, relevant and efficient. It includes direct practice of all the skills covered, with individual feedback, along with take-home tools and templates for use in future writing.

## *Professional Boundaries*

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Designed for anyone working with people, especially in the health, community or education sectors, this training explores how we can create positive, effective relationships within appropriate legal and ethical parameters.

This course looks at boundary frameworks and helps workers identify appropriate boundaries when working with clients, colleagues and the wider community, while remaining caring and compassionate.

## *Understanding Neurodiversity*

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Based on the social model of disability, and taking a strengths-based perspective, this course explores neurodiversity simply as a type of human variation.

We explore common traits, characteristics, preferences, differences and strengths, and look at ways we can better understand and support neurodiverse clients and stakeholders.

## *Individualised Services and Person-centred Care*

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Person-centred care is about responding to individual needs and preferences when providing health and community services. This course shows how to provide individualised services, while balancing considerations such as duty of care and organisational requirements.

## *Better Professional Writing*

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Designed for those who use writing in their professional lives, this course assumes a good grasp of the basics such as spelling and grammar. It looks at improving the quality of documents and enhancing the style, impact and clarity of written work.





## ***Time Management Tools***

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We all get 24 hours per day, 365 days per year, but some of us seem to use that time more effectively. This course looks at a range of proven and effective tools to help participants organise their lives and make the most of their limited time.

## ***Client-centred Plans***

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A collaboratively-developed, person-centred action plan can be the cornerstone of many community services. This course is designed to help staff develop their skills in service planning and create more effective and personalised documents for each client.

## ***Dignity of Risk***

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The right to take personal risks and make mistakes is fundamental to our humanity and independence. Regardless of vulnerabilities, part of ensuring human dignity is accepting the right of each person to take risks and make choices. This course explores how we can ensure that legal and safety requirements are met while maximising an individual's self-determination and freedom.

## ***Recognise and Respond to signs of Domestic Violence***

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One in three Australian women and one in nine men have experienced violence at home, and every week one woman is killed by an intimate partner.

Drawing on many years of research and providing evidence-based tools, this course helps participants understand the complex forms of domestic violence, recognise the signs of abuse and provides them with the skills and resources to offer appropriate responses and support.

## ***Solution Focused Therapy***

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Solution Focused Therapy is a highly practical, outcome-oriented approach which can achieve short-term resolution of a range of personal problems and issues. Applicable across diverse health, community and education settings, it is a form of structured counselling which supports clients to generate their own solutions.

## ***Dialectical Behaviour Therapy (DBT) Tools***

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DBT treatment is a powerful cognitive-behavioural approach, which helps people integrate the seemingly opposite strategies of acceptance and change. DBT is well known for its use as a treatment for personality disorders. It can also be helpful for changing behaviour patterns such as self-harm, suicide ideation and substance misuse.

This practical course introduces the concepts behind DBT and provides a suite of practical tools for personal or client use.



## Coercive Control and Gaslighting

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Not all abuse is physical. Coercive control is a pattern of behaviour such as assault, threats, humiliation and intimidation that is used to harm, punish, or frighten a victim. It is often associated with gaslighting which is a form of psychological abuse where the perpetrator makes someone question their sanity, perception of reality, or memories.

This insightful course explores the nature of these behaviours and empowers participants to recognise and ultimately combat them.

## COMMUNICATION AND INTERPERSONAL SKILLS

### Collaboration and Conflict Resolution

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So much of what we do relies on our ability to work collaboratively with others, yet this is a skill most of us have never been taught. This powerful course is ideal for anyone who works as part of a team which includes diverse and conflicting perspectives. We explore what it takes to understand others better and work together more productively.

### Group Facilitation Tools

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Designed to develop skills to lead and facilitate group activities and discussions in a variety of community, professional and health settings.

We explore how to lay the foundations for effective group processes and what it takes to create safe spaces and keep participants engaged. We will develop the skills required to “hold the space” for groups and encourage healthy sharing and respectful exchange, while managing personalities and challenges.

### De-escalating Conflict and Aggression *Prevent violence and defuse situations*

How we respond to a potential crisis can make the difference between smooth resolution and an emergency situation.

This popular course provides tools and techniques to empower participants to respond appropriately to threatening, violent or aggressive behaviour.

### Advanced De-escalation *Specialist skills for volatile situations*

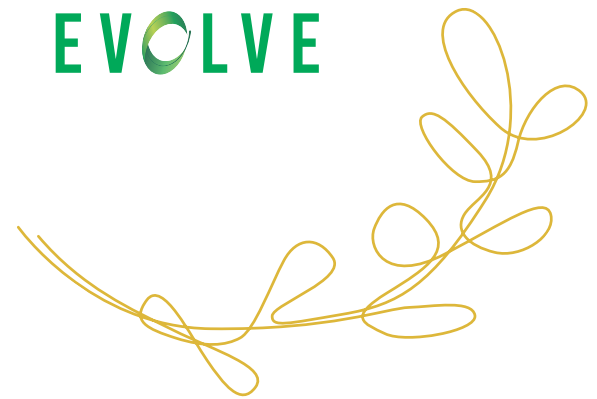
Building on the general skills and techniques covered in the introductory course, this course covers more specialist situations and behaviours which any of us could encounter in the community.



# ABOUT US

Evolve WA is a human development company offering a range of innovative training services to help people develop and organisations evolve.

We offer a range of practical training solutions designed to meet the needs of the community and healthcare sectors, as well as government and private sectors.



# TRAINING INFORMATION

## Custom courses

- ✓ **An extensive range of** personal and professional development topics.
- ✓ Courses can be delivered live online or anywhere in Australia at the **place, time and a date** of your choice, fully customised to meet your group's needs.
- ✓ Custom courses offer significant per-person cost savings compared with public courses.
- ✓ Cost per day: \$2200 standard | \$1850 NFP (incl GST) per group (6 to 24 people).
- ✓ **Hire of Evolve's Premises:** Training can be delivered online, at your premises or a venue of your choice. If you don't have a suitable space, you are invited to hire our training room. Contact us for venue hire details.
- ✓ For full details contact [katrina@evolvewa.com.au](mailto:katrina@evolvewa.com.au) or (08) 6117 5520.

## Public training calendar

- ✓ Held in Evolve's central **West Leederville location**.
- ✓ Registration includes a take-home resource pack, all-day catering and a personalised certificate of attendance.
- ✓ Easy online booking system.
- ✓ One-day courses: \$315 standard | \$215 NFP | \$145 conc. (incl GST) per person.
- ✓ Two-day courses: \$540 standard | \$370 NFP | \$250 conc. (incl GST) per person.
- ✓ For full details and bookings for our current Training Calendar see: [evolvewa.com.au/events](http://evolvewa.com.au/events)

# OUR EDUCATORS

Evolve engages a team of **specialist educators** who are all qualified in both their content areas and in adult education/learning facilitation.

They typically hold post-graduate qualifications and have many years of experience both in training and professional practice, but most importantly they are all top-level educators who will **actively engage participants and light up the room.**

Further details of their individual credentials are available on our website, but here is an example of just some of Evolve's training team.

## **HAYLEY GRANT**

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Hayley is a registered psychologist and qualified teacher who also holds separate tertiary qualifications in Training and Assessment, OHS and Mental Health. She is also an accredited Mental Health First Aid instructor.

## **JESSICA SHARP**

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Jessica is a senior social worker with decades of experience in management and service delivery. She holds a Bachelor of Social Work and a Diploma of Facilitation.

## **TRISH HILL WALL**

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Trish is a proud Noongar woman who holds a degree in Mental Health and Counselling, a VC Award (Curtin) University, a Graduate Diploma in Education and is a Nationally Accredited Trainer and Assessor. A senior university lecturer for Curtin and Notre Dame Universities, she has also worked as Acting Dean, Centre for Aboriginal Studies.

## **WAYNE COLES**

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Wayne is a senior Noongar Man with qualifications in Drug and Alcohol Services, Aboriginal Education and Management along with Counselling and Narrative Therapy. He is a Noongar Language teacher and an accredited Master Trainer for Aboriginal Mental Health First Aid.

## **PAUL MONTAGUE**

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Paul is a gifted communications specialist and a qualified educator, holding a degree with a double major in Drama and Education and a postgraduate qualification in Theology. He is also an accredited Mental Health First Aid Instructor.

## **EMMA BOYNE**

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Emma holds a postgraduate qualification in Health Promotion and a Bachelor of Science, as well as separate tertiary qualifications in Training and Assessment and Mental Health. Emma is also an accredited Mental Health First Aid instructor.

## **MARNI GALVANIN**

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Marni has a tertiary background in psychology, holding a Bachelor of Arts in Psychology and Special Needs, and a postgraduate qualification in Family Therapy.

## **CHRIS BEDDING**

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Chris is an experienced teacher and university lecturer who has completed the Director's program at the National Institute of Dramatic Arts (NIDA) and holds a Bachelor of Theology.

## **EDDIE STOWERS**

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Eddie has a degree in Social Anthropology and DiSC accreditation. He has more than 30 years' training experience and specialises in leadership, management and cultural change.

## ROOM OR ZOOM?

All our courses are available at the venue of your choice anywhere in Australia or live online via Zoom.

Alternatively, ask about hiring our West Leederville training premises.

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