

## Professional Development Resource

### Topic: Communication

Video pod: [Communicating to Connect](#)

Please see link [here](#).

This video pod shares key ideas on communication between hubs, centres, and refugee families. Effective communication between hubs/centres and refugee families is crucial for successful settlement of refugees in their host society. It allows for the identification and addressing of specific needs and challenges faced by the families and creates a sense of belonging and community. Building trust and understanding through communication can also lead to better engagement and participation in programs and services, ultimately facilitating a smoother transition into their new environment. The positionality of the domain of 'Communication' is depicted in the *Knowledge Translation Framework* developed below.



Vignette	Key ideas shared in the vignettes	After watching the vignette, document your reflections and take away messages here to share with others
1	<ul style="list-style-type: none"> <li>• It is important for leaders and facilitators to have genuine and authentic relationships with families based on trust and consistency.</li> <li>• The use of technology platforms such as mobile phones, emails, and WhatsApp calls to communicate with families and provide them with translated information facilitated communication.</li> <li>• The use of creative solutions such as QR codes to interpret notes in home languages and provide audio versions of information assisted with communication.</li> <li>• It is important to employ bilingual staff to communicate with families effectively.</li> <li>• Technology played an important role in all aspects of family life during the COVID pandemic and assisted with communication between the families and the hubs and centres.</li> </ul>	
2	<ul style="list-style-type: none"> <li>• A gap in knowledge in using technology was recognised, and the need to teach parents and children how to use technology effectively and safely.</li> <li>• Parents may already be familiar with social media platforms; however they may need assistance with installing software for safe use.</li> <li>• There are positive outcomes for parents' confidence in using technology to assist with communication.</li> </ul>	

3	<ul style="list-style-type: none"> <li>• Inclusion is the foundation of the programs with each family's traditions, beliefs, memories, and stories being valued and shared.</li> <li>• Story time is a regular part of each session, where parents are encouraged to read books or share stories about their cultural backgrounds and languages.</li> <li>• Different social media platforms, such as WeChat, WhatsApp, and Viber, are used to connect with families based on their cultural backgrounds and preferences, ensuring effective communication and information sharing.</li> </ul>	
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### Questions on communication to assist with settlement for refugee families

1. What strategies can be implemented to ensure effective communication with families who speak different languages and come from diverse cultural backgrounds?
2. How can leaders and facilitators use social media platforms preferred by refugee families to engage with them, and provide families with relevant information about programs and services?
3. What steps can be taken to create a welcoming and inclusive environment that respects the traditions, beliefs, and stories of refugee families?
4. How can leaders and facilitators provide refugee families with the necessary skills and resources to use technology effectively and safely, particularly for education purposes?
5. In what ways can leaders and facilitators encourage and support refugee families to share their stories and experiences in our programs, and how can hubs and centres ensure that their voices are heard and valued?