



ACCESS AND EQUITY TRAINING:

Working with Aboriginal communities

About the workshop

This half day workshop focuses on culturally appropriate communication protocols and strategies to assist participants and organisations to more effectively engage and consult Aboriginal and Torres Strait Islander people in their work.

This workshop builds on our foundation workshop – *Aboriginal cultural appreciation*.

Who should attend

This workshop is designed for all staff from government and non-government sectors that work with Aboriginal and Torres Strait Islander people and communities.

Learning outcomes

Participants will learn about:

- the historical impact of colonization and government intervention in the context of consultation
- the key elements of good consultation
- culturally appropriate communication protocols
- strategies to engage and communicate effectively with Aboriginal and Torres Strait Islander people.

The workshop provides an opportunity for participants to workshop scenarios specific to their organisation and work.

Participants are provided with a manual that includes a list of useful contacts and resources.

About the workshop facilitators

This workshop is delivered by staff from the NSW Ombudsman's Aboriginal Unit. The Unit examines ways to improve service delivery by government agencies and non-government service providers to Aboriginal people in NSW. In addition to the Unit's complaint-handling role, staff meet regularly with local service providers, government agencies and community members to explore ways to improve outcomes for Aboriginal people in their area.

In-house training

This workshop is only available in-house, providing a tailored, cost effective and convenient method of delivery.

Contact us

Contact us to discuss your training needs:

Community Education and Training Unit
P 02 9265 0478 | **E** training@ombo.nsw.gov.au
W www.ombo.nsw.gov.au

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Related workshops

- Aboriginal cultural appreciation
- Disability awareness

About the NSW Ombudsman

The NSW Ombudsman is an independent and impartial watchdog. Our job is to make sure that the agencies we watch over fulfil their functions properly and improve their delivery of services to the public. We help agencies to be aware of their responsibilities to the public, to act reasonably and to comply with the law and best practice in administration.

For more information about the NSW Ombudsman's office visit www.ombo.nsw.gov.au where you can make a complaint online, access guidelines and resources tailored for agencies/organisations, read our reports, view information about our training, or sign up for our electronic newsletter.

Working with Aboriginal Communities^T

This workshop provides an overview of Aboriginal history and culture, as well as culturally appropriate communication protocols and strategies to assist participants and organisations to more effectively engage with Aboriginal and Torres Strait Islander people in their work.

The course aims to better equip organisations and their staff to provide a culturally responsive, flexible and consistent services to Aboriginal and Torres Strait Islander people in the context of consultation.

It is offered as an enhancement to our Foundation Course *Aboriginal Cultural Appreciation*.

The workshop is delivered by the NSW Ombudsman's Aboriginal Unit staff and is currently only available in-house, allowing us to tailor the training to suit your organisation's needs.

Who should attend

All staff from government and non-government sectors.

Learning outcomes

Participants learn:

- about the benefits of good consultation/ Elements of good consultation
- correct protocols for entering Aboriginal communities
- strategies to engage and communicate effectively with Aboriginal and Torres Strait Islander people
- about the impact of colonisation and government intervention in the context of consultation

This course also provides an opportunity for participants to hear the personal stories from the presenters to appreciate the diversity of Aboriginal culture. It also provides an opportunity for participants to workshop scenarios specific to their organisation and work.

Participants are provided with a manual that includes a list of useful contacts and resources.

Duration

This is a half day workshop.