PROFESSIONAL DEVELOPMENT SERVICE DESCRIPTION

Culturally Responsive Case Management Practice with Culturally and Racially Marginalised Communities

Overview

Culturally Responsive Case Management Practice with Culturally and Racially Marginalised Communities is an interactive workshop supporting practitioners working with children, young people and families from CARM backgrounds within the Victorian family services context.

The training emphasises practical, values-informed application through realistic case scenarios and guided reflection, supporting culturally safe, respectful practice grounded in child-centred, trauma-informed and rights-based frameworks, including the Best Interests Case Practice Model.

Purpose

The purpose of this training is to build your confidence and capability in delivering culturally responsive case management across all stages of practice.

The session supports you to:

- Reflect critically on your own cultural positioning, assumptions, power and privilege
- Apply culturally responsive principles in real world case management situations
- Navigate ethical and legal requirements while maintaining cultural safety
- Use practical tools and structured prompts to support culturally congruent engagement, assessment and planning with CARM families

The training recognises systemic barriers, power imbalances and service-navigation challenges faced by CARM families and supports ethical, effective practice within statutory and organisational frameworks.

Learning Outcomes

By the end of this session, you will be able to:

- Understand key cultural concepts, with cultural humility as the foundation for everyday case management practice.
- Apply culturally responsive principles across the full case management lifecycle, from referral and engagement through to closure
- Use practical tools (including eco maps, genograms, reflective prompts and culturally curious questioning) to support culturally safe engagement and culturally congruent planning
- Work confidently and ethically with interpreters, using guidance and checklists to promote accuracy, confidentiality and client voice
- Respond effectively to ethical dilemmas where culture, child safety and legal obligations intersect
- Apply trauma informed and rights based approaches, and develop a personal action plan to strengthen your ongoing culturally responsive practice

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Who Should Attend

This training is designed for you if you work with children, young people and families in:

- Family services and integrated family support
- Child and family wellbeing services
- Community services
- Health, education and multidisciplinary settings supporting CARM families

It is relevant for those in case management, service coordination or direct practice, as well as team leaders or managers strengthening culturally responsive practice.

Delivery Format

This a four (4) hour session online interactive workshop.

Key Topics

You will explore:

- Culture, identity and intersectionality in case management practice
- Cultural humility and cultural congruence as applied practice principles
- Power, privilege and implicit bias in practitioner decision making
- Culturally responsive engagement with children, young people and families
- Trauma informed and rights based practice, particularly with migrant and refugee families
- Practical tools for culturally responsive engagement, assessment and planning
- Ethical and legal considerations, including mandatory reporting and child safety obligations
- Working effectively with interpreters, including preparation strategies and checklists
- Culturally responsive case planning, coordination, closure, and reflective practice for continuous improvement

Expected Outcomes

After completing this training, you will:

- Feel more confident applying culturally responsive principles in your everyday casework
- Have access to tools and approaches that can be used immediately in practice
- Be better equipped to engage CARM families respectfully, ethically and effectively across the case management lifecycle
- Strengthen your ability to balance cultural responsiveness with legislative and organisational responsibilities
- Leave with clear strategies to support ongoing reflective practice and professional development