



Respecting culture and cultural differences

SUGGESTED TRAINING AND USEFUL RESOURCES



Loddon's Commitment to Supporting Families

Our shared core competencies

Introduction

The Loddon Children and Youth Area Partnership (the Partnership) has identified four competency areas that will enable workers and organisations to act in the best interests of children, young people and families:

- Understanding trauma and brain development
- Respecting culture and cultural difference
- Social inclusion
- Sharing information and integrating services (collaborative practice).

The purpose of this document is to provide recommendations regarding suitable training options in the competency, **respecting culture and cultural differences**. In addition to training options this paper also provides resources and information for professional development purposes.

Methodology

The Centre for Excellence in Child and Family Welfare (the Centre) conducted a mapping exercise to identify existing training through:

- an online survey of Partnership organisations
- focus groups and telephone interviews with Partnership organisations
- a desktop review of existing training packages and resources relevant to each competency
- consultation with experts in each of the four competency areas.

To capture the full spectrum of professional development tools and to assist partner organisations to choose the mode of delivery best suited to their service, we have provided a range of training courses and other resources. Providing options encourages blended learning programs that provide flexibility and cater for different learning styles. The types of training and materials included in this competency training package include face to face training, seminars, webinars and eLearning modules, amongst others.

Key findings from consultations

Consultations confirmed the importance of staff attitudes, beliefs and values to the acceptance and sustainability of professional development strategies. The main themes to emerge from interviews and focus group consultations are outlined below.

Who needs training?

Most Partnership organisations held the view that all practitioners who are in contact with children, young people and families should have at least a minimum standard of competency and training in the four competency areas. This was particularly true for trauma and brain development, and cultural awareness. However, Partnership organisations also highlighted the difficulties they face in achieving universal training with reference to cost, capacity and 'training fatigue'.

The need for training in the four competency areas also varies across locations, organisations and even different areas within the same agency. Some staff requiring little training as their role involves limited interaction with children, young people and families. Refresher training depends on how often skills and knowledge are used in everyday practice.

How training is provided

It was generally recognised that training should have both theoretical and practical components.

Among partner agencies, training is typically delivered in the form of face to face training or workshops. Interactive workshops and experiential techniques such as case studies and role play are effective because they allow practitioners to apply knowledge and skills to practice.

It was suggested that face to face training and workshops could be delivered jointly to multiple agencies to increase efficiency and promote collaborative practice.

Mentoring or supervision programs were also suggested as a means of strengthening competency. The literature shows a range of different methods that can be used to pair a mentor with a mentee, including 'competency matching', where mentors who are



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proficient in a competency area are paired with mentees who are not. Mentoring could be offered as a follow up to training to ensure that knowledge and skills learned are being embedded in practice.

Making training attractive

Some agencies expressed frustration about training fatigue and a lack of employee capacity to engage with voluntary training. Employees are less likely to participate in training if it appears to be irrelevant to their everyday work. Promoting the benefits of the training program, such as how it will make their work more effective or efficient, can make the training more attractive to employees.

Selecting professional development options

Partnership organisations differ, for example, in size, culture, geographic location and in capability requirements, which means different approaches to professional development and training delivery are needed. Financial considerations will therefore vary among agencies. While we have not included cost in the selection criteria it remains an important consideration for many organisations when choosing training packages.

Validation criteria

Training packages are based on a cycle of learning, reflection, application and review. Criteria used when determining training opportunities were:

1. The training package is underpinned by the latest available research.
2. It aligns with the goals of the organisation.
3. It is relevant to the needs of participants.
4. It is flexible in delivery.
5. It allows for reflective and active learning.
6. It applies a cultural lens.
7. It addresses legal and ethical considerations.
8. It builds on participants' existing knowledge and skills.
9. It provides opportunities for participant feedback for the purposes of continuous improvement.





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Suggested Training Providers

In planning your strategies to strengthen your organisation's cultural safety it is important to consider engaging with your local traditional owners. A map of registered Aboriginal parties can be found online with Aboriginal Victoria at www.vic.gov.au/aboriginalvictoria.

https://www.vic.gov.au/system/user_files/Documents/av/Statewide/Appointed_RAPs-15Sep2017.pdf

<https://www.vic.gov.au/aboriginalvictoria/heritage/registered-aboriginal-parties.html>

If your services or activities span across boundaries of a number of traditional owners consider undertaking cultural training with each clan.

Non-local training providers will often partner with local communities in the planning and delivery of workshops. It is recommended that you discuss this at the time of requesting the training to ensure the workshop includes appropriate local content.

1. Dja Dja Warrung Enterprises Pty Ltd

1/70 Powells Avenue, Bendigo, 3550

Dja Dja Warrung Enterprises provides cultural awareness development opportunities through various methods. For more information contact Dja Dja Warrung Enterprises on telephone (03) 5444 2888.

2. Wurundjeri Council

Wurundjeri Council view education and cultural awareness as fundamental to building respectful relationships and mutual understanding. Its education and cultural awareness experiences are tailored to meet all learning needs; spanning the early learning years through to the corporate sector. For further information visit the website at:

www.wurundjeri.com.au or call (03) 9416 2905.

3. Yorta Yorta Nation

Yorta Yorta Nation provide cultural insight training to groups who live or work on Yorta Yorta country. For information about the Yorta Yorta Nation Aboriginal Corporation visit:

www.yynac.com.au or telephone (03)

4. VACCHO (Victorian Aboriginal Community Controlled Health Organisation)

Cultural safety training delivered in three stages:

Pre-training: during this stage, we will create and send a unique, online Pre-Workshop Self-Reflection Activity for all participants to complete. This assists us in ascertaining the knowledge that already exists within the room and gives participants the opportunity to note any existing questions they would like addressed in our training.

Training: during this stage, we will deliver our interactive training and provide each participant with relevant materials (including a training pack and our 60 page learner resource guide). At the end of the training, each participant will complete an evaluation.

Post-training: during this stage, we will provide each participant who successfully completes our training with a certificate of participation. Where we deliver to a group, we will also provide the booking agency with an evaluation summary for future reference and recommendations (this summary is the collated responses of each individual evaluation).

For information go to: [Cultural safety training or www.vaccho.org.au](http://www.vaccho.org.au) or call the VACCHO Cultural Safety Team on 03 9411 9411.

5. SNAICC (Secretariat of National Aboriginal and Islander Child Care)

Working and Walking Together

Develops culturally appropriate professional practice and service responses for mainstream services working with Aboriginal and Torres Strait Islander people and organisations by providing ideas, information, tools, practical approaches and ways to strengthen relationships

Also offer training programs for early years services, to support partnership development, responding to family violence and more. For information go to:

www.snaicc.org.au or <http://www.snaicc.org.au/sector-development/training-programs/>

Contact phone: 03 9489 8099 or email: info@snaicc.org.au





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6. VACCA

VACCA One-day Cultural Awareness Workshop

Introduction to working respectfully with Aboriginal children, youth, families and workers in the child and family welfare sector

VACCA Board of Directors and Senior Management Workshop

Leading a culturally competent organisation to build effective services for Aboriginal children and families

<https://www.vacca.org/services/training-and-development/>
or www.vacca.org.au Phone: (03) 9287 8800 or email: trainingevents@vacca.org

7. Bendigo Communities for Children

Talk it Out Self Reflection Tool

Bendigo Communities for Children, in partnership with Bendigo and District Aboriginal Cooperative, has developed a Cultural Self Reflection process and tool. The process provides a powerful way to strengthen a team's cultural understanding by using dialogue in an interactive and informal environment. The self-reflection process focusses on exploring values and beliefs that underpin our understanding of Aboriginal cultures and their experiences.

The tool has been designed to be delivered by a facilitator who has been coached by Communities for Children to lead a 2 x 2 hours reflective session.

For further information, please contact Bendigo Communities for Children at Anglicare Victoria (Bendigo) on telephone (03) 5440 1100.

CALD Communities

Bendigo Community Health Services provides support to refugees and migrants with complex social needs and has in-house expertise in regards to diverse cultures. You are welcome to ring them to discuss your learning needs. For further information contact: Coordinator, Settlement Services on telephone 5448 1600.

Cultural Diversity Workshops

Loddon Campaspe Multicultural Services

Increase your cultural knowledge and learn how to be inclusive. Programs can also be tailored to provide information and skills in working with particular cultural groups. Our staff are from a range of cultural and religious backgrounds and can offer their own personal insights and experiences, as well as their professional knowledge in cultural competency and working cross-culturally with diverse communities. School workshops can be tailored to meet AusVELS standards. All workshops are currently offered on a fee-for-service basis. For more information, contact (03) 5441 6644 or info@lcms.org.au

The Australian Muslim Women's Centre for Human Rights (AMWCHR)

The Australian Muslim Women's Centre for Human Rights (AMWCHR) provides over 2000 services per annum to women, and approximately 1200 service providers use our services for support and advice on matters related to women and diverse communities.

The AMWCHR delivers a number of different programs and short-term projects each year. Project priorities can alter significantly from year to year, and can include research work on key areas of concern regarding Muslim women's well-being and status in Australia

For further information visit:

<http://ausmuslimwomenscentre.org.au/category/programs>

Centre for Ethnicity and Health

Introduction to Cultural Competence: An interactive online training module which will help you be culturally responsive to your diverse clients. It is suitable for health, community and government staff working with clients from culturally and linguistically diverse (CALD) backgrounds. Cost: \$45.

For details visit:

<https://www.ceh.org.au/training/browse/introduction-to-cultural-competence/> or contact Anni Tillack-Benton or 03 9418 9928





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The Victorian Foundation for Survivors of Torture (Foundation House)

The Foundation House Professional and Organisational Development Program provides a range of opportunities for professionals, volunteers and community members to develop their skills and knowledge in working with survivors of torture and trauma who are from refugee background, including those seeking asylum.

For further information visit: www.foundationhouse.org.au or call 03 9389 8965 or email pdregistrations@foundationhouse.org.au

Useful Websites and Online Resources

1. Human Services Standards Aboriginal Culturally informed resource tool, http://www.dhs.vic.gov.au/_data/assets/pdf_file/0007/954187/2015_10-dhhs_standards_evidence_guide-Resource-tool.pdf
2. Early Childhood Australia, http://www.earlychildhoodaustralia.org.au/nqsplp/wp-content/uploads/2012/05/EYLFPLP_E-Newsletter_No7.pdf
3. [Culturally Reflective Casework Practice – Podcast](#) (Department of Family and Community Services – NSW Government NGO Learning Centre)
4. [Cultural safety learning module](#) (Services for Australian Rural and Remote Allied Health)
5. Centre for Culture, Ethnicity & Health (CEH) Cultural Competence [Tip Sheets](#) (CEH Special Library)
6. Cultural safety for Aboriginal children [Fact Sheet](#) (Commission for Children and Young People)
7. [Working with Indigenous children, families, and communities: lessons from practice](#) (AIFS)
8. [Putting cultural competency into practice](#) – short video (Early Childhood Australia Learning Hub)
9. <http://www.snaicc.org.au/>
10. <http://www.vacca.org/home/home>
11. <http://www.reconciliation.org.au/home>
12. [Indigenous Community Development Brokers](#)
13. <http://www.djadjaurung.com.au/cultural-heritage>
14. Taungurung Clans: www.taungurung.com.au
15. Wurundjeri Council: www.wurundjeri.com.au

16. Yorta Yorta Nation Aboriginal Corporation: www.yynac.com.au
17. <http://shareourpride.reconciliation.org.au/>

Reconciliation Action Plan Information

18. <http://www.reconciliation.org.au/home/reconciliation-action-plans>

Local ACCOs

19. <http://www.bdac.com.au/>
20. <http://www.njernda.com.au/>

NAIDOC Week, Reconciliation Week, Sorry Day

21. <http://www.naidoc.org.au/>
22. <http://www.reconciliation.org.au/>
23. <http://www.nsdcc.org.au/about-us>

The Stolen Generation

24. www.HREOC.gov.au/social_justice/bth_report/index.html

Toys/books

25. <http://yarnstrongsista.com/>

Culturally and Linguistically Diverse (CALD)

Health Translations

Health Translations enables health practitioners and those working with culturally and linguistically diverse communities to easily find translated health information.

www.healthtranslations.vic.gov.au

Centre for Multicultural Youth

<http://www.cmy.net.au/topic/knowledge-hub>

The Australian Muslim Women's Centre for Human Rights (AMWCHR)

<http://ausmuslimwomenscentre.org.au/category/programs>

The Victorian Foundation for the Survivors of Torture (Foundation House)

www.foundationhouse.org.au

<http://www.foundationhouse.org.au/category/child-adolescent/>



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CHILDREN AND YOUTH
AREA PARTNERSHIP
LODDON

