



LOOK INSIDE

to expand your learning and development in 2025



TRAINING
DEVELOPMENT
CONSULTANCY

From knowledge to practice

We specialise in the design and delivery of quality training tailored to the needs of organisations supporting children, young people, families and carers. We are also expert in designing and facilitating team processes that promote team identity, cohesion, functioning and development for teams in frontline practice and leadership teams. We work with you, your team and colleagues from your partner agencies to gather together with purpose and to achieve the outcomes you need and want.

Our services for you, your teams and your colleagues include:

- Development and delivery of face-to-face or online training tailored specifically to the needs of your team, your service or organisation
- Training customised to your practice environment – workshops that are aligned to your legislative, policy and practice requirements
- Design and facilitation of team development processes including team building, team planning, team charters and cross-agency partnership processes
- Post-training follow-up – small group online coaching tutorials to build on learning from workshops
- Individual external professional supervision, either face-to-face or online
- Group supervision for teams.
- Reflective practice team and group sessions, including developmental support with your Communities of Practice
- In-house delivery of any of our workshops by request to suit your team, service or organisation – ask about our group rates
- On-site services – we can come to you! We can deliver any of our workshops in your local area at your request. Just ask us how!

Did you know...?

Another of our specialities is the design and delivery of bespoke team planning and team development processes. We listen to what you and your team need and we work with you to achieve it!

Simply ask us how.

Contact us

Telephone: 0431 878 677

Email: enquiries@efac.com.au

For more information: www.efac.com.au

Training workshop schedule 2025

- Click on the workshop title to see more information.

Training workshop schedule (*All workshops are 9:20am for a 9:30am start.)	Date	Page
First Up! Client Response Training for Administration Staff		
Option 1: Face-to-face workshop, one day 9.30am – 4pm, Venue TBA	08/05/2025	8
Option 2: Face-to-face workshop, one day 9.30am – 4pm, Venue TBA	26/08/2025	
Making the Invisible...Visible! Child sexual abuse in family-based care		
Option 1: Face-to-face workshop, one day 9.30am – 4pm, Venue TBA	24/07/2025	8
Option 2: Online, 2 X 3 hour sessions, 9.30am – 12.30pm	10/09/2025 and 11/09/2025	
Digging Deeper – risk assessment and family support work		
Option 1: Face-to-face workshop, one day 9.30am – 4pm, Venue TBA	15/10/2025	9
Option 2: Online, 2 X 3 hour sessions, 9.30am – 12.30pm	04/06/2025 and 05/06/2025	
Repairing Broken Threads – reunification practice and process		
Online, 2 X 3 hour sessions, 9.30am – 12.30pm	28/10/2025 and 29/10/2025	9
Holding the Space – effective supervision practice		
Face-to-face workshop, one day 9.30am – 4pm, Venue TBA	13/11/2025	10

Costs

- All scheduled one-day face-to-face workshops cost **\$385** per person
- All scheduled online workshops are **\$350** per person .
- Any of the listed workshops can be provided onsite at your agency by request - ask about our group rates.
- For online workshops, registrants must attend both/all sessions to receive an attendance certificate.

The one-day face-to-face workshop cost includes materials and resources for participants, morning and tea and lunch. Each online session includes a brief break. All costs include GST.

Workshops available on request (we come to you face-to-face or online!). Group rates apply.	Duration	Page
For the Record – effective recording of work with children, young people and families	one day	11
Family Ties – enabling kin to care for family	one day	11
Eyes Wide Open – assessing risk in foster and kinship care	one day	11
A Cook’s Tour of Change – change theory for practice (one day face-to-face workshop)	one day	12
Bridging Troubled Waters – resolving workplace issues and challenging team dynamics	one day	12
Building Bridges – child protection practice for mandatory reporters	one day	12
Building the Picture for Educators – identifying and responding to harm and sexual behaviour	half day	13
DNA – development ‘N’ attachment for child protection work	one day	13
Leading Self and Others – being an effective leader in the human services sector	one day	13

How to register

You can register online at www.efac.com.au/workshops to attend any of our workshops. If you prefer you can complete the registration form in this brochure and scan and email or post to us (details on the form).

Remember

- Why not get your workgroup colleagues together or join with another agency and request us to run the workshop of your choice, where and when it suits you! If you would like us to deliver any of our scheduled workshops to your workgroup or inter-agency network, please contact us about our group rates. When delivering workshops on request, we charge a flat group rate which may be more economical for your organisation.
- We can also develop training just for you! Email enquiries@efac.com.au or phone **0431 878 677** to discuss development of a workshop on the topic of your choice.

All scheduled online workshops are held via the Zoom platform. Face-to-face workshops are delivered at accessible locations in Brisbane, with venue details provided closer to the scheduled date. Remember we can deliver all scheduled workshops in-house for your workgroup or in a regional area by request.

“Awesome trainer – very engaging warm and friendly 10/10.”



Contact us

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Email: enquiries@efac.com.au

For more information: www.efac.com.au

Quality Training

Encompass training facilitators are supported by our talented professional associates – experienced practitioners, with the expertise to deliver quality training in specific areas as required.

All Encompass workshops are highly interactive, allowing participants at any level of experience to build on their existing knowledge and skill. Our training caters for workers in both government and community services. In fact, we specialise in cross-sector sharing of knowledge.

Our Trainers

Chris-Maree Sultmann

B. Social Work (First Class Hons).



Chris is recognised as a truly exceptional training facilitator. Known for her expertise and fresh approach, Chris brings knowledge and wisdom from over 30 years work in child and family welfare in Queensland to every training gathering she facilitates. Chris has extensive experience in practice, policy, program and training development and research across the child protection, family support, foster care and care by kin, youth work and domestic and family violence sectors. Passionate about the development of frontline workers, their supervisors and leaders, Chris develops training that is research based, reflective and actively supports participants to integrate contemporary knowledge with their daily practice.

Anjanette Humphreys

Bachelor of Arts, Bachelor of Social Work (Hons)



Anjanette is a highly skilled consultant with over 20 years experience working in child protection, adoption and post adoption support and family law. This experience in direct practice with children and families, policy development, senior management, and advisory roles underpins and informs her delivery of engaging and interactive training workshops .

“A great presenter. Very engaging and passionate about teaching skills that can help people”

“By far the best thought-out and thought-provoking training I’ve been to in years”

“Delivery of content excellent and easy to stay focused.
Engaging presenter with a lot of knowledge.”

Register for any of our scheduled workshops online at www.efac.com.au/workshops.

If unable to register online, please email us at enquiries@efac.com.au, telephone us on 0431 878 677, or scan and email the Registration Form below to us.

Registration form

Please use one registration form per participant / per workshop. Return to Encompass Family and Community Pty. Ltd. Please keep a copy for your records.

Costs include 10% GST. Upon payment, your copy of this form becomes your tax invoice ABN: 58 112 666 592

Name:

Position:

Organisation:

Postal address:.....

Telephone:

Email (please print clearly):.....

Workshop title:.....

Workshop date/s:

Cost of Workshop:

\$350 (2 x 3 hour online workshop)

\$385 (one-day face-to-face workshop)

Payment to be made by:

Credit card

Please invoice

Card Type: Visa MasterCard

Card No: ____ / ____ / ____ / ____ CVV: ____

Cardholder name (print):.....

Expiry date: __ / __

Cardholder signature:.....

Venue:

You will be given details of venue/ online logon details in pre-training information emailed to you prior to commencement of the workshop. Please ensure the email address above is correct.

Payment: Please read the conditions of registration and payment outlined on page 7 of this brochure or on our website www.efac.com.au

Please scan and email the form to enquiries@efac.com.au



Conditions of registration and payment

- The number of participants per face-to-face workshop is limited to 16. If the workshop is full, you will be advised immediately and your money refunded in full or you may opt to be added to a waiting list for the next presentation of that workshop. You will be contacted in the event of a place in the workshop becoming available.
- Workshops will run as scheduled on the condition that a minimum number of participants enrol for the workshop. Acceptance of your registration does not constitute a guarantee that the workshop will occur. Where a workshop is cancelled due to low registration numbers, you will be advised at least one week before the scheduled date.
- If a scheduled workshop is cancelled by us, any monies paid by you will be refunded in full. Alternatively you may wish to retain a credit towards the cost of a future workshop.
- If you cancel your registration:
 - A full refund will be made for cancellation if your advice is received by us two weeks or more before commencement of the workshop. Alternatively you may wish to retain a credit towards the cost of a future workshop
 - If your advice of cancellation is received by us less than two weeks before the commencement date, but at least one week before, 50% only of the workshop fee will be charged
 - If your advice of cancellation is received by us less than one week before the commencement date, you remain liable for the full workshop fee.
- No refund will be made for your non-attendance on the day (at all or part of the workshop) without prior advice.
- Your registration may be transferred by you to another person, but only if this is for the full workshop.
- Sharing of one registration by more than one person is not accepted.
- Participants must attend both/all online sessions to receive an attendance certificate.

Training workshop schedule 2025

Face-to-face one day workshop 08/05/2025 OR 26/08/2025

First-Up – client response training for administration staff

Administration staff are often the first people that service users have contact with at your organisation. If they are angry, upset, anxious or erratic in their behaviour, this can be very challenging for administration staff. This workshop equips and supports administration workers in their role of being 'first-up' for service users who present in person at reception or over the phone. Participants consider how to interact calmly and safely in responding to people who are presenting in a state of crisis, including how to convey empathy while encouraging de-escalation. This is a workshop for all administration workers who may be 'first-up' in responding helpfully in difficult situations or helping to de-escalate potential crises.

Who should attend? Administration workers in human service agencies who have direct 'front counter' or telephone contact with clients and members of the public.

“ lots of training can have too much content and be boring - but this was all useful and engaging. ”

“ Good examples, easy to understand. Good presenter. Good humour. I really enjoyed the workshop – it will help me with strategies to deal with difficult situations I encounter in my job. So informative!! ”

Face-to-face one day workshop 24/07/2025 OR online workshop (2 X 3 hour sessions) 10/09/2025 AND 11/09/2025

Making the Invisible...Visible! Child sexual abuse in family-based care

If you work with children and young people living away from home, this is a workshop you cannot afford to miss. The Royal Commission into Institutional Responses to Child Sexual Abuse established the very real risks of sexual abuse for children and young people living away from home. To protect children and young people in care from sexual abuse practitioners need to be aware of the dynamics of sexual offending, recognise indicators and assess the risk of sexual abuse, understand the ways children may disclose, remove barriers to this and implement prevention and safety strategies. Practitioners must know what to look for with sexual abuse and have an openness to seeing it.

In this workshop you will learn about the dynamics of child sexual offending, typologies of offenders, the process of child grooming and four dimensions of risk and safety for child sexual abuse when children live away from home. Practitioners will walk away from this day feeling empowered about how to strengthen the safety of children in family-based care.

Who should attend? Foster and Kinship Care Support Workers, Residential Youth Workers and any practitioner assessing, supporting or intervening with children, young people and carers in family-based care.

“ This training will help me make better judgement calls when it comes to the client. I would highly recommend this training! ”

Face-to-face, one day workshop 15/10/2025 OR online workshop (2 X 3 hour sessions) 4/06/25 AND 5/06/25

Digging Deeper – risk assessment and family support work

Developed and delivered by Chris-Maree Sultmann who has trained in this area for over 25 years, this research-informed workshop on risk assessment, developed specifically for Queensland practitioners, positions you to maintain currency in your practice with vulnerable children and families. Assessing risk and safety is central to supporting families in protecting and caring for their children, yet many practitioners remain unclear about the fundamentals of risk assessment work. The complexities of this work are many, as is the responsibility to 'get it right'. Tensions exist where some practitioners find it tricky to integrate risk assessment with strengths-oriented practice, or to work together with families in identifying risk and building safety for children. This workshop 'digs deeper' into these questions, identifying the concepts, processes and skills fundamental to risk assessment and exploring how to put these into practice in family support.

Who should attend? Staff from Intensive Family Support services, Family and Child Connect services, Family Wellbeing Services, Family Participation Programs, Delegated Authority and any practitioners from across the health, domestic and family violence, education and community sectors who have a direct role in working with vulnerable children and families or who supervise and guide others in this.

“Great development of ideas and discussion of concepts. I really enjoyed it and found it a great way to think about my practice.”

“Very relevant and useful. Practical examples reinforced concepts being presented”

Online workshop (2 X 3 hour sessions) 28/10/2025 AND 29/10/2025

Repairing Broken Threads – reunification practice and process

Work to reunify children and young people in care with their families is complex, sensitive, challenging and rewarding. Research tells us that most children and young people living away from their families will reconnect with family – at some point, in some way. Even for those who cannot 'go home', research suggests there are benefits in some level of family connection. The craft of this work lies in how to optimise the level of reconnection for individual children and young people. If you are interested in exploring this area of practice with a view to clarifying and consolidating your understanding, skills and approach in reunification practice and process, this is the workshop for you. Contemporary thinking and evidence are used to inform activities designed to develop your knowledge and skills in assessing safety, planning effective supports and interventions and ability to engage in collaborative work with children, young people, their families and carers in this emotive and critical area of practice.

Who should attend? Government and non-government practitioners supporting vulnerable children, young people and families, youth workers, residential and SILS workers, foster and kin care support workers, family support workers and staff from Family Wellbeing Services and Delegated Authority.

“Great agenda. Presented really well. Great context. I'll reflect on my learnings and reiterate in team meetings.”

“Great workshops by vibrant, effective presenters – a fantastic program all round.”

Face-to-face workshop, one day, 13/11/2025

Holding the space – effective supervision practice

So many professionals with supervisory responsibilities in child, youth and family services talk about learning 'how' to supervise solely from their 'on-the-job' experience. Often the main source of knowledge is their own experience of being supervised by others, with many telling us they need more. One of our most popular workshops, this interactive training provides you with what you need to be more effective as a supervisor. You will explore contemporary supervision frameworks, models, principles and core processes to help build your own approach to supervision with individual staff and teams or groups. This workshop is delivered by professionals who have delivered supervision and trained others in this for over 25 years and is suitable for beginning supervisors or those more experienced who are wanting to revitalise their practice.

Who should attend? Government and non-government agency workers, across the child, youth and family sectors. New supervisors, those who currently supervise staff and workers interested in taking on a supervisory role workers interested in taking on a supervisory role.

“ I have a much clearer understanding of risk assessment. Interactive and well-structured. Will really help me support my team to be more clear, thorough and collaborative in risk assessment. ”

“ It was a refresh on information and skills that I learnt some time ago. It has re-energised the way I do things in a positive way. It will make a difference by making me more prepared and confident in all aspects of client-centred communication. ”



Workshops not currently scheduled but available for delivery on request

Please note: most workshops can be delivered face-to-face or online depending on your preference.

On request

For The Record – effective recording for child and youth work

Recording – from case notes to formal reports – is essential to effectively work with children, young people and families. This highly interactive workshop examines the art of recording in various contexts. Learn how to write wellstructured notes and reports which achieve their purpose as tools to help protect and support children and young people. Participants will learn to apply the 'rules' for succinct but effective recording, and increase their confidence in producing effective records to support practice.

Who should attend? Government and community agency workers, family support workers, youth workers, foster and kinship care support workers, intervention service workers.

“ Everything about these workshops was of great interest and I am looking forward to taking it all back to my work colleagues. ”

On request

Family Ties – enabling kin to care for family

The research is in! Children living away from home need to be cared for by kin whenever possible. However there can be some challenges to negotiate. Family relationships and interactions, cultural matters and worries about capacity or intergenerational trauma can all impact here. This workshop uses contemporary research and thinking to spotlight how workers can be most effective in collaborating with families to enable and promote safe and responsive care by kin for children and young people. If we understand care by kin as 'family supporting family' then the question for workers is how to best support, resource and enable this?

Who should attend? Workers actively supporting care by kin from government and non-government services, Aboriginal and Torres Strait Islander agencies and non-Indigenous organisations.

“ Meeting others and networking was great! All the information is so relevant. Resources excellent. Loved going in depth to look at theory in practice. Easy to understand information about trauma and pain-based behaviour. Useful and helpful strategies for practice! ”

On request

Eyes Wide Open – assessing risk in foster and kinship care

There are no risk-free options in protecting children. Foster and kinship care can bring huge benefits and also some risk. This workshop offers foster and kinship care support workers the opportunity to clarify and develop their practice approach to ensure that they are tuned in to the structural risks of family-based care, as well as individual risk profiles for children and carers themselves. This workshop aims to promote purposeful and effective support work with carers that achieves safety, stability and continuity for children and young people.

Who should attend? Foster and Kinship Care Support workers in government and community agencies.

On request

A Cook's Tour of Change

Interested in knowing more about how to support the people you work with in achieving and sustaining change over time? This is the workshop for you! Our brand-new workshop gives you a "Cook's Tour" of contemporary change theory – a rapid review of current research and thinking on change, informed by change theorists and the neuroscience of change. Participate in activities that explore how to utilise this knowledge with the people you support in your practice and in your workplace. Together we will focus on these core questions:

- What can change theory tell me about how to understand change?
- What is my job as a 'change agent' and how can I actively apply change theory in my practice?
- What is effective in achieving and sustaining the change that people want in their lives?

Who should attend? Any practitioner or leader working, supporting and/or coaching children or young people, individuals or families in achieving change.

“Very clear, easy to understand, practical, will be able to implement in work place.”

On request

Bridging Troubled Waters – resolving workplace issues and difficult team dynamics

Positive team dynamics underpin effective workgroups and when all is well, we may take this harmony for granted. But when conflict or personality clashes persist, everyone is affected and productivity can plummet. This workshop considers the tricky issues in managing workplace conflict and tension and restoring harmony. How do you engage workers who do not respond to the usual supervisory efforts to address unacceptable behaviour? How do you use your own personality and negotiation skills to ensure fair dealing while getting to the source of trouble? What strategies and techniques might help? This workshop is for competent supervisors who need a few more 'tricks up their sleeve' for resolving workgroup issues and for those who want to avoid such issues arising.

Who should attend? Team leaders, supervisors and managers responsible for workgroups in both government and community agencies.

“I feel extremely motivated and informed - the entire content will be used - thank you.”

On request

Building Bridges – child protection practice for educators

This workshop is specifically designed for teachers and school personnel. The concept of 'building bridges' acknowledges the roles of educators as conduits between home and school in promoting student wellbeing. This workshop covers legislative requirements for identifying and responding to harm to students, along with core concepts of effective child protection practice. Case scenarios guide participants to consider child protection risk and protective factors, to determine risk of significant harm and to decide the most appropriate course of action. We consider contemporary research about how best to support families within the school community to help prevent child protection crises.

Who should attend? Teachers, principals, school counsellors, school nurses and designated student protection officers.

On request

Building the Picture for Educators – identifying and responding to harm and sexual behaviour

This workshop equips educators with knowledge and skills to meet mandatory training requirements for identifying and responding to harm from sexual abuse. It considers concepts of abuse/neglect and likely harm to children, within the context of legal requirements and duty of care. It explores children's sexual development and distinguishes between more usual developmental behaviours and those considered problematic, providing a framework that guides educators in responding to all types of sexual behaviour. There is opportunity for participants to discuss behaviour and concerns encountered in work settings so that they leave the workshop with more confidence and potential solutions.

Who should attend? Child care educators, child care directors, family day care educators, outside school hours (OSHC) educators and directors.

“ It was great having a facilitator who held my interest all day with excellent skills and knowledge about what was presented. ”

On request

DNA – development 'N' attachment for child protection work

Together, child development and attachment theory form a critical cornerstone underpinning practice across child protection, family support and youthwork. Yet many workers say they have only a hazy understanding of critical theoretical concepts and little real idea of how to use these in their practice. This one day workshop draws on contemporary developments in research and theory to provide a practical working knowledge of child development and attachment for frontline child protection workers. Participants explore the implications of theoretical concepts for assessment and intervention and consider how to integrate theory with daily practice in their specific role.

Who should attend? Front-line workers, their team leaders and senior practitioners across the child protection, family support and youth sectors.

“ Wow! This workshop introduced new ideas and skills for working with families. Loved the resource for support mapping with families. So relevant for our work – will add lots of value! ”

On request

Leading Self and Others – being an effective leader in the human services sector

This workshop is tailored to the needs of your leadership team by drawing upon contemporary research and thinking about how to maximise individual leadership skills to meet the multi faceted challenges within the human services context. Being a 'realistic' leader is key and starts with understanding what you bring to your leadership role and how self awareness and knowledge is the springboard for developing your skills further.

Fine tuning your individual leadership skills is only part of the story - how you use these skills across all aspects of your work with clients, your team and other organisational leaders is also a key focus of this workshop.

Reflective Practice

Keen to promote practice excellence in your workgroup, program or organisation? Interested in an innovative and enjoyable way of developing the practice knowledge and skills of your staff and colleagues? The evidence is in – reflective practice is the strategy of choice. We know that human services workers who are encouraged to ‘reflect-on-action’; ‘reflect-for-action’; and ‘reflect-within-themselves’ are much better equipped to ‘reflect-IN-action’ with individuals and families. Encompass consultants are experts in facilitating reflective practice programs that bring demonstrable benefits for practitioners, families and organisations. Our engaging and interactive approach to this work encourages curious and thoughtful practice by workers and enables a ‘community-of-practice’ culture. Encompass has provided these services for many years and we are thrilled to see organisations coming back to us year after year when setting up new programs or seeking to rejuvenate the practice of established teams. We offer one-off sessions, a series of 3 – 6 sessions or a longer-term program of regular sessions to help sustain progress over time. Contact Encompass today at enquiries@efac.com.au to find out more about what we can do for you in reflective practice.



Leadership Development

Looking to extend your leadership knowledge and skills or those of your leadership team? Wanting to promote and develop leadership talent and practice within your organisation? The experience and knowledge of the Encompass team will hit the mark for you. In a sector where it is common for leaders and managers to be ‘promoted practitioners’ Encompass has long known the value brought by understanding leadership as its own area of practice. We offer a practical and evidence-informed range of development and coaching services to benefit individual leaders within your organisation or to grow the identity, knowledge and skills of the whole of your leadership team. We take the time to listen to exactly what it is your leaders need so we can then construct a bespoke approach that will bring the results you are after. Contact us on enquiries@efac.com.au to speak with one of our leadership experts today!

