

# swift

social work information, facts and topics

THE NEWSLETTER OF THE NSW BRANCH OF AASW

*Autumn 2010*



## Horses for therapeutic courses





# Editorial

*It has been such a pleasure for me to be part of the editing team of this Autumn edition SWIFT. The year started with a bang and so much activity has been taking place at the NSW Branch office already - and it's only March! I'm sure you'll agree, the articles in this edition make very informative and interesting reading, not to mention some other little surprises which pop up along the way.*

*We are always amazed at the breadth of topics which are included in SWIFT. In this edition, our front page is an opening to the fascinating article on how horses can help humans in dealing with difficult feelings and emotions – something all practitioners working in the social work field would find helpful, I'm sure! There is also an article on social workers and the legal profession and how both fields can work together in forming a better understanding of clients' needs. We have an article on bullying in the workplace and strategies used to address this. Finally, we have a transcript of an interview with Beth Cliffe (nee Ward), retired social worker who spent many years as head social worker at Royal North Shore Hospital. It was an absolute delight talking with Beth and learning about her experience as a social worker dating back to the 1930's and discovering that some things haven't really changed!*

*Overall, it's a bumper issue with lots of pieces which I'm sure you'll enjoy reading, as much as we did putting together!*

*Happy Easter! May the Easter bunny bring lots of delights to you all!*

*Nives Crvenkovic, sub-editor*

## Swift

### COPY DEADLINES 2010

**FRIDAY 14 MAY**

Winter 2010 (hard copy Swift)

**FRIDAY 13 AUGUST**

Spring 2010 (e-Swift)

**FRIDAY 12 NOVEMBER**

Summer 2010 (hard copy Swift)

Please send all contributions to the AASW NSW Branch Office, P.O. Box 838 Glebe NSW 2037, or email [newsletter@aswsw.com.au](mailto:newsletter@aswsw.com.au)

#### AASW (NSW) BRANCH NEWSLETTER

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Sub-editor: Nives Crvenkovic

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The views, opinions and advice expressed in this newsletter are those of the authors and contributors, and not necessarily those of, or endorsed by the NSW Branch CoM (Committee of Management). AASW NSW Branch, 123A Mitchell St, Glebe, NSW 2037.

## New South Wales Branch

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Members Market Place:	90mm (W) x 55mm (H) Landscape	\$22.00 (incl. GST)
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# With the President

'You can be reassured that in these busy times your management team is ready to respond to issues papers, proposals and membership inquiries.'

## THE YEAR IS NOW IN FULL SWING AND SO MUCH IS HAPPENING.

The national office has been moving house so there have been some disruptions to communication but they are now settled and everything should run smoothly from here on in. Details of the new location can be found on the website.

It's budget time so Kamal and I are busy putting together some new proposals for the next financial year. Both the promotions committee and the ethics committee are seeking funding for information and education including some updated promotional pamphlets and material to distribute. We will resubmit proposals from last year which did not get up: funding for the Retired Social Workers Living History project and a long term proposal for new offices. Jill Garratt, the chair of the finance committee has told us that it will be at best a cost neutral budget so...

I attended the face to face meeting late last year with the board and the other branch presidents. Much time was spent hammering out objectives, priorities and commitments for the next five years. High on the list is:

1. To promote the profession of social work.
2. To enhance the public and professional recognition and identity of social work.

This aligns with the NSW Branch objectives and we will be developing strategies to pursue these objectives at our next planning day to be held in conjunction with the Hunter Branch sometime in April.

Further to this, serious debate has begun on the development of 'Colleges of Social Work'. This is a big shift in focus for the AASW and I would urge you all to look up the website and read all about it. Grahame Colditz, on behalf of the NSW CoM, has submitted feedback to the nationals. As a member of the National Education Committee I, also, participated in the teleconference which provided feedback on this issue to the nationals. It will be some time before these colleges become a reality as there is much work that still needs to be done.

Recently I joined the Mental Health National Committee. There are

exciting developments on this front. Government funding is forthcoming for the development of a CPE programme tailored to the needs of mental health accredited social workers. A project officer and a consultant are being employed to develop a web based CPE logging system that will streamline the ongoing accreditation system so that points can be accumulated and recorded immediately on the web.

For the NSW Branch, Sue Brown has put together an exciting CPE programme for this year and already there has been a very good response....*SWIFT* will keep you posted on these session as they come up. A review of the CPE programmes nationwide has been conducted and a report should be available in the near future.

The Promotions Committee organised a great World Social Work Day celebration on 16th March.....about 50 people turned out for a really good night at the Marlborough Hotel. We had drinks, nibbles and a big cake...checkout the photos on the back page.

Our office staff, Nives and Suraya, also attended a face to face meeting in Canberra, catching up with the other professional officers and administrators from around the country. Here, they have been very busy organising all these branch activities and responding to any enquiries from the membership.

There has been quite a bit of staff turnover at the national office. Sadly Amanda Voss has moved on and the role of the Horizons Career Centre is being reorganised. Nives will be dealing with some of the inquiries from this centre as an extension of her role.

You can be reassured that in these busy times your management team is ready to respond to issues papers, proposals and membership inquiries.

Yes, it's all systems go as the year takes off !!

The management team here at the NSW Branch wish you all

**HAPPY EASTER**

**Annie Crowe**

**President**

**AASW NSW Branch**



# News from the Director's desk

'I would like to hear from you all about the issues that are important to you and how the AASW could address them.'

It is with great pleasure that I put pen to paper to write my first posting for Swift as the linking director for the AASW NSW Branch.

Some of you may already know me, but for the benefit of those that I do not know I will let you know a few things about me.

Sydney was my first home on my arrival to Australia in 1977. Randwick used to be my area of residence and the UNSW - and its New College residential college - my Alma Mater.

These were wonderful years both from an intellectual enhancement activity as well as a time when I formed everlasting friendships with people from many countries from around the world.

I have undertaken post graduate studies in urban sociology and also at master level in social work. My career has centred around public welfare in child protection and, within the federal government, in DSS/Centrelink. I have also been involved in the multicultural policy area, as Commissioner of Ethnic Affairs within the Victorian government.

I am a member of the AASW from Victoria and reside in Melbourne. I have previous experience on the national board, having been a member for 4 years up to 2008. I was re-elected to the new board in October 2009.

I have been involved with a range of change management issues within the national board over the years. I chaired the Structural Review Committee which led to the introduction of the new structure of the AASW National Board.

I have also been a member of the National CPE Review Committee, which is exploring and developing new ways to enhance CPE development, recognition of CPE programmes and activities. I am the Board representative in the IQC National Committee.

Following the face to face board meeting, I am a member of the National Finance Committee and the Membership Committee.

Important work of the board which I would like to highlight is:

- proposal for the establishment of Colleges of Practice <http://www.aasw.asn.au/document/item/275>
- the Pathways Programme
- the CPE Review
- <http://www.aasw.asn.au/blog/blog-archive/cpe-review—the-aasw-board-seeks-the-response-of-members-to-the-discussion-paper-by-dec-14th>

and

- <http://www.aasw.asn.au/document/item/189>

I look forward to the opportunity of meeting the members of the NSW BMC as well as other members in person during 2010.

I would like to hear from you all about the issues that are important to you and how the AASW could address them.

Jose  
Jose Abalo  
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Mobile: 0409 997 818  
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**HAPPY EASTER**

# AASW NSW BRANCH

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#### **Registration**

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#### **NSW Branch Ethics Group**

Convenor: Bijana Milosevic  
[bil\\_m@hotmail.com](mailto:bil_m@hotmail.com)

*If you have any ideas or concerns you'd like to discuss, or if you're interested in joining one of the branch sub-committees or the NSW Branch Ethics Group, please contact the appropriate convenor.*

### **AASW NSW Branch Office details**

123a Mitchell Street, Glebe  
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**Staff:** Suraya Coorey (Office Administrator)  
Nives Crvenkovic (Professional Officer)

**Public Transport:** Catch a train to either Town Hall or Central station. From there, catch the 431 or 433. Once you reach Glebe Point Rd, alight at the first stop (cnr Glebe Point Rd and Mitchell St).

**Parking:** Four-hour metered parking outside the venue (\$2.20 per hour)

**Resources:** The AASW NSW Branch Office has a variety of social work journals and newsletters from 1958 to the present; conference papers dating from 1947; papers presented to the NSW CoM in the 1960s; NSW Branch Annual Reports; NSW CoM minutes and miscellaneous information from national office.

If you would like to use these resources for research, please call the AASW NSW Branch Office.

# Face To Face with The Nationals in Melbourne Nov 09



Kerry Fereday and Ann Hughes (Tasmania)



Professor Bob Lonne



Kandie Allen-Kelly



Liz Leveridge; Karl Charikar



Sue Nesham; Marie-Claire Cheron-Sauer



Cate Burns; Paul Norris



Sue King; Rebecca Orr; Jill Garratt



Bob Lonne; Naomi Spencer



Jose Abalo; Vittorio Cintio; Bob Lonne



David McNamara



Top: AASW Directors. Bottom: AASW Branch Presidents



# Could a horse help you and your clients?



## ARE YOU BURNED-OUT?

### Would you like to be involved in a fascinating and highly effective form of therapy?

Yes you heard right! Therapists with the help of horses are now conducting treatment sessions all over the world in the form of Equine Assisted Psychotherapy (EAP). EAP is a well-established and researched form of psychotherapy that is proving to be equally or more effective than established interventions (Trotter, 2008) providing clients with engaging and professional treatment that leads to real and long lasting change.

The Equine Assisted Growth and Learning Association (EAGALA) model of EAP is solidly grounded in researched theories of psychotherapy. These include Experiential, Gestalt, Solution-Focused and Cognitive Behavioural Psychotherapy. The

EAGALA model is a clinical move forward on these practices where horses are used in a principled, deliberate, thoughtful and professional way to catalyse change (EAGALA, 2010).

Clients participate in interactive sessions with horses that enable both therapist and client to see where the problems are and through metaphorical learning find solutions. The focus of the sessions is on doing, being in the present and finding solutions that enable accelerated and long term change (EAGALA, 2010). The sessions do not involve horse riding or horsemanship. All the activities take place on the ground and are designed to mimic real life situations.

Two individuals are required to facilitate an EAP session, an EAGALA certified equine specialist whose focus is on client safety and reading the

horse's non-verbal cues and a mental health professional whose role is centred on the client. The horse's role is to be a horse.

Horses by nature communicate to both other horses and humans through body language. The client's body language will have an effect on the horse's behaviour. Once clients change their body language the horse will immediately act differently. This enables the client to get instant feedback, hence when they change, the horses change.

This interaction between horse and human provides a wealth of information to the therapists that can be used in the therapeutic process. As most participants are not proficient at interpreting horse body language, they tend to put their own personal emotions and intentions onto the animal's behaviour.



The sessions with the horses tend to be less threatening and thus clients are able to contrast and compare the experience to their real life situations and relationships, by comparing a horse's response to that of someone in their life. This allows them to assess it without an emotional response.

### **How can Equine Assisted Psychotherapy benefit you and your clients?**

**Effectiveness:** The EAGALA EAP model has been effectively used to treat both behavioural and emotional disorders that have been traditionally resistant to change and intervention. This includes, personality, eating, conduct, attention-deficit/hyperactivity and oppositional-defiant disorders (EAGALA 2010). There are currently over 500 clinical treatment programs effectively operating with the EAGALA model.

Studies have consistently shown that Equine Assisted Psychotherapy has statistically positive changes on clinical outcome measures (EAGALA 2010).

**Get to the real client quickly:** The experiential activities allows you to see instantly how your clients act and react to differing situations enabling a clearer picture of how best to help them.

**Engagement:** The EAP process being effective and active is engaging for even the most difficult client group. As soon as a horse becomes part of the therapeutic team, everyone becomes more attentive and engaged in the therapeutic process.

### **Help clients to move forward beyond old attitudes and patterns.**

This work is great for individuals, families, couples and groups. The horses enable opportunities to address communication and social skills and other dynamics required for meaningful and healthy relationships.

**Professionalism:** The EAGALA model requires a licensed mental health care professional and an experienced, certified, horse professional working collaboratively as a team for the benefit of the client. EAGALA certification requires extensive training, continuing education and adherence to a high standard of practice and ethics.

At Horse Sense for Humans we use the EAGALA model of EAP to treat addiction, trauma, social and behavioural disorders, and other issues. Our clients find sessions provide real solutions, are meaningful and lead to real and long lasting change.

Horse Sense for Humans' resident psychologist, Gina McMaster, explains the reasons EAP appeals to her and explains the level of insight clients seem to achieve and the opportunity for them to practice new skills and strategies.

'I don't think I have had a session yet where a client hasn't had at least one "Ah-ha" moment. Further to gaining insight, clients are then able to immediately experiment with new strategies or approaches to the problems they have to resolve through counselling. The horses react to clients

based on the level of nervous energy the clients bring with them into the arena. In this way it is a simulation of how the majority of humans will react to them. The feedback clients get from the horses is completely honest and not contaminated by human agendas. The horses do not see their role as facilitating a therapeutic outcome; they are simply present for them.

Working in the outdoors provides a refreshing change to sitting in the counselling room session after session. I don't consider myself a 'horsey person' by any stretch of the imagination but I am constantly surprised by the enjoyment I get from the connection with animals. It allows for a whole new level of creativity and professional satisfaction. It is by no means my intention to gain from a client's learning, however it would be virtually impossible not to. This is truly powerful work and is capable of providing equal financial rewards to private practice counselling. It is also brilliant to work collaboratively in a therapeutic team with the equine specialists providing a wonderfully enriching experience for our clients'.

If you would like to get involved or find out more there are currently over 500 clinical treatment programs effectively operating with the EAGALA model worldwide today. Contact EAGALA [www.eagala.org](http://www.eagala.org)

**Tiffany Carmichael. B.Bus (HRM)  
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#### **References**

- EAGALA. (n.d). "Research Summary – EAGALA Model of Equine Assisted Psychotherapy". 25.01.10. [www.eagala.org](http://www.eagala.org)  
EAGALA. (n.d). "7 Ways Eagala's Equine Assisted Psychotherapy can help you and your clients succeed". 14.01.10. [www.eagala.org](http://www.eagala.org)  
Trotter, K., Chandler, C., Goodwin-Bond, D., & Cassey, J. (2008). "A comparative study of the efficacy of group equine assisted counseling with at-risk children and adolescents". *Journal of Creativity in Mental Health*, Vol. 3(3), 254-284.

# ATTACHMENT THEORY

## One-day workshop Presented by Paul Lodge

DATE:	FRIDAY 20 AUGUST, 2010
TIME:	9.30 A.M - 4.30 P.M
VENUE:	AASW NSW BRANCH OFFICE 123A MITCHELL ST, GLEBE (CNR DERWENT ST ) (FOUR HOUR METERED PARKING OUTSIDE THE VENUE; NON-METERED PARKING A COUPLE OF STREETS AWAY. PARKING ALSO AVAILABLE AT BROADWAY SHOPPING CENTRE CAR PARK, BROADWAY. ENTRANCES LOCATED ON BAY ST AND FRANCIS ST)
COST:	AASW MEMBERS: \$110.00 (INCL. GST) SOCIAL WORKERS WHO ARE NON-MEMBERS: \$149.00 (INCL.GST)
CPE POINTS:	THIS COURSE ATTRACTS 12 AASW CPE ACCREDITATION POINTS.

Attachment disruption in the crucial early years between 0-4 years can have a critical effect on a person's engagement with their social environment throughout their life span. The centrality of attachment theory to social work practice seems almost a given and yet it has over the years often been misused and misunderstood. For a significant time in the recent past the theory has been overwhelmed and overlooked. This workshop revisits and refines the basic tenets of attachment theory in the light of recent advances in

research. It places particular emphasis on the impact of significant attachment disruptions through family breakdown such as separation, divorce, bereavement etc on children aged 0-4 years old.

Drawing on the presenter's experience in a paediatric hospital and the family court the workshop will:

- Identify how to observe and evaluate attachment strength/security, the central pillar of the attachment edifice.
- Demonstrate how practitioners can minimise the negative impact on,

and maximise the developmental opportunities for young children in the wake of family breakdown.

- Provide the opportunity for participants to discuss and examine implications of this in their own practice.

*Paul Lodge is a social worker who has spent many years in child and family work. He was head social worker at the Camperdown Children's Hospital for 10 years. Over the past 20 years he has worked as a senior counsellor in the family law area. He is currently in a national training role.*

## CLOSING DATE FOR APPLICATIONS: Friday, 6 August 2010.

Enquiries: AASW NSW Branch, tel. 02 9518 4944, fax. 02 9552 3005, email [nives@aswnsw.com.au](mailto:nives@aswnsw.com.au)

- PLEASE NOTE: 1. Full Payment by closing date is required to secure a place.  
2. Cancellations after the closing date and non-attendance are not eligible for refund

## Registration Form and Tax Invoice

### Attachment Theory

AASW ABN 93 008 576 010 • Friday, 20 August 2010.

Cost for cheque/money order/direct deposits: **Members: \$110.00** (incl. GST); **Non-members: \$149.00** (incl. GST)

Cost for credit card payments: **Members: \$113.00** (incl. GST), **Non-members: \$155.00** (incl. GST)

For credit card payments or direct deposit please call the AASW NSW Branch Office

NAME	MEMBER NO.	
WORKPLACE		
ADDRESS		
PHONE	MOBILE	EMAIL

Please send registration form and cheque payable to AASW NSW Branch, PO Box 838, Glebe NSW 2037.

# COGNITIVE THERAPY: FUNDAMENTAL PRINCIPLES AND CLINICAL SKILLS

## A TWO-DAY COURSE Presented by Greg Sorrell

DATE:	THURSDAY, 20 MAY & FRIDAY, 21 MAY, 2010
TIME	9.30 A.M. TO 4.30 P.M.
VENUE:	AASW NSW BRANCH OFFICE 123A MITCHELL ST, GLEBE (CNR DERWENT ST – ENTER FROM DERWENT ST) (FOUR HOUR METERED PARKING OUTSIDE THE VENUE; NON-METERED PARKING A COUPLE OF STREETS AWAY. PARKING ALSO AVAILABLE AT BROADWAY SHOPPING CENTRE CAR PARK, BROADWAY. ENTRANCES LOCATED ON BAY ST AND FRANCIS ST)
COST:	AASW MEMBERS: \$220.00 (INCL. GST) SOCIAL WORKERS WHO ARE NON MEMBERS: \$298.00 (INCL. GST)
CPE POINTS:	THIS COURSE ATTRACTS 24 AASW CPE ACCREDITATION POINTS

The Cognitive Therapy (CT) model developed by Aaron T. Beck and supplemented by the work of Albert Ellis (REBT), Donald Meichenbaum, Christine Padesky, Art Freeman, Martin Seligman and others provides a clear, systematic and well-tested basis for working with clients who experience one or more of a wide range of clinical disorders. CT is a versatile skill-building model with a solid reputation for relapse prevention and client empowerment.

This workshop will provide comprehensive coverage of the Cognitive Therapy model, its principles and clinical relevance. Further, it will also offer participants the opportunity to explore:

- Tasks in the practice of CT
- The main theoretical constructs
- A significant number of key techniques commonly used in CT.

This workshop will include a review of training DVDs and audios, practice skills, clinical applications and case studies, substantial notes and references.

**GREG SORRELL B.A., M.A., M.Psych.** is a clinical psychologist with over thirty years' experience. Initially, Greg worked with the Department of Youth and Community Services, followed by fourteen years with the Cumberland Hospital drug and alcohol unit. While working in that unit, he developed a cognitive restructuring course (the precursor of his Cognitive Therapy training) for patients and for staff training. During the last ten years, Greg has been conducting Cognitive Therapy training for individual mental health workers on behalf of government and private organisations. His main professional interest is the application of Cognitive Therapy principles to a range of clinical areas, and keeping up to date with the latest developments in Cognitive Therapy.

## CLOSING DATE FOR APPLICATIONS: Friday, 7 May 2010.

Enquiries: AASW NSW Branch, tel. 02 9518 4944, fax. 02 9552 3005, email [nives@aswsw.com.au](mailto:nives@aswsw.com.au)

- PLEASE NOTE: 1. Full Payment by closing date is required to secure a place.  
2. Cancellations after the closing date and non-attendance are not eligible for refund

## Registration Form and Tax Invoice

### Cognitive Therapy

AASW ABN 93 008 576 010 • Thursday 20 May & Friday, 21 May 2010.

Cost for cheque/money order/direct deposits: **Members: \$220.00** (incl. GST); **Non-members: \$298.00** (incl. GST)

Cost for credit card payments: **Members: \$227.00** (incl. GST), **Non-members: \$307.00** (incl. GST)

For credit card payments or direct deposit please call the AASW NSW Branch Office

NAME	MEMBER NO.	
WORKPLACE		
ADDRESS		
PHONE	MOBILE	EMAIL

Please send registration form and cheque payable to AASW NSW Branch, PO Box 838, Glebe NSW 2037.

# Corporate bullying: empowering clients in private practice.

**T**he global economic crisis of two years ago is still felt across a wide range of health services. It has created within a middle class society a social and health issue that requires attention especially in an area of mental health issues and helping individuals. In the mental health services it is a constant struggle when issues of corporate bullying surface, a sense of helplessness can overtake a counsellor trying to empower clients caught up in the web of economic restructuring. This can result in a rise in the incidence of bullying. While economic restructuring seems to be the way for preservation of business, it limits the rights of employees.

The cost of bullying to employees in the workplace in personal terms and in working lives is enormous. Whatever survival kit one adapts to during the economic downturn, the employees not only suffer psychological distress but also physiological health issues such as severe stress resulting in weight loss or weight gain, headaches, migraine etc. Some of the psychological symptoms include anxiety, depression, suicidal thoughts, decreased self esteem, panic attacks, insomnia, relationship and marital conflicts and substance abuse. The ever increasing possibility of the threat of job loss and interpersonal conflict amongst employees has required individuals to increase their coping skills and face possible critical situations such as the risk of homelessness due to job loss, an inability to maintain mortgages, as well as relationship and marital breakdowns. The relationship and marital problems can arise due to long hours of work or stress related conflict and lack of quality family time. Also, with married couples, parenting becomes a huge issue. The restructuring has integrated

measures such as: changes to work roles from full time to part time; reduced and/or increased workload and hours; increased interpersonal conflict, bullying and an unrealistic focus on performance management and development programs. There are instances where performance management and development programs have been used as a means to get rid of unwanted staff. This becomes a disciplinary measure to manipulate staff through the use of threats to cut or reduce bonuses or terminate staff just before their long service leave entitlements. This results in increased absences from the workplace due to stress. Statistics reflect a rise in forced redundancies.

### Restructuring

Other adverse trends include restructuring in the workplace as a means to reshuffle staff and entice some staff with higher pay to take roles where their capabilities are limited. As a result, these staff struggle with their new role due to lack of expertise in the designated role. Often, supervisors or managers are unable to offer staff support due to their own insecurities in the workplace. What happens now is a struggle to keep jobs, increased stressors and pressures to perform, long working hours, lack of quality of family life, shame regarding loss of work and shame in disclosure of loss of job to family and friends, dealing with grief and loss of employment and witnessing colleagues lose their jobs, loss of friendships created through work, and in fact all these factors are a perfect catalyst for severe mental health problems.

### From a Business Perspective...

From a business perspective although restructuring is seen as the best option to cut costs, it has raised critical issues for both employer and employees.

Employers are struggling to make up for business loss suffered during the economic downturn, while employees are struggling with the amalgamation of internal departments and/ or mergers and severe interpersonal conflict. Some employees may be able to access counselling, mental health services or consult their general practitioners regarding their health issues to assist them to get through this critical period.

It is amazing to see how some employees draw on their strength against their adverse circumstances and have been able to find jobs in the already job constrained market. Some employees find jobs that may not be meaningful but sustainable enough to pay mortgages and make ends meet. These are some of the ways that individuals are coping with the assistance of social workers involved in private practice and in other health service agencies.

Clients are empowered by focusing on their strengths and building emotional resilience during these difficult times. However while some side effects of the economic downturn and restructuring are addressed through counselling and education, the question is; what happens to organisations that perpetuate the culture of bullying. The difficulties associated with proving bullying in the workplace remain. So why should employees bother complaining if they are experiencing subtle bullying or tolerate bullying because of their weak position in relation to current economic threats and job losses?

### Corporate Bullying – what is it and how to deal with it...

With the economic downturn, corporate bullying is increasing as employees and employers equally find this area very difficult to deal with. Employees are vulnerable to

manipulation, can become submissive and are likely to tolerate bullying either within their team or by their supervisors or by their organisations. Bullying is a serious mental health issue. Below are some of the highlights of what constitutes bullying:

- Belittling the person: forcing her/him to perform tasks that are belittling or below her/his skills, simulating professional misconduct.
- Preventing the person from expressing himself: yelling at her/him, threatening her/him, constantly interrupting or hectoring her/him, prohibiting her/him from speaking to others.
- Isolating the person: no longer talking to her/him at all, denying her/his presence, distancing her/him from others, ostracising.
- Destabilizing the person: making fun of her/his convictions, her/his tastes and her/his political choices.
- Making false accusations: fault-finding, nit-picking, name-calling, nagging, teasing, taunting, mocking, mimicking, badgering, and swearing.
- Social exclusion: malicious gossiping, exploitation
- “The look” - “the silent treatment” or unanswered questions
- Pressured decision making: Promotions where staff are less skilled and qualified for a designated role but enticed through higher salaries and when they fail to perform put on performance management plan and this avenue is used to exit staff from the company.
- Character assassination: innuendo, “dirty tricks campaigns”, slurring of character, smear campaigning, defaming, vilifying, victimising, scapegoating, demonising, persecuting, coercing, corrupting, harassing, berating and intimidating.
- Humiliation: at lack of knowledge
- Bluffing threats: leave if you like
- Giving others tasks to do: which are ill-defined and without the necessary resources or background information and then complaining about the outcome.
- Responding to a criticism: of the way he is doing something by throwing that task back at the complainant and saying “If you think you can do it better, you do it!”

These are some of the ways in which bullying in organisations thrive and the incidences of abuse listed here, are just the reported ways in which bullying occurs. There may be a large number of such incidents, even if it is trivial in nature but sustained over time, can cause serious psychological damage to the target. It can be a sort of ‘death by a thousand cuts’, where each cut may be relatively minor but the cumulative effect can be severe.

### Intervention

While some individuals who are victims of corporate bullying receive treatment for psychological distress, the social justice issue remains. The question is: whose responsibility is it to provide education on corporate bullying? Do we leave it for allied health professionals to treat victims for psychological damage or is there anything else that could be done to deter organisations and corporations by way of compensation for victims? As one might be aware, bullying is hard to prove and whilst having impressive policies in the workplace, these policies are difficult to implement.

Employers often choose mediation, external investigators or other services to address the bullying process but these are not effective. Unions may intervene but some are powerless to represent their employees for fear that their own job security is at risk and also for fear of becoming a target themselves. Most corporations and organisations have good training programs and these are useful options, even so, bullying in the work place is still widespread.

### Compensation for Psychological Injuries

To allege bullying and to show psychological injuries is not simple; therefore most employees are unlikely to complain. If they do, they are often referred to mental health services to deal with it. Thus, corporations allow the ‘culture of bullying’ to permeate their work place. Although bullying is seen as a serious issue, employers have not taken serious measures to eradicate it, especially in the current climate. Claiming compensation for

psychological injuries or the threat of legal action by an employee could discourage a culture of ‘corporate bullying’.

### Legal Referrals

Law firms have now started to engage social workers to assist individuals in receiving the best service they deserve by utilising legal channels and seeking social justice.

Previously, social workers were often involved in child protection and family court matters, but it now seems that clients who are not socially disadvantaged can be deprived of their rights in the workplace. If the organisation has failed to uphold these for their employees, they can only be addressed through external agencies. Legal firms have now realised the benefits of employing social workers to ensure access and equity for those individuals who suffer from psychological damage.

Legal referrals are something that can be an option for victims.

Employees need to address bullying and employers need to take responsibility for the prevention of bullying in the workplace.

It would assist victims to address some of the suffering as a result of bullying. A class action is another good strategy where a staff member is not acting in isolation and thus is not targeted for taking action on their own. Private Practice is a place where legal referrals are possible under a client centred approach and where the client can choose a service from available options to get the best outcome.

Legal referrals can make a difference as some consultations are free for the first visit. Clients need to be prepared with questions beforehand that they may need to ask their legal representative.

Finally, if you save one, that makes a difference to that one and hopefully, a synergetic effect will ultimately make a difference to thousands.

### Ms Mohini Prasad

Clinical Counsellor /Social Worker

# ETHICS IN AGED CARE SOCIAL WORK PRACTICE

## A ONE-DAY SEMINAR

DATE:	WEDNESDAY, 28 APRIL 2010
TIME:	9.30 A.M. TO 4.30 P.M.
VENUE:	LIVERPOOL HOSPITAL, AUDITORIUM EDUCATION CENTRE
COST:	AASW MEMBERS: \$110.00 (INCL. GST) SOCIAL WORKERS WHO ARE NONMEMBERS: \$149.00 (INCL. GST)
CPE POINTS:	THIS COURSE ATTRACTS 12 AASW CPE ACCREDITATION POINTS

The seminar aims to provide participants with the opportunity to discuss, debate and reflect on the ethical challenges and problems facing social workers in aged care. The intention is to raise awareness and give insights, which can be taken back to everyday social work practice.

### Keynote Speakers:

Professor Richard Hugman, School of Social Sciences and International Studies, UNSW

Imelda Dodds, Acting CEO, NSW Trustee and Guardianship.

**Concurrent sessions: Participants chose one morning and one afternoon session:**

AM COMMUNITY CARE SERVICES.

Robin Turnham

ONGOING RESPONSIBILITY ... IS THE CASE CLOSED?

Stuart Pullen

PM APPLICATIONS FOR GUARDIANSHIP ... WHY THIS? WHY NOW? WHY ME?

Catherine Quinn

END OF LIFE DECISIONS: FROM A PALLIATIVE CARE PERSPECTIVE

Julie Garrard

**HYPOTHETICAL:** A panel of experts will be asked to present riveting answers to questions involving a scenario with the general theme of duty of care. Moderating the session will be John Merrick, Deputy Head of Social Work, St George Hospital and formerly Coroners Court social worker.

Morning tea and a light lunch will be provided.

## CLOSING DATE FOR APPLICATIONS: Friday, 7 April 2010.

Enquiries: AASW NSW Branch, tel. 02 9518 4944, fax. 02 9552 3005, email [nives@aswsw.com.au](mailto:nives@aswsw.com.au)

- PLEASE NOTE: 1. Full Payment by closing date is required to secure a place.  
2. Cancellations after the closing date and non-attendance are not eligible for refund

### Registration Form and Tax Invoice

#### Ethics in Aged Care Social Work Practice

AASW ABN 93 008 576 010 • Wednesday, 28 April 2010.

Cost for cheque/money order/direct deposits: **Members: \$110.00** (incl. GST); **Non-members: \$149.00** (incl. GST)

Cost for credit card payments: **Members: \$113.00** (incl. GST), **Non-members: \$155.00** (incl. GST)

For credit card payments or direct deposit please call the AASW NSW Branch Office

NAME \_\_\_\_\_ MEMBER NO. \_\_\_\_\_

WORKPLACE \_\_\_\_\_

ADDRESS \_\_\_\_\_

PHONE \_\_\_\_\_ MOBILE \_\_\_\_\_ EMAIL \_\_\_\_\_

Please send registration form and cheque payable to AASW NSW Branch, PO Box 838, Glebe NSW 2037.

# SUPERVISION OF STAFF FOR SOCIAL WORKERS

## A FOUR-DAY COURSE

Presented by Pamela Cohen and Rosemarie Tweedie

DATE:	FRIDAY, 4TH AND SATURDAY, 5TH JUNE 2010.
	FRIDAY, 25TH AND SATURDAY, 26TH JUNE 2010.
TIME:	9.30 A.M. TO 4.30 P.M.
VENUE:	AASW NSW BRANCH OFFICE 123A MITCHELL ST, GLEBE (CNR DERWENT ST) (FOUR-HOUR METERED PARKING OUTSIDE THE VENUE)
COST:	AASW MEMBERS: \$715.00 (INCL. GST) SOCIAL WORKERS WHO ARE NONMEMBERS: \$825.00 (INCL. GST)
CPE POINTS:	THIS COURSE ATTRACTS 48 AASW CPE ACCREDITATION POINTS

The objective of this course is to enable all participants to achieve a satisfactory level of competence for supervising social work staff in an effective, efficient and sensitive manner. It will focus on the development of supervisory skills, techniques and knowledge, using a variety of methods, including presentations, small group discussion and experiential learning assisted by the use of video. After completion of the course, participants will be asked to video a real supervision session, and will be given feedback. Those who complete the course satisfactorily will be awarded a certificate approved by the AASW.

Comments from previous participants include: 'Enjoyed the theory and learning,' 'Handouts excellent,' 'Clear presentations,' 'Small group exercises excellent,' 'Established an excellent learning environment,' 'Presenters' passion for the subject came through.'

**PAMELA COHEN** BA, Dip Soc Wk, MSW, MAASW (Acc). Pam is the Social Work Supervisor at St Vincent's Hospital in Sydney. She regularly conducts this supervision course for the AASW and for the Institute of Group Leaders. Pam has many years' experience in supervision and teaching in a wide variety of settings, including the University of New South Wales.

**ROSEMARIE TWEEDIE** BA, Dip Soc Work, Dip Urb. Studies, MA (Ed & Work), MAASW (Acc). Rosemarie is a social worker with extensive experience as a group leader, educator and supervisor in the health and community services sectors. She has implemented and conducted supervision programs for staff in many different organisations, across both rural and urban settings. Rosemarie currently works in research and also has a private practice in supervision.

## CLOSING DATE FOR APPLICATIONS: Friday, 7 May 2010.

Enquiries: AASW NSW Branch, tel. 02 9518 4944, fax. 02 9552 3005, email [nives@aswsw.com.au](mailto:nives@aswsw.com.au)

- PLEASE NOTE: 1. Full Payment by closing date is required to secure a place.  
2. Cancellations after the closing date and non-attendance are not eligible for refund

## Registration Form and Tax Invoice

### Supervision of Staff for Social Workers

AASW ABN 93 008 576 010 • Friday 4 and Saturday, 5 June 2010. Friday, 25 and Saturday, 26 June 2010.

Cost for cheque/money order/direct deposits: **Members: \$715.00** (incl. GST); **Non-members: \$825.00** (incl. GST)

Cost for credit card payments: **Members: \$740.00** (incl. GST), **Non-members: \$855.00** (incl. GST)

For credit card payments or direct deposit please call the AASW NSW Branch Office

NAME	MEMBER NO.	
WORKPLACE		
ADDRESS		
PHONE	MOBILE	EMAIL

Please send registration form and cheque payable to AASW NSW Branch, PO Box 838, Glebe NSW 2037.

# Launch of Master of Social Work Qualifying Program

**T**he Master of Social Work program is now available at the Strathfield, Brisbane and Canberra campuses of the Australian Catholic University. The MSW, which is a qualifying program, is the University's newest postgraduate degree. Its launch was celebrated by over 30 social work professionals, academic staff, students and friends of the School of Social Work along with Professor Margot Hillel, Dean of Arts and Sciences, Associate Professor Marea Nicholson, Associate Vice-Chancellor (Sydney), Dr. Gail Crossley, Pro Vice Chancellor (Research) and Dr Patricia Hansen, Head of the School of Social Work at the Strathfield Campus.

Guests enjoyed refreshments at the University's Glade Art Gallery as they caught up with news of developments in the profession and renewed old friendships. The introductory speech was delivered by Vittorio Cintio, Vice President (Education) of AASW. Vittorio spoke of the significance of the Australian Catholic University's contribution to the education of social workers with the launch of the MSW. He noted that the MSW qualifying program is the first of its kind to be offered in Sydney. He also reminded the audience of the unique value base of the University which aligns well with the AASW Code of Ethics. He commented on the Australian Catholic University's commitment to professional social work practice.

Associate Professor Marea Nicholson then paid tribute to the work of Dr. Patricia Hansen and her professional colleagues in the field and at the Australian Catholic University in getting the new program underway. Dr. Hansen thanked guests and all those associated with the School of Social Work and with the development

of the MSW for their continuing contributions to the education of social workers at the Australian Catholic University.

The evening event was judged to have been a tremendous success by those who attended and was followed a week later by the Canberra campus launch of the MSW program.

The Bachelor of Social Work program will continue to be offered at the Strathfield, Canberra and Brisbane campuses.

## Launch of 'Up Up and Away' DVD

Down Syndrome NSW, in conjunction with The Foundation for Young Australians, celebrated the launch of the 'Up, Up and Away' DVD at the Sydney Opera House, Utzon Rooms in October. Maurice Hanlon was invited to speak to the audience as the representative of the School of Social Work at the Strathfield campus of the Australian Catholic University.

Along with The University of Western Sydney, Sydney University and the NSW Police Force, the Australian Catholic University is a contributing partner to the 'Up, Up and Away' project which aims to maximise the participation of young people with Down Syndrome in mainstream community life, to realise their hopes and dreams, gain new life skills, take up employment and have relationships and friendships like everyone else. Young people from the project ran very successful all day workshops for social work students at the Strathfield campus in 2007 and 2008 as part of the 'Young Educators' initiative within the project. Students learned about disability issues and the importance of seeing beyond labels and strong friendships between the university and participants in the project were forged as a result.

## NSW Governor launches child protection initiative

In September New South Wales Governor Marie Bashir launched a child protection initiative at the Australian Catholic University's Strathfield campus as part of Child Protection Week.

Lecturers in the University's Education Faculty helped write a range of child protection resources for parents, teachers and carers, including information on transition to high school for young people, an early learning resource and a children's book - all based on the foundation of the Protective Behaviours program. The initiative was funded by the NSW Department of Community Services. Professor Bashir stressed the need for continuing vigilance in teaching young people about protective behaviours.

Alicia Moore, NSW Program Coordinator of Protective Behaviours NSW, said the importance of prevention in child protection issues was becoming more prominent. Children and young people may experience a wide range of situations which put them at risk, cause short and long term physical and emotional harm and violate their basic rights, she said. It is important that children develop personal safety skills and have access to a well presented and well structured personal safety program.

Dr Cath Laws, President of Protective Behaviours NSW, said the new resources could be used by both children and adults to help keep themselves safe and work towards reducing violence in the community.

## Judy Goodson Prize

A social worker at the Westfield Children's Hospital Burns Unit, Judith Goodson, was awarded the Staff Excellence Award in September following nomination by the parents



of a young patient with whom she had been working.

Judith graduated from the Social Work program at the Australian Catholic University's Strathfield campus earlier this year. The parents said that during the 'devastating time' that their child was in hospital, Judith 'constantly offered support and compassion' and 'continued to keep spirits high with her positive and professional demeanour'.

Last year Judith was awarded the Karen Agnew prize for excellence in social work practice whilst on placement during her course at the Australian Catholic University.

### Pride of Workmanship Award

Administrative Officer, Jennifer Pace-Feraud, who manages the Australian Catholic University School of Social Work Office, was awarded the 'Pride of Workmanship Award' by the Strathfield Rotary Club at their annual awards evening in October. Jennifer was joined by her Strathfield colleagues at the award evening event where her tremendous contribution and commitment to the work of the School and its students and staff was recognised.

### Fieldwork matters

We take this opportunity to thank all the field educators who have committed their time and energy to work and professionally develop our students in their placements. We greatly appreciate your support and do recognise deeply your contribution. We will be seeking placement opportunities for both Bachelor of Social Work and Master of Social Work students towards the middle of 2010. If you are interested in offering a placement please contact Maree Delaney on 02 9701 4195 or email [maree.delaney@acu.edu.au](mailto:maree.delaney@acu.edu.au)

## mindfulnessCENTRE

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“...research indicate(s) that cultivating a more mindful way of being is associated with less emotional distress, more positive states of mind, and better quality of life.” Jeffrey M. Greeson, PhD, MS (2009).

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- Liana Taylor - Director, Clin Psych.
- Patrick Kearney - Insight Medit. Teacher
- Dr Rebecca Coleman - Clin Psych.
- Malcolm Huxter - Clin Psych, Medit.
- Fiona Glover - M/Health Social Wk, CBT
- \*Michael Anderson - Psych, Author

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# Australian Centre for Grief and Bereavement



## INTERNATIONAL EDUCATOR TOUR 2010

**Dr Stephen Fleming PhD & Dr Leslie Balmer PhD**  
Brisbane, Canberra, Melbourne, Adelaide, Perth, Sydney  
26th July – 17th August 2010



### Leslie Balmer PhD

Dr Balmer is a registered psychologist in private practice with Fleming Vigna Balmer in Ontario, Canada. She has over twenty years experience in the assessment and treatment of children, adolescents, and adults in a variety of settings. Dr Balmer specialises in working with trauma victims who have suffered the death of a loved one through accident, suicide, or murder. Dr Balmer incorporates art, games, and play into her treatment of children and teens. She has published articles on childhood and adolescent bereavement and has lectured and facilitated training workshops in Canada, the United States, South America and Europe. She is a member of the International Work Group on Death, Dying, and Bereavement.



### Stephen Fleming PhD

Dr Fleming is a professor in the Department of Psychology, Faculty of Health, at York University in Toronto, Canada. The author of numerous book chapters, articles, and presentations on the grief experience of children, adolescence, and adults, he has lectured in Canada, the United States, South America, Asia, and Europe. In addition to teaching graduate and undergraduate courses on the Psychology of Death, Dr Fleming served on the editorial boards of the *Journal of Palliative Care* and *Death Studies*. He currently is Secretary-Treasurer of the International Work Group on Death, Dying, and Bereavement.

## PROGRAM 1

### The Private World of Bereaved Children and Adolescents Presented by Leslie Balmer PhD

In this workshop, Dr Balmer will introduce participants to the private worlds of bereaved children and adolescents. The morning presentation will address general issues related to childhood grief and loss. The afternoon will address the topic of traumatic loss. During this segment participants will learn practical techniques and assessment tools for assisting children faced with the death of a loved one through accident, suicide or murder.

Case examples, art-work, and video segments will be presented throughout the day to illustrate the profound nature of childhood grief, emphasising the resiliency of bereaved children and adolescents as they struggle to make sense of their world after the death of a loved one.

## PROGRAM 2

### Individual and Family Responses to Loss: Clinical Approaches to Traumatic Grief Presented by Stephen Fleming PhD

The bereavement literature has overwhelmingly emphasised grief as an individual and intrapersonal phenomenon; as a private trauma. Taking a focus on both the individual and family responses to loss this workshop will examine the sudden and unexpected death of a child and its resonating impact up on the family system. The disruption of childhood death can threaten family well-being and cohesiveness leading to further suffering and disruption.

The morning session will be devoted to exploring differences between grief and trauma and how they impact the grieving process and complicate intervention. The afternoon session will focus on family responses to loss, more specifically how parents continue to parent after a child has died.

### BRISBANE

Mercure Hotel Brisbane  
85 - 87 North Quay  
Brisbane QLD 4003  
Program 1 – 26<sup>th</sup> July 2010  
Program 2 – 27<sup>th</sup> July 2010

### CANBERRA

UCU Conference Centre –  
Building 1  
Kirinari Street  
University of Canberra  
Bruce ACT 2617  
Program 1 – 29<sup>th</sup> July 2010  
Program 2 – 30<sup>th</sup> July 2010

### MELBOURNE

Conference Centre  
Holmesglen College of TAFE  
Cnr Warrigal and Batesford  
Roads  
Chadstone VIC 3148  
Program 1 – 3<sup>rd</sup> August 2010  
Program 2 – 4<sup>th</sup> August 2010

### ADELAIDE

Ayers House  
288 North Terrace  
Adelaide SA 5000  
Program 1 – 9<sup>th</sup> August 2010  
Program 2 – 10<sup>th</sup> August 2010

### PERTH

Mercure Hotel Perth  
10 Irwin Street  
Perth WA 6000  
Program 1 – 12<sup>th</sup> August 2010  
Program 2 – 13<sup>th</sup> August 2010

### SYDNEY

Mercure Hotel Sydney  
818 - 820 George Street  
Sydney NSW 2000  
Program 1 – 16<sup>th</sup> August 2010  
Program 2 – 17<sup>th</sup> August 2010

### TIME

9.30 am – 4.30 pm (both days)

### COST PER DAY

Early Bird rate \$240.00 per day  
(Registration by the 7th May 2010)

Standard rate \$270.00 per day  
(Registration after 8th May 2010)

Student rate \$240.00 per day

ACGB Member rate \$220.00 per day

Morning tea, lunch and afternoon tea provided

Registration closes 9th July 2010  
(Registration is essential)

**If you would like to register or require any further information please contact the Australian Centre for Grief and Bereavement on (03) 9265 2100 or email [info@grief.org.au](mailto:info@grief.org.au)**

A detailed copy of our Programs and Services 2010 can be downloaded at [www.grief.org.au](http://www.grief.org.au)

The Australian Centre for Grief and Bereavement is located at:

First Floor, McCulloch House, Monash Medical Centre, 246 Clayton Road Clayton Vic 3168

Telephone: (03) 9265 2100 Freecall: 1800 642 066 Facsimile: (03) 9265 2150 Email: [info@grief.org.au](mailto:info@grief.org.au) Website: [www.grief.org.au](http://www.grief.org.au)



# *Professional Training Workshop 2010* *"A Fresh Look at Gestalt Therapy"* *A two day workshop with Michael Reed PhD*

**TWO DATES IN SYDNEY - Sat/Sun, 1-2 May & 11-12 September**

Gestalt therapy is among the earliest and most enduring psychotherapeutic approaches which embrace a **relational perspective** in understanding the human condition and the therapeutic process. 'A Fresh Look at Gestalt Therapy' will examine recent relational Gestalt theory and practice and demonstrate their application to key health issues confronted by counsellors and therapists in their practices.

The workshop is designed for counsellors and psychotherapists and for professionals who have an interest in deepening their understanding of human experience and wellbeing from a relational perspective



**Michael Reed PhD** is an Accredited Social Worker, Psychologist and Fellow Member of GANZ. He is the Director of Gestalt Practitioners Training Sydney and is a visiting trainer at a number of private counselling/psychotherapy training institutes across Australia. He runs a private psychology and psychotherapy practice in Sydney. Michael was an invited keynote speaker at the 2009 National Conference of the New Zealand Association of Counsellors, held in Hamilton, NZ. His presentation was entitled "Relational resilience: Towards a union of confusion, uncertainty and hope". An article based on this presentation will be published in the International Gestalt Journal in 2010.

For more information please contact Dr Michael Reed on **1300 131 679**;  
email: [info@gestaltpractitioners.com.au](mailto:info@gestaltpractitioners.com.au);  
or visit the GPTS website: [www.gestaltpractitioners.com.au](http://www.gestaltpractitioners.com.au)



**OT AUSTRALIA NSW**  
Australian Association of Occupational Therapists - New South Wales

## **Ageing Brain Focus Group**

***Presents:- An Exciting One Day Forum***

### **ASSESSING CAPACITY**

**Date: - Thursday, 25<sup>th</sup> March 2010**

**Venue: - The Auditorium, Kollings Building  
Royal North Shore Hospital,  
St Leonards, 2065**

**Time: - 8.30am – 5.00pm**

For further information

<http://www.otnsw.com.au/index.php>



# Reflections on social work...

## BETH CLIFFE (WARD)

### How did you become interested in social work?

I had trouble getting to the point of having some career. Because my family was from the country and conservative and can you believe it, girls didn't go out to work then. They got married – so it was quite a struggle. Well, I got into the profession because my family finally agreed that I could have a career and social work was more acceptable to them. So I didn't have a driving ambition about saving the poor. I started in 1938, the sort of work I was doing was demonstrating what you were doing but also the emphasis on getting them to understand that patients are people – that was really what I was aiming for.

### Did you ever have meetings and get together with other social workers?

We had various breakfast parties, this and that. We'd have a party outside of the workplace, but there was a question then about the men and it was no good without them. We had to have men or not have it at all- understandably.

### Do you see any differences for women in the profession then and now?

It's a question of ambition and independence. I guess ambition didn't figure large with the staff. It might have been for me, but they just wanted to get on with the job and they didn't see themselves going anywhere afterwards. Whereas now, women would be looking for other opportunities, different experience and feel that they'd let themselves down if they didn't get up and go. That would be one of the major differences.

### What did social work offer you at the time?

For me it was the satisfaction of the job, of course. And again, it was two-fold; firstly it was about hopefully being useful to other people and secondly, making sure that social work was understood.

### For someone who has had as much experience as you have, what has social work taught you about life?

One of the things is that truth comes in different layers and that's not easily recognised – and this is something that social workers should be aware of. Also I suppose, it's taught me tolerance, understanding – which one recognises even now can always be rather limited by the situation and the person concerned in particular. When you say social worker, people don't immediately know what you're talking about. They have this concept of social work as a woman, good work, do-gooder, no training. I think this is a real impediment – you better work on it a bit more – think up a good name!

We need to look at registration and improving our image and being more vocal about ourselves...and more publicity. That's such an important thing these days.

....and of course, more males. That's important. To get more men, because I think that's how we've suffered a bit. Another problem is women who call themselves social workers outside of our educated ones. We're still struggling to be recognised for what we can contribute and it's a good deal our fault, perhaps. I wasn't good on publicity. I'm not blaming anyone else.

## Working Effectively with 'Hard to Hold' clients: The Masterson Approach to the Disorders of the Self.

*"Masterson is a pioneer...in the field of  
the disorders of the self"*

Alan N. Schore

*"The body of Dr. Masterson's work...including  
early work in the field of the real self...represents  
a breakthrough in treatment of the borderline  
and narcissistic disorders....."*

Many therapists struggle to better understand how to help clients who have engrained problems with self esteem, which shows up in symptoms such as drug or alcohol abuse, eating disorders, relationship problems and problems with anxiety or depression.

This workshop, presented by a therapist who has trained with Professor Masterson, will focus this powerful treatment approach to both understanding and providing effective clinical help for such clients.

Masterson's work is part of the curriculum of most major teaching hospitals and universities in the USA, and is now taught in Europe and South Africa.

Date: **SATURDAY JUNE 19TH 2010**

Location: **SYDNEY**

Cost: **\$185.00**

Contact: **CAROLINE ANDREW**

**(02) 9436-0664** or **ncfl@bigpond.net.au**



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## How does it work?

First, you need to request an application by tearing off, filling out and returning the form attached.

When you receive your application form, fill it out and return it. If you are eligible, a card with your photograph on it will be issued to you.

You could then present your Companion Card when booking or purchasing a ticket at participating events and venues, provided you require attendant care support to participate in that particular activity. The venue would then issue you with a second ticket for your companion at no charge.



## Request an application

Request an application form by filling out this form and send it in a stamped envelope to:

Companion Card  
PO Box R160  
Royal Exchange NSW 1255

You will be sent an information pack when the Companion Card becomes available.

## For more information

To find out more about Companion Card, and for a list of venues that support Companion Card, visit [www.companioncard.org.au](http://www.companioncard.org.au)



An initiative of the NSW Government



DADHC343 11/2008

## Applicant details

Name of person applying for Companion Card

Postal address

  
  
  

Email address (optional)

Contact number (optional)

1800 893 044

## SOCIAL WORKERS AND LAWYERS

# A Multidisciplinary Approach for Better Client Outcomes

“SOCIAL WORK NEEDS PEOPLE WHO ARE COMMITTED TO MAKING A DIFFERENCE IN OUR COMMUNITY. IT DEMANDS A FLEXIBLE AND CREATIVE APPROACH AND AN ABILITY TO ASSIST OTHERS TO ACHIEVE EMPOWERMENT IN THEIR LIVES. MOST OF ALL, IT REQUIRES A CAPACITY TO WORK APPROPRIATELY WITH DIVERSITY IN SEEKING SOCIAL JUSTICE,” says Professor Richard Hugman, Head of the School of Social Work at the University of New South Wales.

**By Olga Gountras,**

Manager of Social Work Services  
Slater & Gordon Lawyers  
www.slatergordongdon.com.au  
Olga.Gountras@slatergordon.com.au

Whether we openly acknowledge it and do it consciously or unconsciously, as social workers, we are our clients' gatekeepers. It would be unusual for the vulnerable, injured, elderly or abused not to require the help and guidance of a lawyer. From my professional experience, however, I have found that many social workers are very wary of lawyers and are often reluctant to suggest to their clients that they should seek legal advice. If they do, they may be at a loss to be able to provide them with appropriate options.

If clients do recognise that they could benefit from the help of a lawyer, they are often left alone to make sense of the myriad of differences between areas of legal practice, law firms and lawyers. Many are too scared to seek help because they are afraid of costs and the legal world in general, and unfortunately it is not uncommon to see significant benefits and entitlements or legal rights lost or adversely affected due to delays in seeking advice.

Many social workers do not understand how legal processes that may relate to their areas of practice and the clients that they support actually work, how law firms operate, or how to dispel myths and fears that perhaps the social worker may also hold.

In my interactions with fellow social workers I wonder how much of their wariness towards lawyers is based on the negative attitudes many share in our society. Common beliefs and misconceptions I have come across include: compensation lawyers are ambulance chasers; they are only after money for themselves; they take a large percentage of the settlement money; lawyers do not have the best interests of the clients in mind - only social workers do; people do not need lawyers because compensation schemes are underpinned by legislation and will automatically look after clients to give them their maximum entitlements; if people pursue compensation this will negatively impact on their recovery; people should avoid lawyers and legal processes - it's more trouble than it is worth.

I am concerned that some social workers, as gatekeepers, may be restricting their clients' ability to access effective legal assistance because of their own bias against lawyers. They then use the profession's Code of Ethics to justify this. My concerns are given voice in Marian Mattison's exploration of ethical decision making in her article. It states that stereotypes and biases, which are not made explicit by the practitioner, undoubtedly will influence decision making. It calls for us to use ethical

self-reflection in order to be ethically aware regarding how our assessments, interventions and decisions may be influenced by our character, conscience, personal philosophy, attitudes and biases.

Social workers and lawyers actually have more in common than many would think. Both professions are underpinned by their ethics. For social work, it is of course the AASW Code of Ethics (1999) and for NSW lawyers, it is the Revised Professional Conduct and Practice Rules 1995 (Solicitors' Rules). Both professions demand integrity, confidentiality, client respect, advocacy on behalf of and action always in their clients' best interests

Kennedy & Richards in their book 'Integrating Human Service Law & Practice' and Spencer Zifcak's chapter in 'In the Shadow of the Law' discuss these issues. They encourage social workers to work collaboratively with lawyers, recognising that 'good practice is not in conflict with the law and that in fact they can utilise the law to support and sustain their own positions in the face of poor processes elsewhere' (Kennedy & Richards p 26). They also say that social workers who have a good understanding of legal issues will make better informed assessments and service or treatment plans with their clients. They propose that 'enterprising' social workers

‘Working together with social workers and taking a ‘team’ approach to service their clients is also key to lawyers producing the best possible outcomes.’

should cultivate resources and relationships, including legal ones, wherever possible. They state that legal connections and the law are integral to our work, not just optional extras.

Working together with social workers and taking a ‘team’ approach to service their clients is also key to lawyers producing the best possible outcomes for those who turn to them for help. Lawyers must work holistically with those who can assist them in helping their clients. Very often the first and key person in the process is a social worker who can provide valuable guidance and ongoing care. Their expertise in conjunction with the lawyer and other experts on the ‘team’ created to support the client, will maximise the best possible outcome.

One of social work’s core values is self-determination. The AASW Code of Ethics states that ‘self-determination recognises the rights and needs of clients to be free to make their own choices and decisions without interference’ (AASW Code of Ethics Glossary). Both Phillip Swain and Spencer Zifcak, however, recognise that the service user is dependent on the assistance they receive from the social worker including the availability, or lack of, real options to make informed decisions. The majority of our clients are emotionally and/or socially fragile and this is why they come to us for assistance, to benefit from our knowledge and expertise.

We have a duty to educate ourselves about lawyers, the legal system and

the various aspects of law that impact on our clients and our practice. Not to become quasi lawyers, but to be able to accurately identify legal issues as part of our psychosocial assessment, to knowledgeably explain to our clients when and why they should seek legal advice, and to give them appropriate information to enable them to make an informed choice to select a lawyer or law firm that will best meet their needs.

Any social worker can contact the Law Society of New South Wales to obtain a list of accredited specialist lawyers in the various areas of legal practice and make these available to clients.

I encourage you, as do the authors I have mentioned, to make contact with these lawyers yourselves. Learn about them and their firms, how they operate, what their fees are, whether they do any pro-bono work, whether they are willing to be a resource for you in your work and how they will help you educate yourselves in the processes relevant to your clients. If those lawyers are seeing your clients and there is the opportunity, sit in on the session, hear what they tell your clients, observe how they communicate with your clients and how they relate to them, and ask your own questions.

It is time that all social workers put their prejudices behind them and see lawyers as an extension of the multidisciplinary team, all working together for the common good of the client.

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#### References:

- Integrating Human Service Law & Practice Manager** (Second Edition) 2007 By Rosemary Kennedy with Jenny Richards  
**In the Shadow of the Law The Legal Context of Social Work Practice** (Third Edition) 2009  
Editors: Phillip Swain & Simon Rice  
Chapter 3: The Ethics of Social Work Practice by Phillip Swain  
Chapter 24: Towards A Reconciliation of Legal & Social Work Practice by Spencer Zifcak  
**‘Ethical Decision Making: The Person in the Process’** By Marian Mattison  
Social Work : May 2000: 45, 3 pp 201 – 212  
<http://getaccess.wa.gov.au/careers/profiles/data/OCC37.asp>

# University News

FROM THE SOCIAL WORK AND POLICY STUDIES PROGRAM  
AT THE UNIVERSITY OF SYDNEY

## FIELD EDUCATION NEWS:

### Field Education Placements in 2010

We are currently completing the allocation process for fourth year social work students undertaking their second placement. Many thanks to all the field educators who have provided great learning opportunities for these students and who continue to support our Field Education Program. Fourth year students will begin their placements on the 6th April 2010 and complete on the 6th August 2010.

Third year social work students who are now settling into the Social Work and Policy Studies Program will embark on their first placement on the 10th August 2010 with a completion date on the 19th November 2009. We will soon begin recruiting for placement offers for these students. If you think you might like to offer a placement for one of the third year students, or you'd like to discuss what this might entail, please contact Andrea Small on [andrea.small@sydney.edu.au](mailto:andrea.small@sydney.edu.au) or (02)9351-6897.

### Free Seminar for New Field Educators:

"Preparing to be a Field Educator" is a workshop presented for social work practitioners with an interest in social work student learning and field education. This workshop will build on your experiences as a learner and a practitioner and prepare you for the important task of becoming a field educator.

These workshops are now being held twice a year at The University of Sydney and due to popular demand we have designed a half day workshop which will be held in May at Parramatta. The date and venue to be confirmed soon. This half day workshop can also be delivered to a group of field educators in their workplace. The next full day workshop will be held from 9.30am to 4pm on the 1st September at The University of Sydney Camperdown Campus.

For more information about the workshops please contact Andrea Small or to register contact Maria Bruzzese at [maria.bruzzese@sydney.edu.au](mailto:maria.bruzzese@sydney.edu.au) or ring 9356 5074.

### Celebrating 70 years of Social work at University of Sydney

2010 marks 70 years of Social Work education at University of Sydney. To celebrate this milestone we are planning a series of events throughout the year.

These events include:

A book launch on 16th March (see details below)

A celebratory dinner in the Holme Building, University of Sydney on 28th July

If you would like any further information about these events or any other activities please contact Maria Bruzzese at [maria.bruzzese@sydney.edu.au](mailto:maria.bruzzese@sydney.edu.au) to put you name on a mailing list, or contact Jude Irwin: [jude.irwin@sydney.edu.au](mailto:jude.irwin@sydney.edu.au) for specific information about these events.

## RESEARCH NEWS

### Working From The Ground Up: A Participatory Approach To Community Regeneration In Social Housing Neighbourhoods

*Working from the Ground Up* is a five-year research project funded by the Australian Research Council. It is a collaboration between researchers at the University of Sydney and the University of NSW with industry partners from Housing NSW, Health NSW and TAFE NSW.

The project aims to test and trial community development interventions in partnership with residents and service providers. In 2008, two social housing areas in the south-eastern suburbs of Sydney, Maroubra and Matraville were chosen as the sites of the research. These social housing areas incorporate approximately 1430 apartments, 310 townhouses, and 70 cottages, housing a total of 3105 people.

Using an action research approach, the primary goals of the project are to identify and trial ways of working with communities that can bring about sustainable changes in social housing neighbourhoods. It aims to do this by investigating and making changes that will enhance health and wellbeing and increase education and training opportunities for residents. Working from the Ground Up is concerned to ensure that capacity building is

something that communities 'do themselves', rather than 'have done to them'. In other words, that it is propelled from within the local community, rather than a top-down process.

The first stage of the project involved engagement with the local community. Initially, a mapping process took place in which information about services, partnerships and local initiatives was collected. Secondly, this stage involved establishing relationships with service providers and residents in an attempt to identify community regeneration priorities and projects and the collection of baseline data. A household survey was implemented with over 200 households participating. Over 50 meetings and forums with residents and service providers also took place.

The project is now in its second stage, where the research team are working with local service providers and residents on a number of community development and capacity building projects which were identified by residents to address their needs. These projects will be continuously evaluated using the action research approach. If you would like any further information about the research you can visit the project's web-site: <http://www-faculty.edfac.usyd.edu.au/projects/wfgu/> or contact: Cherie Toivonen [cherie.toivonen@sydney.edu.au](mailto:cherie.toivonen@sydney.edu.au)

**Research Team:** Assoc Prof Jude Irwin, Dr Sue Goodwin, Assoc Prof Eileen Baldry, Alison Wannan (PhD Candidate), Cherie Toivonen (Research Manager), Penelope Robinson (Research Officer).

## SOCIAL POLICY AND RESEARCH NETWORK

### 2010 International Seminar Series

The Social Policy Research Network is continuing its 2010 International Seminar Series with two presentations by colleagues from Stockholm University on Thursday, 29 April, 2.30-5.00 pm. Afternoon tea will be served.

**There is no charge for the seminars.**

Please RSVP to Maria Bruzzese at [maria.bruzzese@sydney.edu.au](mailto:maria.bruzzese@sydney.edu.au) or ph: 9356 5074 (please be sure to note the name of the event and the date in your message). The room will be confirmed closer to the date.



### Seminar 1:

#### Parental and sibling contact among children in Swedish out of home care: an empirical study

Tommy Lundström and Marie Sallnäs  
2.30-3.30 pm, Thursday 29 April

### ABSTRACT

Swedish child welfare is usually placed within a family service approach. Great importance is placed on supportive services to families and on attaining parental agreement to measures and interventions. An important idea in legislation and official ideology is that children in out of home care shall keep in close contact with their birth parents. This study is based on data from interviews with 269 children (age 13-18), which are analyzed with quantitative methods. Most children had reasonably regular contact with parents, but a substantial number wanted more contact. It is, however, especially evident that the children wanted more frequent contact with their siblings. Contact with siblings is seldom discussed in research, but in this study it emerges as a major issue in child welfare. The results also point to a group of children might be characterized as "permanency placed"; they do not have any contact with their birth parents and they do not want any contact. These children do not fit the strong Swedish paradigm of parental contact.

### Seminar 2:

#### Professionalization and evidence-based social work

Tommy Lundström  
4.00-5.00 pm, Thursday 29 April

### ABSTRACT

Evidence-based social work or evidence based-practice (EBP) is a strong international trend in social work today. If practiced EBP (in its different forms) is of great importance for the base of professional social work. In this seminar I will address in what way evidence-based practice has been received by Swedish central bureaucracy and social workers. I will also point at the different interpretations of EBP and what they might lead to for the profession, and discuss the complications of basing social work interventions on the type of evidence that is produced by randomized controlled studies. I use Multi-Systemic Therapy (MST, one of the most thoroughly evaluated interventions in youth welfare) to illustrate these complications.

**Tommy Lundström** is Professor of Social Work and Head of the Department of Social Work at Stockholm University. His research areas are child and youth welfare, the voluntary/nonprofit sector and the organizational structure of social work. He is also interested in evidence-based practice and its impact on the knowledge base of social work and strategies of professionalization. Theoretically he is interested in organizational theory, theories of risk society and theories about the knowledge base and professionalization of social work. He is currently leading a study on middle managers in social work.

**Dr Marie Sallnäs** is Associate Professor in the Department of social work, Stockholm University. Her research is focused on social work with children, young people and their families. It includes extensive empirical studies of break down in care, long term outcomes of interventions and the landscape of out of home care. She has also carried out analytical work on how problems in child welfare are constituted and of society's measures to deal with them. She is currently leading a study on living conditions among children and youth in out-of-home care.



You are cordially invited to a joint book launch:

**SOCIAL POLICY for SOCIAL CHANGE**  
By Barbara Fawcett, Susan Goodwin, Gabrielle Meagher and Ruth Phillips

&

**SOCIAL WORK and GLOBAL HEALTH INEQUALITIES**  
Edited by Paul Bywaters, Eileen McLeod and Lindsey Napier

When: 16<sup>th</sup> March 2010 @ 5 p.m. – 7 p.m.  
Where: Nicholson Museum, the Quad, Science Road, the University of Sydney

Please RSVP if you will be in attendance to Kim Hammond by Friday 5<sup>th</sup> March 2010 at [kimberly.hammond@sydney.edu.au](mailto:kimberly.hammond@sydney.edu.au)



# World Social Work Day Celebrations March 2010

