



Mr Warren Draney
Salvos' Counselling
Level 3, 261-265 Chalmers Street,
REDFERN NSW 2016

14th November 2016

To whom it may concern,

The NSW Housing Contact Centre (HCC) recently engaged Salvos Counselling Professional Services to develop and deliver two training packages to assist HCC staff members.

The first training package the Salvos Counselling team developed was to increase the skill set of Managers which focussed on how to debrief a staff member after a critical incident and how to self care after debriefing multiple staff members.

This was a 2 hour workshop which was catered to our individual workplace needs. Trainer Warren was extremely knowledgeable on this subject. The Managers were all impressed on just how relevant the training was to their every day responsibilities.

The Salvos Counselling Professional Services also developed a 7 hour workshop which has been delivered to all of the HCC staff members. This workshop was designed to further assist our staff when interacting with clients who have complex needs. The training covered valuable information on how to handle telephone suicide calls, it provided a broader context to staff on causes of homelessness in our society, impacts of mental health and how it relates to homelessness as well as covering more in depth information on the complexities of domestic violence. This training built upon the current skills set of our operators to better assist clients experiencing traumatic situations.

The HCC are extremely satisfied by the quality and professionalism displayed in our interactions with the training organisation as well as the way the Trainers (Warren, Jenny and Sarah) built a rapport and engaged each group. They were caring and supportive to each of our staff members that attended the training sessions. The HCC were impressed by the amount of effort and time taken by each of the trainers to learn about our internal policies and procedures. This assisted them greatly during the training to relate to our staff and communicate relevant examples as part of the package.

I would highly recommend their organisation to develop and deliver training packages for any workplace that has a client base with challenging and complex needs.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Trevor Bale'.

Trevor Bale | A/General Manger

Department of Family and Community Services | Housing Contact Centre

T 02 9612 6242

M 0407 406 499

E trevor.bale2@facs.nsw.gov.au

A 23-31 Moore Street Liverpool NSW 2170

W www.facs.nsw.gov.au