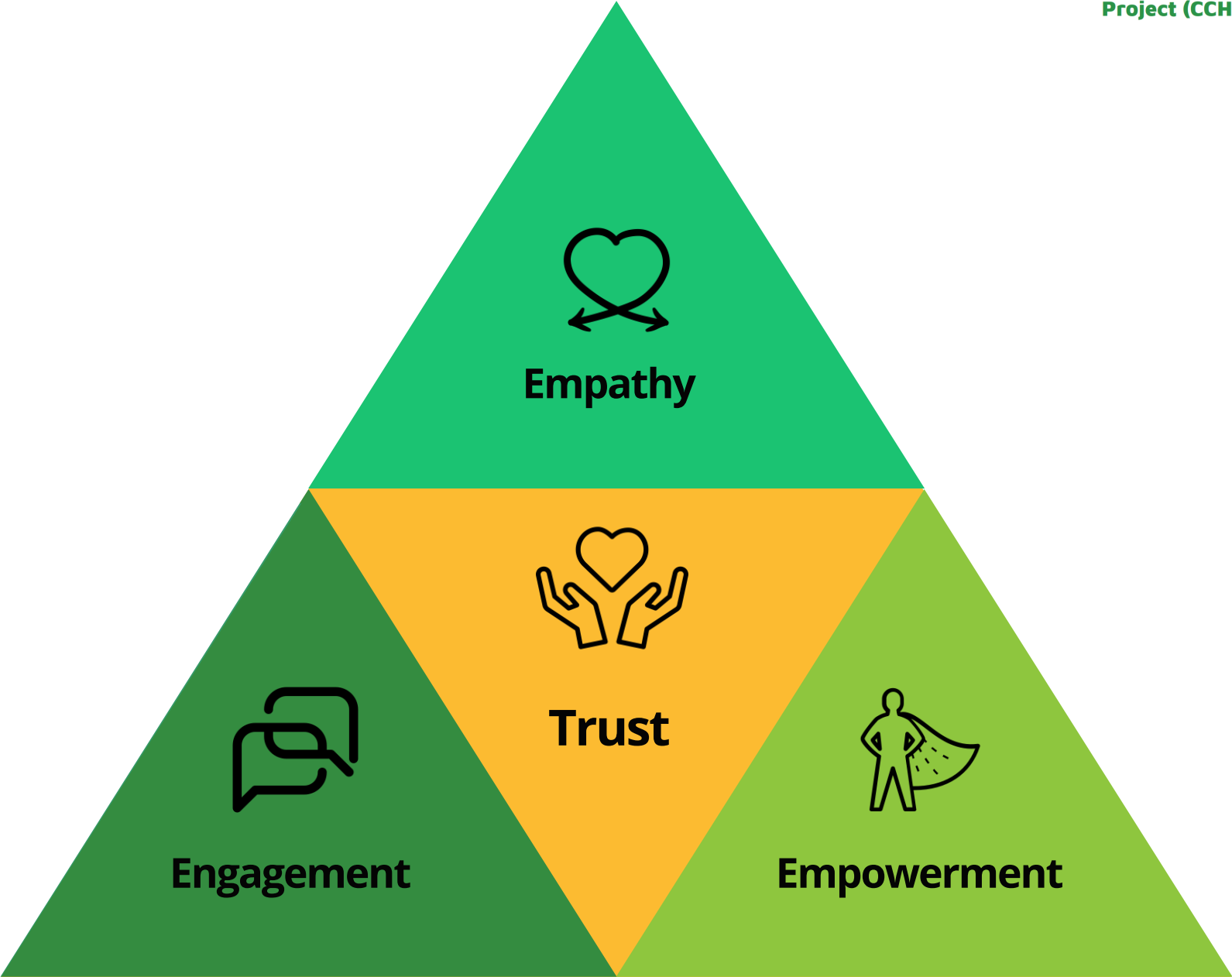


# The Triangle of Trust



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 services / stakeholders: engaging with CALD communities



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



1) What is instrumental to building trust with community:

- Leadership

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- Relationships

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- Communication

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- Other

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2) What do you view as challenges to successful trust with community?

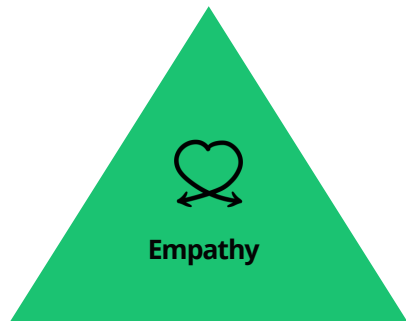
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1) Discuss 3 ways that your service can reach out to community through an empathic approach.

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2) What do you view challenges to better understanding the perspective of community?

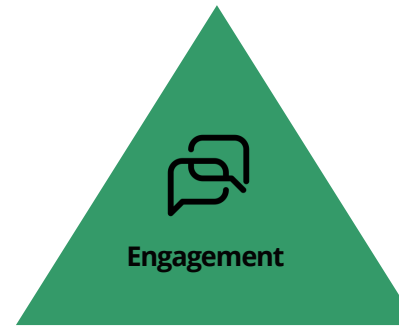
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1) What are 3 actions your service can take to grow engagement with community?

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2) What do you view as challenges to successful engagement with community?

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1) What are 3 actions your service can take to support empowerment in community?

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2) What do you view as challenges to successful community empowerment?

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