



**Certificate in
Stolen
Generations
Family Research
and Case
Management**

**Nunkuwarrin Yunti of South Australia
Inc**

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AIATSIS

AUSTRALIAN INSTITUTE OF ABORIGINAL
AND TORRES STRAIT ISLANDER STUDIES



Nunkuwarrin Yunti
of South Australia Inc

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ABOUT NUNKUWARRIN YUNTI OF SA INC

Nunkuwarnin Yunti works to promote and deliver improvement in the health and well being of all Aboriginal and/or Torres Strait Islander people in the greater metropolitan area of Adelaide and to advance their social, cultural and economic status.

Our organisation has been built on the vision, energy and skills of many people and maintains a focus on supporting further development of programs and services to assist a greater health status of Aboriginal people.

Nunkuwarnin Yunti is committed to providing culturally appropriate health care and community support services, to actively contribute to Aboriginal workforce development strategies and increased capacity in the Aboriginal service sector.

We are conscious to acknowledge, share in and celebrate local knowledge and cultural diversity among our student groups. As our students come with their own knowledge base, throughout the training the facilitators find ways of sharing this among the students and developing it into a framework that enhances their work skills.

Our facilitators, whether Aboriginal or non-Aboriginal, are specialists in each topic and bring a wealth of knowledge around working in Aboriginal communities, helping to provide a culturally safe learning environment.

ABOUT THE COURSE

This program was developed using a collaborative approach involving members of the Certificate IV Training Advisory Reference Group, the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS), and CIT Solutions. The expert guidance, advice and feedback provided by members of the Advisory Group and other experts in the field has been invaluable in the development of the program. Advisory Group members, who came from Stolen Generations Organisations across Australia, generously gave their time and shared their expertise developed over years of supporting and working with Aboriginal and Torres Strait Islander individuals, families and communities. The program would not have been possible without their support. Advisory Group members came from the following Stolen Generations Organisations:

Kimberley Stolen Generation Aboriginal Corporation
Link-Up NSW
Link-Up (Qld) Aboriginal Corporation
NT Stolen Generations Aboriginal Corporation
Link-Up SA, Nunkuwarrin Yunti of South Australia
Yorgum Aboriginal Corporation, WA

What is the purpose of the course?

The 10506NAT Certificate IV in Stolen Generations Family Research and Case Management is intended to provide you with a range of knowledge, skills and competencies to undertake family tracing activities to support members of the Stolen Generations. This includes:

- applying a comprehensive understanding of Stolen Generations people, history, impacts and issues in your everyday work
- building effective relationships with clients using appropriate cultural awareness, empathy and communication skills
- conducting family history research for clients using a wide range of information sources
- providing case management for clients
- supporting clients while establishing their identity and organising reunification with family, community and country as appropriate

- keeping accurate records and files and preparing and presenting reports.

Course Structure

The course is structured in three pillars. Each pillar reflects one of the three key aspects related to undertaking family tracing activities. To complete this course you must attend the face to face training for all three Pillars outlined below.

Please note that you may choose to complete the whole course or to complete an individual pillar.

Pillar 1 - Social and Emotional Wellbeing

This pillar covers the skills and knowledge to safely support clients through the process of establishing their identity and reunification with family, community and country where possible. This includes having knowledge of Aboriginal and Torres Strait Islander and Stolen Generations history, using appropriate interpersonal and communication skills, demonstrating commitment to social and emotional wellbeing, and following accepted protocols and safe work practices. There are four units of competency in this pillar:

HLTHIR404D Work effectively with Aboriginal and Torres Strait Islander people

CHCCS422B Respond holistically to client issues and refer appropriately

HLTWHS300A Contribute to WHS processes

PSPGOV411A Deal with conflict

Pillar 2 - Family History Research

This pillar covers the skills and knowledge to trace a client's family members. This includes assisting clients to access information and searching, obtaining and analysing information from a range of information databases and sources. There are four units of competency in this pillar:

CULINS401A Assist customers to access information

CULINS402A Obtain information from external or networked sources

CULINS403A Search library and information databases

CULINS501A Research and analyse information to meet customer needs

Pillar 3 - Project/Case Management

This pillar covers case management, project management and information management to provide effective client services. This includes communicating effectively with clients to build relationships, advocating on behalf of clients and making appropriate referrals as required, maintaining records, and reflecting on and improving your own professional practice. There are five units of competency in this pillar:

CHCCOM403A Use targeted communication skills to build relationships

PSPPM504A Carry out complex project activities

BSBRKG404A Monitor and maintain records in an online environment

CHCAD401D Advocate for clients

CHCORG428A Reflect on and improve own professional practice

Blocks of Study

The course is a blended program comprising three blocks of face-to-face sessions with online learning and guided workplace activities.

Block training

Over the six to ten month period you will attend three blocks of face-to-face training. Each of these one-week blocks will be very practical in nature. You will be introduced to key concepts and ideas, and have the opportunity to discuss these and apply them to case studies and scenarios. The study blocks provide an opportunity for face-to-face discussions, lectures and group work in a context for both students and facilitators to share knowledge and experiences, and to practice skills through experiential learning. Participants are required to all attend study blocks at Nunkuwarrin Yunti, Adelaide.

Online learning

In addition to the face-to-face sessions, you will have access to our online learning environment. Within this environment you will be able to:

- find additional learning resources such as videos and examples,
- submit your assessment activities and
- contact your facilitators and other learners.

On-the-job learning

In the face-to-face sessions you will be introduced to key concepts that assist you in undertaking your role. While you will be able to discuss ideas and practise your skills during these sessions, much of your learning will take place and be consolidated on-the-job with the support and guidance of your workplace supervisor or mentor. Your facilitator will provide you with detailed information about on-the-job activities when you come to the face-to-face sessions.

ENTRY CRITERIA

This course is targeted largely at people working in Link Up organisations, or similar organisations, who provide a range of services to members of the Stolen Generations, their families, foster and adoptive families. These services would include:

- Researching family and personal records
- Emotional support when accessing family and personal records
- Finding family members
- Assistance and support at family reunions
- Support and counselling before, during and after family reunion.

It is available to people who meet the following criteria:

1. Current employment in an appropriate job role. Each student will need to identify a supervisor/manager who is willing to take on the role of workplace supervisor.
2. Have literacy skills equivalent to Year 10 level and can demonstrate written skills that enable you to write a report.

Due to limited number of positions available, an offer of a place in the course will be based on information taken from a range of sources including the applicant's work and study experience.

SUPPORT

You have a range of people who can support you as you develop your knowledge and skills.

Your workplace supervisor or mentor

Much of your learning will take place as a result of your on-the-job experiences. You will be guided and supported by your workplace supervisor or mentor who has extensive knowledge and experience in working with members of the Stolen Generations. They will receive a Supervisor Guide which includes the program outline, a list of assessment and workplace activities, and some general guidelines to assist them with supporting you.

Experienced colleagues and peers

Experienced workplace colleagues are also a great source of information and guidance so remember to observe them, ask lots of questions and talk through your ideas with them.

Program facilitators and assessors

Your program facilitators and assessors are there to support you throughout your program and will guide and assist you in the face-to-face sessions and via the online learning environment. If you're not sure of something or need help, just ask. They may be working off campus at times but send them an email and they will get back to you as soon as they can.

Program coordinator

Your program coordinator is able to help you with all the administrative details for your course. If you can't reach your program facilitators and/or assessors, your

program coordinator may be able to help you or they can take a message and pass it on for you.

Fellow course participants

Your fellow course participants are also able to provide support and you will be completing many of the activities in groups.

ASSESSMENTS

The assessments for this course are competency based. If you are completing the whole course, will need to successfully complete all the required assessment activities

If you undertake an individual pillar, you will need to successfully complete the required assessment activities.

Assessment tasks may be in the form of short answer questions, role plays, short essays, projects, presentations, journals and log books. In between the blocks of study, participants will be required to complete assessments in their own locations. Students will be required to complete some assessment tasks that integrate knowledge and skills learnt in the course with their job role. Each student will need to identify a supervisor/manager who can provide feedback to the education team about the relevance of the competencies being assessed to the job role. The Education Team will provide information to the nominated workplace supervisors.

HOW MUCH WILL IT COST?

The cost of this course is \$2670.00 per student. It expected that this cost will be covered by the organisation that you work for.

The agency for which you work will need to support your attendance and provide ongoing workplace support for the duration of the course. They will need to agree to this in the relevant section of your application form.

APPLICATIONS & TIMETABLES

Please contact the PDU for current intake application and timetable information.

Contact People Development Unit for information about this and other upcoming training opportunities.

E-mail pduadmin@nunku.org.au or Call (08) 8168 8300