

Dealing with challenging behaviour in Local Government workshop

In recent years the Victorian Ombudsman has released several reports designed at improving awareness and management of unreasonable and difficult complainants.

Despite the release in May 2018 of the Ombudsman's Good Practice Guide to Dealing with Challenging Behaviour, Councils continue to struggle with managing such behaviour.

Whilst the template policies published by the Ombudsman's office are helpful, our experience shows us that Councils are not implementing this information in a practical way through the introduction of internal procedures and protocols.

This workshop to be conducted by Terry Bramham and Georgie Ward will review the most typical examples of complainant behaviour in local government and with reference to actual case studies we will discuss how Councils should deal with complaints to ensure that resources are not stretched and staff wellbeing is not compromised.

All Council staff involved in receiving, screening and managing complaints and difficult complainant behaviour will benefit from this workshop.

**Level 6, 30 Collins St
Melbourne VIC 3000**

Phone: (03) 9650 6700

Fax: (03) 9650 6355

www.macquarielawyers.com.au

solutions@macquarielawyers.com.au

WORKSHOP DETAILS:

DATE: Wed, 10 April 2019

VENUE: Manningham Function Centre

699 Doncaster Road
Doncaster

TIME: 10.00am – 1.00pm (followed by a light lunch)

COST: \$385.00 (incl. GST) *All course materials & refreshments will be provided including lunch.*

To register for this workshop -

Fax or email this form to the Macquarie office or submit your details online at www.macquarielawyers.com.au

Booking Contact: _____

Job Title: _____

email: _____

Registrant Name: _____

Job Title: _____

email: _____

Registrant Name: _____

Job Title: _____

email: _____

Council: _____

Phone: _____

Complete registrant details if different from above:

Registrant Name: _____

Job Title: _____

email: _____



Number of registrants

Purchase Order # (if required)