



# LOOK INSIDE

to expand your learning and development in 2024



TRAINING  
DEVELOPMENT  
CONSULTANCY

From knowlege to practice

**We specialise in the design and delivery of quality training specific to the needs of organisations supporting vulnerable children, young people, families and carers. Our expert facilitators are skilled in designing and facilitating team processes with front-line practitioners, leadership teams or agency partners. We work with you and your colleagues to achieve the outcomes you want from gathering together.**

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

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

## Training workshop schedule 2024

- Click on the workshop 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		
<b>Venue TBA (one day face-to-face workshop) 9.30am - 4pm</b>	<b>08/08/2024</b>	<b>8</b>
For The Record – effective recording for child and youth work		
<b>Venue TBA (one day face-to-face workshop) 9.30am - 4pm</b>	<b>27/08/2024</b>	<b>8</b>
Digging Deeper – risk assessment with vulnerable children and families ( <b>online 2 x 3 hour sessions</b> )		
<b>Session 1</b> - 3 hour 9.30am -12.30pm*	<b>10/09/2024</b>	<b>9</b>
<b>Session 2</b> - 3 hour 9.30am -12.30pm*	<b>11/09/2024</b>	
Repairing Broken Threads – reconnection and reunification with children and families ( <b>online 2 x 3 hour sessions</b> )		
<b>Session 1</b> - 3 hour 9.30am -12.30pm*	<b>15/10/2024</b>	<b>9</b>
<b>Session 2</b> - 3 hour 9.30am -12.30pm*	<b>16/10/2024</b>	
Holding the Space – effective supervision for supervisors		
<b>Venue TBA (one day face- to-face workshop) 9.30am - 4pm</b>	<b>07/11/2024</b>	<b>10</b>

Workshops available on request – group rates apply	Duration	Page
Making the Invisible... Visible – shining a light on child sexual abuse in family-based care	<b>one day</b>	<b>11</b>
Family Ties – enabling kin to care for family	<b>one day</b>	<b>11</b>
Eyes Wide Open – assessing risk in foster and kinship care	<b>one day</b>	<b>12</b>
A Cook’s Tour of Change – change theory for practice (one day face-to-face workshop)	<b>one day</b>	<b>12</b>
Bridging Troubled Waters – resolving workplace issues and challenging team dynamics	<b>one day</b>	<b>13</b>
Building Bridges – child protection practice for mandatory reporters	<b>one day</b>	<b>13</b>
Building the Picture for Educators – identifying and responding to harm and sexual behaviour	<b>half day</b>	<b>13</b>
DNA – development ‘N’ attachment for child protection work	<b>one day</b>	<b>14</b>
Leading Self and Others – being an effective leader in the human services sector	<b>one day</b>	<b>14</b>

## 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/or afternoon teas and lunch. Each online session includes a brief break. All costs include GST.

## 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. 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](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 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

**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)

## 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”

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 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](http://www.efac.com.au)

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 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 2024

One day face-to-face 08/08/2024

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

Administration workers are often the first persons with whom a 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 de-escalation. 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!! ”

One day face-to-face 27/08/24

### 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 well-structured 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.

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



Online 2 x 3 hr 10/09/24 and 11/09/24

### Digging Deeper – risk assessment with vulnerable children and families

Developed by Chris-Maree Sultmann who has trained in this area for 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 remains 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 with families.

**Who should attend?** Staff from Family and Child Connect services, Intensive Family Support services 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 2 x 3 hr 15/10/2024 and 16/10/2024

### Repairing Broken Threads – reconnection and reunification with children and families

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 practitioners supporting vulnerable children, young people and families, residential and SILS workers, foster care support workers from kin-finding and kin-support services.

“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. ”

One day face-to-face workshop 07/11/2024

### 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. This workshop is delivered by experts in supervision who have delivered supervision for over 25 years.

**Who should attend?** Government and community agency workers currently supervising staff, new supervisors and 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

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

If you work in statutory child protection or with children and young people living away from home, 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 risk of sexual abuse for children and young people living away from home can be only too real. 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 family-based 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 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, out-of-home care workers, Specialist OOHC workers, Residential Youth Workers, Statutory Child Protection Workers, Team Leaders and any professional connected with family-based care.

“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.

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.

“ 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! ”

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.

“ Love the delivery methods.  
Love the fun activities, colour pens, play dough and lollies.  
Great engaging activities. ”

On request

### **Bridging Troubled Waters – resolving workplace issues and difficult team dynamics (3hr workshop)**

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.

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.

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

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 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.

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.

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

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

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](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!

