



# LOOK INSIDE

to expand your learning and development in 2022



TRAINING  
DEVELOPMENT  
CONSULTANCY

From knowlege to practice

**Encompass Family and Community specialises in the design and delivery of quality training, supervision and facilitated processes to meet the specific needs of management and staff of human service organisations working with children, young people, their families and carers. Features of this service include:**

- Development and delivery of in-house training tailored specifically to the needs of your workgroup, service or organisation
- Training customised to your practice environment – workshops that take account of legislative, policy and practice requirements relevant to your workgroup, service or organisation
- Small or large group face-to-face training
- Online training services
- Post-training follow-up – small group tutorials to build on learning, and case-based mentoring
- Individual or group professional supervision;
- Reflective practice team and group sessions
- Delivery of any of our scheduled workshops by arrangement to suit your workgroup, service or organisation – ask about our group rates
- Regional services – we can come to you! We can deliver any of our workshops in your local area at your request. Ask us how.

## **Did you know...?**

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

## **Contact us**

**Telephone:** 0431 878 677

**Email:** [enquiries@efac.com.au](mailto:enquiries@efac.com.au)

**For more information:** [www.efac.com.au](http://www.efac.com.au)

## Training workshop schedule 2022

- Click on the workshop to see more information.
- All scheduled workshops are online workshops unless stated otherwise.

Training workshop schedule (*All workshops are 9:20am for a 9:30am start.)	Date	Page
Eyes Wide Open – assessing risk in family-based care ( <b>online 2 x 3 hour sessions</b> )		
<b>Session 1</b> - 3 hour 9.30am -12.45pm*	<b>22/03/2022</b>	9
<b>Session 2</b> - 3 hour 9.30am -12.45pm*	<b>23/03/2022</b>	
High Voltage – working with vulnerable young people ( <b>online 2 x 3 hour sessions</b> )		
<b>Session 1</b> - 3 hour 9.30am -12.45pm*	<b>27/04/2022</b>	9
<b>Session 2</b> - 3 hour 9.30am -12.45pm*	<b>28/04/2022</b>	
Making the Invisible...Visible – shining a light on child sexual abuse in family-based care ( <b>online 2 x 3 hour sessions</b> )		
<b>Session 1</b> - 3 hour 9.30am -12.45pm*	<b>10/05/2022</b>	10
<b>Session 2</b> - 3 hour 9.30am -12.45pm*	<b>11/05/2022</b>	
Tuning in to Acting Out – responding to the behaviours and needs of young people ( <b>online 2 x 3 hour sessions</b> )		
<b>Session 1</b> - 3 hour 9.30am -12.45pm*	<b>08/06/2022</b>	10
<b>Session 2</b> - 3 hour 9.30am -12.45pm*	<b>09/06/2022</b>	
Family Ties – working with relative and kinship carers ( <b>online 2 x 3 hour sessions</b> )		
<b>Session 1</b> - 3 hour 9.30am -12.45pm*	<b>13/07/2022</b>	11
<b>Session 2</b> - 3 hour 9.30am -12.45pm*	<b>14/07/2022</b>	
Repairing Broken Threads – reconnection and reunification practice ( <b>online 2 x 3 hour sessions</b> )		
<b>Session 1</b> - 3 hour 9.20am -12.45pm*	<b>03/08/2022</b>	11
<b>Session 2</b> - 3 hour 9.20am -12.45pm*	<b>04/08/2022</b>	
Holding the space – Effective Supervision for supervisors (online 2 x 3 hour sessions)		
<b>Session 1</b> - 3 hour 9.30am -12.45pm*	<b>24/08/2022</b>	12
<b>Session 2</b> - 3 hour 9.30am -12.45pm*	<b>25/08/2022</b>	
First Up – client response training for administration staff ( <b>one day face-to-face workshop</b> )		
<b>Airport International</b> 9:30am to 4:00pm	<b>20/10/2022</b>	12

## Costs

- All scheduled one-day face-to-face workshops cost **\$350** per person
- All scheduled online workshops are **\$330** 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 sessions.

The one-day face-to-face workshop cost also includes materials and resources for participants, tasty morning and/or afternoon teas and a delicious lunch. All costs include GST.

Workshops available on request – group rates apply	Duration	Page
Are the Kids OK – being child aware while supporting families	<b>one day</b>	13
Bridging Troubled Waters – resolving workplace issues and challenging team dynamics	<b>one day</b>	13
Building Bridges – child protection practice for mandatory reporters	<b>one day</b>	13
Building the Picture for educators – identifying and responding to harm and sexual behaviour	<b>half day</b>	14
DNA – development ‘N’ attachment for child protection work	<b>one day</b>	14
Playing It Safe – child safety risk management for educators	<b>two hours</b>	14
Pursuing Possibility – using appreciative inquiry to transform your work	<b>one day</b>	15
SaFa® training – The relationship route to safe families: integrated planning	<b>one day</b>	15
Starlight, Starbright – practice tools for change with families	<b>one day</b>	16
Weaving the Tapestry – applying relationship-based parenting approaches in family support	<b>one day</b>	16
Y Links – engaging young people with family and community	<b>one day</b>	16
It Takes a Village – social inclusion and family support work	<b>one day</b>	17
For The Record – effective report-writing for child and youth work	<b>one day</b>	17
Leading self and others – being an effective leader in the human services sector	<b>one day</b>	17

New workshops – coming soon	Duration	Page
Leading to Learn – Foundational skills in Workshop Facilitation	<b>one day</b>	18
Leading self and others – being an effective leader in the human services sector (by request only)	<b>one day</b>	18
Delving deeper – cultivating risk assessment expertise in Child Protection	<b>one day</b>	
Renewing Resilience – cultivating resilience in the face of vicarious trauma	<b>one day</b>	

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

## How to register

You can register online at [www.efac.com.au/workshops](http://www.efac.com.au/workshops) to attend any of our workshops. Alternatively you can complete the registration form in this brochure and scan and email or post to Encompass Family and Community Pty Ltd (details are on the registration 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](mailto: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 workshop 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.

## Contact us

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**For more information:** [www.efac.com.au](http://www.efac.com.au)



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

## Quality Training

Encompass trainers 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 an exceptional facilitator, known for her expertise and fresh approach. She has worked for over 30 years in child protection and family support, including extensive experience in the development and delivery of training, facilitated processes and reflective practice for human service organisations across the government and community sectors. She wrote curriculum and taught undergraduate and postgraduate students in the School of Social Work and Human Services, University of Queensland for several years and was formerly an Editorial Consultant for the Children Australia journal for many years. Chris uses her understanding of the latest research to assist training participants to integrate contemporary knowledge with their practice.

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### Paula Redford-Bell

Bachelor of Arts, majoring in welfare, psychology, drama and theatre, Master of Child and Adolescent Welfare (Distinction).



Paula is an extremely skilled training facilitator who provides an interactive and reflective learning experience. She brings over 20 years of practice experience with children, young people and families to the development and delivery of her training workshops. Passionate about the development of frontline workers and their supervisors, Paula supports training participants to increase their knowledge and confidence in practice.

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### Kristy Carr

Bachelor of Social Work



Kristy's professional background incorporates both child protection and youth work, and she has a keen interest in social justice issues including young people's and children's rights to participation. Kristy has extensive experience in program and practice development, working with both government and community organisations in the fields of youth, families, homelessness, disengagement from education and family violence. Her research and evaluation skills are utilised in working alongside services to help them identify and adopt best practice standards to achieve high quality service delivery. Kristy is also a skilled and energetic trainer, bringing practical insights to the on-the-job application of theory.

Register for any of our scheduled workshops online at [www.efac.com.au/workshops](http://www.efac.com.au/workshops).

If unable to register online, please email us at [enquiries@efac.com.au](mailto:enquiries@efac.com.au), telephone us on 0431 878 677, or use the Registration Form.

### Registration form

**Please use one registration form per proposed attendee / 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: .....

<b>Cost of Workshop:</b> <input type="checkbox"/> \$330 (2 x 3 hour online workshop) <input type="checkbox"/> \$350 (one-day face-to-face workshop)  Payment to be made by: <input type="checkbox"/> Credit card <input type="checkbox"/> Please invoice Card Type: <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard Card No: ____ / ____ / ____ / ____ CVV: ____ Cardholder name (print):..... Expiry date: __ / __ Cardholder signature:.....
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<b>Venue:</b> 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 6 of this brochure or on our website <a href="http://www.efac.com.au">www.efac.com.au</a>
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Please scan and email the form to [enquiries@efac.com.au](mailto: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 at all or part of the workshop.
- 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 online sessions to receive a certificate



## Training workshop schedule 2022

Online 2 x 3 hr 22/03/2022 and 23/03/2022

### Eyes Wide Open – Assessing risk in family-based care

There are no risk-free decisions in child protection placement work. Foster and kinship care offers a protective strategy to keep children safe, but it comes with inherent risks (and benefits). This workshop offers Foster and Kinship Care Support Workers the opportunity to clarify and develop their risk-assessment framework to ensure that they are tuned in to both the structural and inherent risks in foster care, as well as the individual risk profiles of the child and carer themselves. Identifying risks and strengths allows FKC Workers to work purposefully in supporting foster and kinship carers. This in turn will support placement stability and continuity and better outcomes for children in placement.

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

“ 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!! ”

Online 2 x 3 hr 27/04/2022 and 28/04/2022

### High Voltage – working with ‘high risk’ adolescents

Work with ‘high risk’ adolescents can carry shock potential – for young people themselves and others around them, including front-line workers. Workers often face the tricky challenge of providing an immediate response to extreme and dangerous behaviour by young people, in order to provide safety, while at the same time trying to connect with the hidden pain, trauma and unmet need underpinning this behaviour. This carries the inbuilt conundrum of maintaining a planned approach in the face of continuing crisis. If you are grappling with this ‘high voltage’ work then this is the workshop for you. It is informed by the AIM4® concept map, which supports a practical and effective approach to working with vulnerable young people, grounded in contemporary thinking and research.

**Who should attend?** Workers in statutory and community services who work with young people with complex needs and challenging behaviour, including child safety, juvenile justice, education settings, residential care, youth services.

“ So helpful. Really liked the group work and discussion and the different methods of delivery. Brilliant! Feel much more confident. ”

Online 2 x 3 hr 10/05/2022 and 11/05/2022

### **Making the Invisible...Visible – shining a light on child sexual abuse in family-based care**

If you work in out-of-home care or statutory child protection, this is a workshop that you cannot afford to miss! The Royal Commission into the Institutional Responses to Child Sexual Abuse was a significant process that led to the unearthing of key learnings about how to protect children from sexual abuse in institutions. The Commission established that the out-of-home care system is a high-risk Institution for child sexual abuse. To protect children in care from sexual abuse practitioners need to be knowledgeable about the dynamics of sexual offending as well as being able to assess the risks of sexual abuse across 4 key dimensions; and then implement safety strategies across the 4 domains of safety. The safety of children in out-of-home care is the responsibility of all professionals involved in a child's life. Practitioners need to know what they are looking for and must have an openness to seeing it.

In this workshop you will learn about the dynamics of child sexual offending, the 3 typologies of offenders, the process of child grooming and the 4 dimensions of risk and safety in child sexual abuse in Institutions. Practitioners will walk away from this day feeling empowered about how to strengthen the safety of children in the out-of-home care context.

**Who should attend?** Foster and Kinship Care Support Workers, Out-of-home Care workers, Specialist OOHC workers, Residential Youth Workers, Statutory Child Protection Workers, Team Leaders and any professional connected to the Out-of-Home context.

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

Online 2 x 3 hr 08/06/2022 and 09/06/2022

### **Tuning In to Acting Out – responding to the behaviours and needs of young people**

This advanced workshop assumes that participants have a working knowledge of the impacts of disrupted attachment, trauma and loss upon young people in care or disengaged from family. We know that these issues underpin the often challenging behaviour of these young people. But how best to respond? This workshop takes a very practical approach to applying this theoretical knowledge in everyday work with troubled young people. It considers effective behaviour guidance, staying safe when behaviour is extreme, and responding to behavioural crises in ways which apply the evidence about 'what works' in addressing the underlying causes of the behaviour.

**Who should attend?** Experienced workers in both government and community services working with young people, including youth workers, direct care workers in residential services for young people, statutory child protection and juvenile justice workers.

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

Online 2 x 3 hr 13/07/2022 and 14/07/2022

### Family Ties – working with kinship and relative carers

We all acknowledge the principle that children and young people who need care are best placed with kin, if there are family members who can provide safety and help meet their emotional needs. However there are some challenges to be overcome! Family of origin patterns of interaction, and long-standing issues around relationships and the meanings attributed to past events, can be complicated. Cultural and customary kinship roles add a further dimension. This workshop puts the spotlight on the particular issues which workers must address for kinship care to work well, and considers strategies to assist all parties to focus on the child's needs irrespective of 'family' issues.

**Who should attend?** Workers in any agency working with kinship carers to actively support their care of children and young people, government and community services, Indigenous and non-Indigenous licensed care services.

“ 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. ”

Online 2 x 3 hr 03/08/2022 and 04/08/2022

### Repairing broken threads – reconnection and reunification practice

Work to reconnect or reunify children, young people and their families is complex, sensitive, challenging and rewarding. It must be done well. We know that most children and young people living away from their families will return home – at some point, in some way. Even for those who cannot 'go home', research suggests there are benefits in family connection. The craft of this work lies in how to determine the optimal level and nature of this connection 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, this is the workshop for you. Contemporary thinking and research inform activities designed to develop your knowledge and skills in: assessing safety; planning effective support and intervention; and collaborative work with children, young people, their families and carers in this emotive and critical work.

**Who should attend?** Government and non-government alternative care and reunification workers, residential care workers, foster and kinship care support workers

“ 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! ”

Online 2 x 3 hr 24/08/2022 and 25/08/2022

### Holding the space – Effective Supervision For Supervisors

Supervisors in the area of child, youth and family welfare commonly learn how to supervise solely through 'on the job' experience. Their main source of knowledge may be their own experiences of being supervised. This interactive one-day workshop helps supervisors in child and family welfare and youth services to understand supervision as a specific area of practice and to develop their practice skills in this area. Participants consider contemporary thinking and knowledge around supervision frameworks and models and are supported to use this in developing their supervision practice approach.

**Who should attend?** Government and community agency workers currently supervising staff, new supervisors and workers interested in taking on a supervisory role.

“Excellent workshop! Practical and informative workshop. Will be able to use this directly in my practice.”

One day face-to-face 20/10/2022

### First-Up – client response training for administration staff

Administration workers are often the first persons with whom a client or potential client of your agency will have contact. When that initial contact is by an upset, highly anxious or angry client, it is not easy to find the right response. This workshop equips and supports administration workers in their role of providing 'first-up' responses to clients and members of the public who present in person at reception or over the phone. We consider how to interact calmly and safely with people who are presenting in a state of crisis or affected by alcohol or drugs, including how to convey empathy while encouraging the client to contain their anger or upset or behaviour. A workshop for all admin 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.

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

“I know a lot more now and will be able to handle these situations better. Lots of information provided in an engaging, interesting and informative way. Definitely more aware of and comfortable with what I need to know and do. Activities were great! Presenters were friendly and helpful Facilitator excellent – factual and made a difficult subject easy to take in. Excellent resources.”

## Workshops not currently scheduled but available for delivery on request

On request

### Are the Kids OK? - being child-aware while supporting families

Targeted at anyone working in a support role with families and young people, this workshop is a popular favourite which regularly receives rave reviews by participants. All who work with families, children and young people must have as their focus the safety and well-being of the children. An ability to assess the risk of harm, and to recognise both protective factors and indicators of danger, is crucial. This one day workshop provides an opportunity for participants to develop their knowledge and skills specific to work with families where the well-being of children is a focus. Participants will have the opportunity to apply core concepts and knowledge to their own practice context.

**Who should attend?** Workers providing early intervention and family support services; people who work with young parents and families in crisis; workers in housing, DFV, and health services.

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 'difficult' 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.

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. 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 normal and problem sexual behaviour, providing a framework that guides educators in responding to all types of sexual behaviour including problematic 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 new 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.

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

On request

### Playing It Safe – child safety risk management for educators

Every school and childcare service has a duty of care and legal obligations around ensuring the safety of children and young people from abuse. The educators and others involved will be aware of the child protection policy – but is this enough? We know that sexual, physical and emotional abuse of children and young people can occur in school and childcare settings. Educators also have the responsibility of being alert to the needs of children and young people who may be at risk at home. This short workshop goes beyond the basics and assists your key people – teachers, group leaders, in-home educators – to not only recognise child protection issues, but also to respond appropriately to the children and young people relying upon their vigilance.

**Who should attend?** This workshop is aimed at schools and childcare services, of all types and across the P-12 spectrum. Contact us to arrange a suitable time for us to come to you, including evenings.

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

On request

### Pursuing Possibility – using appreciative inquiry to transform your work

Interested in opening up the possibilities for real and positive change in your work with families? Wondering about how to transform the culture and temperament of your workplace? This is the workshop for you! Participants explore the principles and models of appreciative inquiry, an inquiry-centred and strengths-based approach to change, problem-solving and leadership. Participants work with practical conceptual tools to enable new possibilities in their work with families and within their workplace.

**Who should attend?** Human service workers in government and community agencies across the child protection, family support, youth work and domestic and family violence sectors; and their team leaders, senior practitioners and managers.

“ I really enjoyed the training. It was great and I can really see the application to my work. ”

### The SaFa® training series

The SaFa® training series is underpinned by Encompass' speciality focus on risk assessment and on working to help create **safer families**, able to meet children's and young people's needs for safety, security and self-worth. The shared theme of each of the SaFa® training sessions is relationship as the medium for building the capacity of families to be **safer families**, even if unable to care full-time for their child or young person.

### SaFa® training – The relationship route to safe families: *integrated planning*

On request

When faced with multiple complex issues and the involvement of multiple agencies, it can be difficult to 'hold it all together' in working with families towards the possibility of change. A commitment to client-directed planning can seem at odds with 'imposed' goals around child safety, and working with other agencies to ensure integrated support planning brings its own challenges. This workshop examines:

- effective inclusive support planning with families whose lives may appear chaotic
- inclusive planning in which the process itself engenders hope and promotes change
- working through relationship to craft effective responses and avoid drift of focus.

**Who should attend SaFa® training?** Child protection workers in government and community based services, including Family and Child Connect, intensive family support, statutory intervention services and FIS, foster and kinship care support, reunification services, Assessment and Service Connect Practitioners and Family Wellbeing services. Both experienced workers and those newer to the field will benefit.

On request

### SaFa® training – Risk assessment in action: *the art of judging risk in child protection*

Safety and risk assessments are foundation skills for effective child protection practice, underpinning all decisions about safety and support. This comprehensive workshop uses evidence-based knowledge to develop participants' understanding of the concepts central to risk assessment in contemporary child protection practice. Beyond a core understanding and skills-base in child protection, this workshop challenges participants to examine how they apply knowledge in practice. Practical exercises, using frameworks which reinforce good quality assessments, enable participants to increase their competence in making comprehensive assessments and defensible decisions.

**Who should attend SaFa® training?** Child protection workers in government and community based services, including Family and Child Connect, intensive family support, statutory intervention services and FIS, foster and kinship care support, reunification services, Assessment and Service Connect Practitioners and Family Wellbeing services. Both experienced workers and those newer to the field will benefit.

On request

### Starlight, Starbright – practice tools for change in families

You have your case plan and are home visiting regularly, but what should you actually be doing when you see your families? You know there must be more to it than having a chat about how everything is going. How do you help families “make the change”? Illuminate, brighten and shine up your practice by participating in this very practical workshop that explores the “how-to’s” of real work with families to achieve outcomes. During this workshop you will have the opportunity to be introduced to a range of practical techniques and tools that you can implement with families during home visits. By the end of this skills-oriented workshop you will have new strategies in your “tool kit” for immediate use in your practice with families in seeking the change they want to achieve.

**Who should attend?** Family support workers; government and community agency workers providing early intervention and support services.

On request

### Weaving the Tapestry – applying relationship based parenting approaches in family support

Parenting approaches have changed significantly with the emergence of attachment theory and neuroscience based understandings. How do we use this advanced knowledge in practical everyday parenting? This workshop takes you on a journey of discovery towards applying attachment principles in the daily parenting of children and invites you to consider how you use this knowledge in your family support work. You’ll have an opportunity to understand Circle of Security™ concepts and how to talk about these with families you support. Parenting approaches that strive to control behaviour do not respond to children’s underlying needs and feelings. Relationship based approaches such as Circle of Security™ allow parents to see behaviour as a form of communication. This workshop will give you an overview of these approaches so that you in turn can support the parents you work with.

**Who will benefit?** Family support workers, foster care support workers, family intervention workers, child safety staff, child care workers, anyone who provides skills development and support to the families or carers of young children.

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

On request

### Y Links – engaging young people with family and community

If you work with young people, you have one of the most challenging and yet rewarding of jobs. You must respect young people’s rights to autonomy while having a developmental focus and also taking into account issues such as trauma and loss which influence individual needs. This workshop looks in particular at how to support young people to make positive linkages with family and community to help meet identified needs. We examine the concept of ‘optimal connectedness’ and what this means in tricky situations where family functioning appears counter to a young person’s interests. We consider the balancing act of working through relationship to support sustainable connections with others, especially with ‘disconnected’ young people and those whose lives are impacted by complex issues.

**Who should attend?** Workers in youth support services, child safety and residential care workers, transition to independence workers, youth justice officers, youth counsellors, community workers with a focus on youth work.



On request

### It takes a village - social inclusion and family support work

How often have you heard this phrase 'it takes a village'? In contemporary child welfare work we know and believe this to be true. We also know that too many of the families we work with remain isolated and excluded from the connections and opportunities they need to create the life they want. We know they often feel trapped under the weight of a 'spiral of disadvantage', that sometimes they - and we! - can't clearly understand or articulate. This can affect our ability as workers to help families escape this disadvantage and succeed in moving forward.

This workshop offers a contemporary and practice-oriented frame of reference for the use of social inclusion theory in family support. Clarify your understanding of social exclusion and how exactly it can impact upon the ability of the families you work with to achieve the goals they have set for themselves. Consider how to harness the concepts and resources of social inclusion, in practice, to support families in overcoming exclusion and disadvantage. Think through how to help realise opportunity for families and support them to create their own village, within the family support role. How can social inclusion concepts be used to plan and deliver effective family support services to families?

**Who should attend?** For government and non-government managers, supervisors and practitioners working in family support and reunification services.

“The training was excellent as it provided a wealth of practical strategies along with theoretical frameworks.”

On request

### For The Record – effective report-writing for child and youth work

Report writing ranges from assessment reports, internal accounting for actions taken (such as incident reports), summaries of work done with a family or young person (progress reports and final reports), advocacy and referral reports and court reports (including affidavits). All family and youth workers will at some time have to produce a well-argued report that gets your message across, either presenting a case on behalf of the client or presenting a well-articulated set of conclusions and recommendations. This workshop takes a highly practical approach to examining the structure and elements of any good report.

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

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.

## New workshops - coming soon

On request

### Leading to Learn – Foundational skills in Workshop Facilitation

Do you love learning and reflecting, and have a desire to facilitate engaging workshops? Perhaps you've been identified in your workgroup as a person to run learning sessions for your team? Facilitating engaging workshops requires specific skills and strategies for engagement to ensure that your participants have a worthwhile learning experience. In this one-day workshop you will learn how to construct a safe learning space, implement strategies to create energetic engagement and explore how to handle tricky group dynamics. If you've ever been a participant in one of our workshops and wanted to learn how we do it, then this workshop is for you!!

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“Facilitation was wonderful – excellent resources and client centred practice strategies.”

## 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](mailto: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](mailto:enquiries@efac.com.au) to speak with one of our leadership experts today!

