



LOOK INSIDE

to expand your learning and development in 2026



TRAINING
DEVELOPMENT
CONSULTANCY

From knowledge to practice



Providing
**training and
development**
for child, youth and
family services in
Queensland for over
25 years

We specialise in the design and delivery of quality training tailored to the needs of individual professionals, teams and organisations supporting children, young people, families and carers. We're skilled in creating and guiding team processes that nurture strong team identity, deepen cohesion, and support healthy functioning and growth for both frontline and leadership teams. We partner with you, your team, and your colleagues from other agencies to come together with purpose and achieve the outcomes that matter most to you.

Our services 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
- Post-training follow-up – small group online coaching tutorials to build on learning from workshops
- Design and facilitation of team development processes including team building, team planning, team charters and cross-agency partnership processes
- 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
- Strategic planning processes
- 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 2026

- 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 | 28/04/2026 | 8 |
| Option 2: Face-to-face workshop, one day 9.30am – 4pm, Venue TBA | 03/09/2026 | |
| Digging Deeper – risk assessment and family support work | | |
| Option 1: Face-to-face workshop, one day 9.30am – 4pm, Venue TBA | 18/06/2026 | 8 |
| Option 2: Online, 2 X 3 hour sessions, 9.30am – 12.30pm | 05/08/2026 and 06/08/2026 | |
| Eyes Wide Open – assessing risk in foster and kinship care | | |
| Online, 2 X 3 hour sessions, 9.30am – 12.30pm | 26/08/2025 and 27/08/2025 | 9 |
| Family Ties – enabling kin to care for family | | |
| Face-to-face workshop, one day 9.30am – 4pm, Venue TBA | 15/10/2026 | 9 |
| Holding the Space – effective supervision practice | | |
| Face-to-face workshop, one day 9.30am – 4pm, Venue TBA | 05/11/2026 | 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 |
| Making the Invisible...Visible! Child sexual abuse in family-based care | one day | 11 |
| Repairing Broken Threads – reunification practice and process | 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 |
| 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

Telephone: 0431 878 677

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 widely recognised as an exceptional training facilitator. With a fresh, engaging approach and over 30 years of experience in child and family welfare in Queensland, she brings deep knowledge and practical wisdom to every training gathering. Her background spans practice, policy, program and training development across child protection, family support, family-based care and residential care, youth work, and domestic and family violence. Passionate about strengthening frontline workers, supervisors, and leaders, Chris designs training that is research-informed, reflective, and supports participants to confidently integrate contemporary knowledge into their everyday 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.

“Great training! Really enjoyed the presenter’s style – very supportive, knowledgeable and engaging. ”

“Clear, practical content that’s easy to implement in the workplace. ”

“This has been fantastic in consolidating and strengthening my framework and tools for practice with children and families. ”

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 2026

Face-to-face one day workshop 28/04/2026 OR 03/09/2026

First-Up – Client response training for administration staff

A practical, one-day workshop for administration staff in human services

Administration workers are often the very first people service users meet—whether at the front counter or over the phone. When service users present as distressed, angry, anxious, or in crisis, it can create a significant challenge for the staff who greet them.

This popular one-day workshop gives administration workers the skills, confidence, and strategies to respond safely, calmly, and professionally in challenging moments. Participants explore how to convey empathy, maintain boundaries, and support de-escalation, all while staying grounded and effective in their role. If your administration team are “first-up” when difficult situations arise, this workshop will equip them to respond with clarity, compassion, and confidence.

Who should attend? Administration workers in human service organisations who have direct ‘front counter’ or telephone contact with service users and members of the public.

“Training was very informative – and fun!. ”

Face-to-face workshop, one day, 18/06/26 and Online workshop (2 X 3 hour sessions) 5/08/26 AND 6/08/26

Digging Deeper – risk assessment and family support work

A specialised workshop for Queensland family support practitioners

Risk assessment sits at the heart of effective work with vulnerable children and families—yet many family support practitioners still feel uncertain about the core concepts, processes, and practical application of this critical skill in their practice. The work is complex, the stakes are high, and the responsibility to “get it right” can feel immense.

Developed and delivered by Chris-Maree Sultmann, who brings more than 25 years of specialist training experience in this area, this research-informed workshop is designed specifically for Queensland family support practitioners wanting to maintain currency and confidence in their practice.

Across the day, we explore the foundations of high-quality risk assessment unpacking central concepts and building knowledge about core processes and skills in practice. Participants will look at how to partner with families in identifying risk and building safety for children and young people.

This workshop goes beyond the basics—it ‘digs deeper’ into the thinking, skills, and practical tools that underpin sound risk assessment in family support.

Who should attend? Practitioners, supervisors and managers from Intensive Family Support services, Assessment and Service Connect programs, 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 family support with vulnerable children and families or who supervise and guide others in this.

“This very interactive workshop helped me reflect on my team’s current practice in risk assessment and it was so valuable in looking at where we can improve. ”

Online workshop (2 X 3 hour sessions) 26/08/2026 AND 27/08/2026

Eyes Wide Open – assessing risk in foster and kinship care

A specialised workshop for practitioners supporting and working with foster carers and kin

There are no risk-free options in child protection. While family-based care offers significant benefits for vulnerable children and young people, it also brings risk elements that must be recognised, assessed and actively worked with in practice.

This workshop offers practitioners the opportunity to deepen their understanding of risk assessment in foster and kinship care. Participants will explore the core concepts, processes and skills that underpin sound risk assessment and consider how these apply in effective support work with carers – including vulnerability, harm and likely harm, risk and protective factors in family-based care, contemporary safeguarding knowledge and the critical thinking abilities essential to this work.

The focus is on building a practice approach that promotes safety, stability, and continuity for children and young people in family-based care. Workshop participants reflect on their role and relationship with carers, and consider knowledge, belief and thinking errors that may impact in practice.

This is a workshop designed to strengthen confidence, sharpen professional judgements and promote purposeful, effective support to carers.

Who should attend? Any practitioner involved in assessing, supporting and working with foster carers and kin, their supervisors and managers.

“One of the most thoughtful and impactful professional development sessions I’ve attended in years. Passionate delivery, strong content, and real value from start to finish”

Face-to-face workshop, one day, 15/10/2026

Family Ties – enabling and supporting care by kin

A research-informed workshop to support a contemporary approach to work with kin.

Research and policy are clear: whenever possible, children living away from home need to be cared for by kin. Care by kin offers children connection, culture, continuity, and a deep sense of belonging. At the same time, it can bring some unique complexities. Family dynamics, questions about capacity and the impacts of intergenerational trauma can all influence care by kin unfolds.

Developed and delivered by Chris-Maree Sultmann who has trained extensively across in this field for many years, this workshop draws on current research and contemporary thinking to support practitioners in strengthening their understandings of care by kin. Participants examine what it truly means to view care by kin as family supporting family - and what this perspective means for practice.

Throughout the workshop, participants deepen their understanding of both the opportunities and challenges that come with care by kin. They will review research evidence to myth-bust common assumptions, explore the complexities that can arise in assessment and support work with kin, and consider how to build their approach to partnering with families to promote the best possible outcomes for children and young people.

The focus is on equipping practitioners to support safe, responsive and sustainable care by kin.

Who should attend? Any practitioner involved in assessing, supporting and working with foster carers and kin, their supervisors and managers.

“Engaging and knowledgeable presenter who kept me focused throughout the day.”

Face-to-face workshop, one day, 05/11/2026

Holding the space – effective supervision practice

A practical, interactive workshop for supervisors in child, youth and family services

Many professionals step into supervisory roles having learned “on the job,” relying largely on their own experiences of being supervised. While this lived experience is valuable, most supervisors tell us they want more—more clarity, more structure, and more confidence in how to guide and support others.

One of our most popular workshops, this interactive training gives supervisors the knowledge, tools and frameworks they need to strengthen their practice. Participants explore contemporary supervision models, principles, and core processes, and learn how to build their own purposeful, effective approach to supervision with individual staff, teams, or groups.

Delivered by highly experienced professionals who have been providing supervision and training others in this field for more than 25 years, this workshop is ideal for new supervisors as well as those with up to five years of experience in a supervisory role, who are looking to refine and polish their supervision practice.

Who should attend? Professionals across the government and non-government child, youth and family sectors who are new to their supervisory role, as well as those in their first five years of being a supervisor and those interested in taking on a supervisory role in the near future.

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



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.

On request

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

As evidenced by the Royal Commission into Institutional Responses to Child Sexual Abuse amongst other research, children living away from home in family based care can face some very real risks. To strengthen children's safety, practitioners must feel knowledgeable, aware and confident about preventing, recognising and responding to sexual abuse in family based care.

This workshop increases participant awareness of the dynamics of sexual offending within family based care and supports practitioner's ability to assess risk and address this with prevention and safety strategies. Participants also explore how to recognise indicators of abuse in family based care, understand the ways disclosure may occur in this setting and remove barriers to this.

Practitioners will leave the workshop feeling informed and empowered about strengthening the safety of children in family-based care.

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

On request

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? Practitioners from government and community child protection and family support services working with vulnerable children, young people and families around reunification; residential care workers, foster and kin support workers.

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! You will participate in 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.

“Feels like I have some helpful new tools for my toolbox and some great visual aides.”

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.

“An incredibly motivating and well-structured workshop. Every session felt relevant, and I can confidently say I'll be using what I learned in my work immediately.”

On request

Building Bridges – child protection practice for educators

This workshop is specifically designed for educators and student protection officers. 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 harm and to decide the most appropriate response.

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

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.

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

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.

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

“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!”

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

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!

