

Volunteer Training Program February – April 2009

February 23rd

Part 1 (10 minutes)

FLS policy and procedures – ‘Avoiding Conflicts of Interest at FLS’

Part 2 (1 hour 20 minutes)

‘Infringements and Special Circumstances’

- Nareeda Lewers
Fitzroy Legal Service

A workshop on grounds for ‘special circumstances’, when to make referrals to Day Service, and how to assist clients with infringement notices and court.

Date: Monday 23 February 2009, 6:30pm-8pm

Location: Neighbourhood Justice Centre
241 Wellington St
Collingwood VIC 3066

RSVP: Tuesday 17 February 2009 (abbyo@fitzroy-legal.org.au)

March 25th

Part 1 (30 minutes)

FLS policy and procedures – ‘Referring to day service, specialist community legal centres and other community organizations’

Part 2 (1 hour)

‘Client Communication and Empathy’

- Belinda Lo

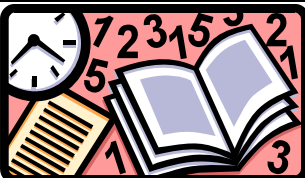
A practical workshop on interviewing clients, taking instructions and understanding the context of clients who come to FLS

Belinda Lo was the Principal Solicitor at Whittlesea Community Legal Centre for three years prior to joining FLS. She is Currently the Legal Projects Officer at FLS.

Date: Wednesday 25 March 2009, 6:30pm-8pm

Location: Neighbourhood Justice Centre
241 Wellington St
Collingwood VIC 3066

RSVP: Wednesday 18 March 2009 (abbyo@fitzroy-legal.org.au)



CPD: If these particular educational activities are relevant to your immediate or long-term needs in relation to your professional development and practice of the law, then you should claim one unit for each hour of attendance. refreshment breaks not included

April 28th

Part 1 (6:30pm-6:45pm):

FLS policy and procedures – 'Confidentiality'

Part 2 (6:45pm – 8pm):

'A new approach to winning insurance complaints and third party insurance debt'

Denis Nelthorpe

Denis Nelthorpe was a consumer representative on the Board of the Insurance Ombudsman for 10 years. He is currently the independent consumer representative of the General Insurance Code of Practice Compliance Committee. Denis works as special projects lawyer with the West Heidelberg Community Legal Centre and is Manager of the Footscray Legal Service. He is a past president of the Consumers' Federation of Australia and a past Chief Executive Officer of the Consumer Credit Legal Service 1986-91 and the Consumer Law Centre Victoria 1993-98.

Denis will be speaking to us about a fantastic project that he is conducting to help clients with financial need that have third party insurance debt. The approach discussed could greatly improve the outcome for our clients and strongly influence the way that we deal with this matter at FLS. This training is highly recommended for all Night Service volunteers who have not previously attended the session. The presentation will involve:

- **How to use IDR and IOS to solve disputed claims and third party debts**
- **How to use Industry Code to resolve claims and write off debts**

Date: Tuesday 28 April 2009, 6:30pm-8pm

Location: Neighbourhood Justice Centre
241 Wellington St
Collingwood VIC 3066

RSVP: Tuesday 21 April 2009 (abbyo@fitzroy-legal.org.au)



It is highly recommended that volunteers attend these training sessions because they cover a range of subjects that are specifically tailored to assist volunteers in the community legal sector. Please notify either Abby (abbyo@fitzroy-legal.org.au) or Belinda (blo@fitzroy-legal.org.au) should you like us to organize a particular professional development training session.

