



## McCarthy Training and Proactive Complaints Management 2009 Public Training Calendar

<b>Date</b>	<b>Subject</b>	<b>Major City</b>	<b>Location</b>	<b>Company</b>
February 18	Learn to use ACFI 6-10 Assessments reliably and accurately	Melbourne	The Assisi Centre, 230 Rosanna Road, Rosanna Vic	McCarthy Training
February 25	Living and working with demanding, manipulative, attention-seeking, challenging, selfish, cantankerous, difficult, time-consuming, self-centred behaviour in aged care.	Melbourne	The Assisi Centre, 230 Rosanna Road, Rosanna Vic	McCarthy Training
March 12	Complaints Management	Melbourne	The Assisi Centre, 230 Rosanna Road Rosanna Vic	Proactive Complaints Management
March 18 & 19	Person Centred Care	Melbourne	The Assisi Centre 230 Rosanna Road Rosanna Vic	McCarthy Training
April 21	Complaints Management	Sydney	TBC	Proactive Complaints Management
April 22,23 & 24	Learn to use Dementia Care Mapping	Melbourne	TBC	McCarthy Training

May 6	Learn to use ACFI 6-10 Assessments reliably and accurately	Sydney	TBC	McCarthy Training
May 12	Complaints Management	Brisbane	TBC	Proactive Complaints Management
May 13, 14 & 15	Learn to use Dementia Care Mapping	Brisbane	TBC	McCarthy Training
May 18, 19 & 20	Learn to use Dementia Care Mapping	Sydney	TBC	McCarthy Training
May 26	Learn to use ACFI 6-10 Assessments reliably and accurately	Melbourne	The Assisi Centre 230 Rosanna Road Rosanna Vic	McCarthy Training
June 4	Living and working with demanding, manipulative, attention-seeking, challenging, selfish, cantankerous, difficult, time-consuming, self-centred behaviour in aged care.	Melbourne	The Assisi Centre 230 Rosanna Road Rosanna Vic	McCarthy Training
June 10	Complaints Management	Adelaide	TBC	Proactive Complaints Management
September 10	Learn to use ACFI 6-10 Assessments reliably and accurately	Melbourne	The Assisi Centre 230 Rosanna Road Rosanna Vic	McCarthy Training
October 8	Living and working with demanding, manipulative, attention-seeking, challenging, selfish, cantankerous, difficult, time-consuming, self-centred behaviour in aged care.	Melbourne	The Assisi Centre 230 Rosanna Road Rosanna Vic	McCarthy Training

November 24, 25 & 26	Advanced Dementia Care Mapping	Melbourne	TBC	McCarthy Training
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