

# BRIDGING THE GAP

PARTNERSHIPS FOR CHANGE IN REFUGEE CHILD & FAMILY HEALTH

## Workshop Details

Time	Session	Presenters / Organisation
9:05	Welcome and course opening	Natahl Ball – Monash Health Bernie Harrison – City of Greater Dandenong
9:20	The refugee experience: <ul style="list-style-type: none"><li>- Torture and trauma</li><li>- Women's experience</li></ul>	Jenny Addy – Foundation House Danielle Rule – Monash Health Community
10:30	<b>Morning Tea</b>	
10:50	Recovery framework	Jenny Addy – Foundation House
12:30	<b>Lunch</b>	
13:15	<b>Concurrent Sessions - 1</b>	<b>Please choose one session to attend</b>
A	Incidental counselling	Jenny Addy – Foundation House Jenny Morgans – Monash Health
B	Case management – socially complex clients	Natahl Ball – Monash Health Kirstin Jackson – Monash Health
C	Language and cultural sensitivity – working with interpreters	John Antonopoulos – Monash Health Minimol David?? – Monash Health
14:55	<b>Concurrent Sessions - 2</b>	<b>Please choose one session to attend</b>
D	Incidental counselling	Jenny Addy – Foundation House Jenny Morgans – Monash Health
E	Safety planning – Common Risk Assessment Framework (CRAF)	Catherine Mills – City of Greater Dandenong Sue Willey – City Greater Dandenong
16:20	<b>Close</b>	

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## PM Concurrent Session Descriptions

Delegates are to choose **one** session from Concurrent Sessions 1 and **one** session from Concurrent Sessions 2. Clerical and administration staff are advised to choose option B in Session 1 and Option D in session 2.

If attending the full day, delegates **must** register for the Refugee Experience & Recovery Framework Session in **addition to** Concurrent Sessions.

### **A & D – Incidental counselling**

This session is designed to give participants insight and tools for handling difficult and distressing situations, ranging from:

- The impact of past and current trauma
- Introduction of incidental counselling
- Emotional responses of workers
- Building good working relationships with traumatised clients

### **B – Case management – socially complex clients**

Often, we care for women who require someone to coordinate their care to achieve the best outcomes. In this session participants will build confidence in:

- Case management and scope of practice
- Skills for effective cross-discipline communication and referral
- Helping women and families engage with services
- DHS notification, documentation and confidentiality

### **C – Language and cultural sensitivity – working with interpreters**

This session provides insights into the role of interpreters, and enhances participant's skills for effective communication across language barriers. Participants will build the ability to

- Establish rapport with non-English speaking clients
- Most effectively use the time with interpreters
- Manage situations where interpreting is declined
- Handle sensitive situations with confidence

### **E – Safety planning – Common Risk Assessment Framework (CRAF)**

This session is designed to give you some insight and tools for assessing risk for women and their families and the confidence and skills to work in partnership to develop a safety plan and make timely and effective referrals. We will:

- Workshop scenarios relevant to your practice
- Brainstorm a suitable safety plan
- Provide resources for referrals.