

Fact Sheet: Trauma-informed Care

Trauma-informed care is a framework for service delivery that is based on knowledge and understanding of how trauma affects people's lives

What is Trauma?



The effect of an event, series of events or set of circumstances that is experienced by an individual as physically or emotionally overwhelming and/or life threatening.

How does trauma affect people?



It has lasting adverse effects on the individual's mental, physical, social, emotional and spiritual wellbeing:

- anxiety and depression
- memory and learning difficulties
- social withdrawal
- chronic pain and chronic disease

The person may not recognise these experiences as signs of trauma

What are the key principles of trauma-informed care?



- Emotional, physical and cultural safety
- Trust
- Collaboration
- Empowerment
- Peer support

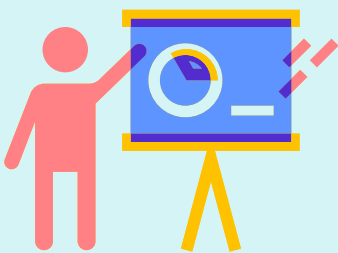
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What does trauma-informed care do?



- Recognises that a person's emotions, behaviour and physical states show that the person is overwhelmed, and are attempts to survive.
- Avoids blaming victims for their efforts to manage their traumatic reactions.
- Embraces a message of hope and optimism that recovery is possible

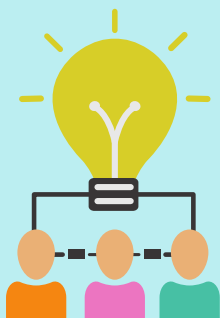
How can I start to practice trauma-informed care?



By getting trained!

Your whole organisation needs to be trained because trauma-informed care requires specific management practices to support you.

What does trauma-informed management do?



- Communicates about being trauma informed
- Trains clinical and non-clinical staff
- Engages clients in organisational planning
- Creates emotionally safe environments
- Prevents vicarious trauma in staff

Training information can be found at:

<https://www.blueknot.org.au/>

<https://www.mhcc.org.au/resource/ticpot-stage-1-2-3/>

<https://www.cmhl.org.au/learning-hub/trauma-informed-care>

