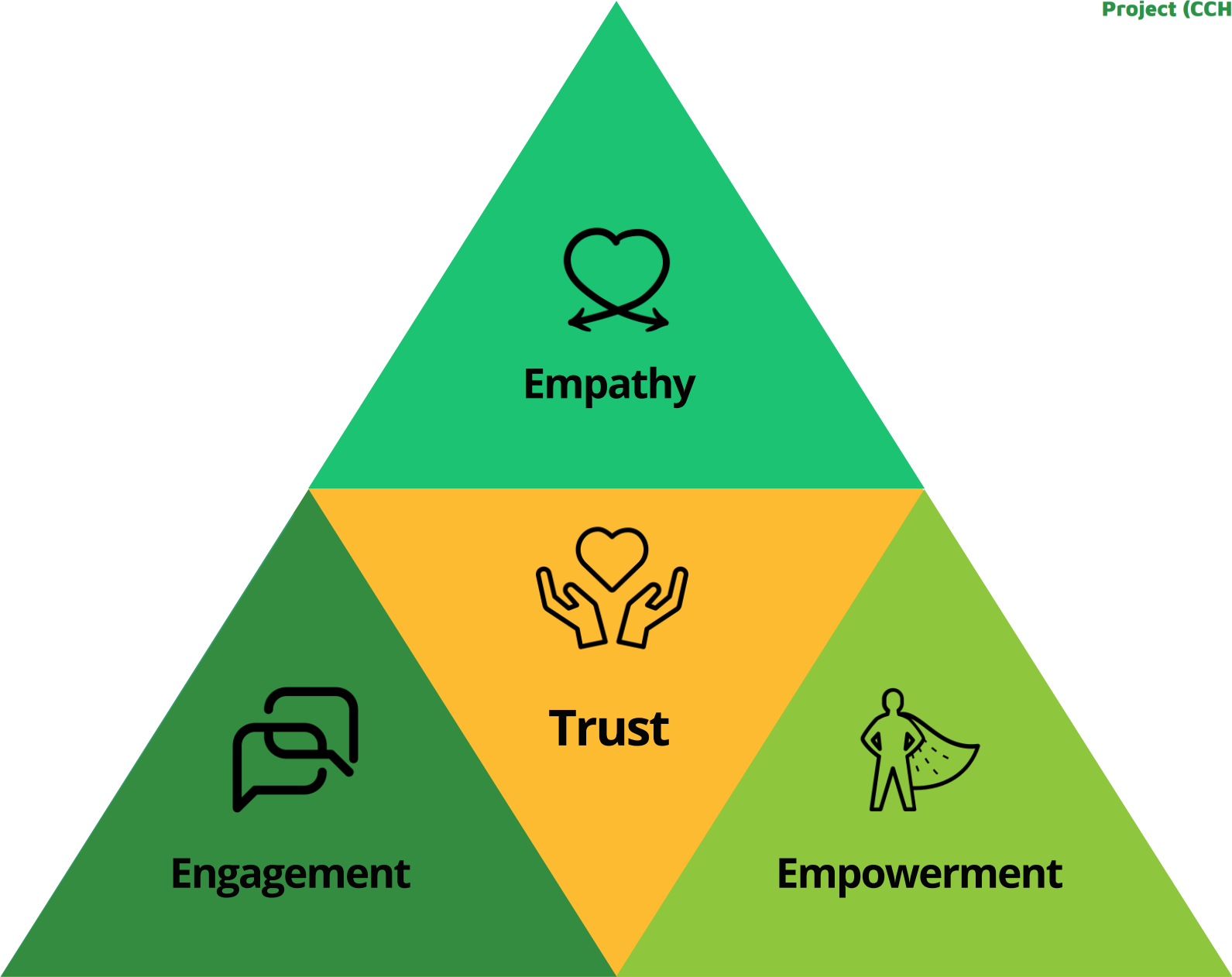


The Triangle of Trust



CALD COVID-19 Health Engagement Project (CCHEP)



The Triangle of Trust defined



CALD COVID-19 Health Engagement Project (CCHEP)

Trust



Trust is about building confidence in each other. Genuine trust is the cornerstone of supporting equitable relationships. Taking a co-operative, active listening approach to the development of a working relationship helps gain trust, build trust and can support regaining trust if broken.

Engagement



Engagement goes beyond interacting with a community unilaterally. It is individualised and relational based, involving open-mindedness and a genuine willingness to collaborate. Engagement is underpinned by a strengths based approach.

Empathy



Empathy is more than recognising diversity within a CALD community. An emphatic approach is about authentic relatability, being able to understand and invest time in listening and adapt attitude and actions.

Empowerment



Empowerment respects the autonomy and innate strength of CALD communities. Empowered communities decide the support they need that is right for them.

The Triangle of Trust for community: engaging with services



**CALD COVID-19 Health Engagement
Project (CCHEP)**

1) What is important for a service to build/maintain trust with your community:

- Leadership

- Relationships

- Communication

- Other

2) What are the challenges for services in building/maintaining trust with your community?

1) How are services listening to and understanding your community's needs?

2) How can you better be heard and understood by services?

1) How can services effectively engage/collaborate with your community?

2) What challenges do services face when engaging with your community?

1) How can services better understand your vision for your community?

2) What support do you want from services for your community vision?

Trust



Engagement



Empathy



Empowerment



The Triangle of Trust for community: community self-reflection



**CALD COVID-19 Health Engagement
Project (CCHEP)**

1) What do we think is important for maintaining/building upon trust within our community:

- Leadership

- Relationships

- Communication

- Other

2) What challenges do we face in maintaining/building trust within our community?

1) Discuss ways in which differences in our community can be seen as an opportunity.

2) In what ways are we providing a voice for all our community members?

1) Are we reaching everyone in the community?

2) What are other opportunities to connect with our community members?

1) How can we better support each other?

2) What challenges do we face in supporting each other?

Trust



Engagement



Empathy



Empowerment

