

# Providing a Trauma-informed Response

If a person has disclosed to you, they trust you.

You must respect that trust because trust is essential to feeling safe. If trust is broken, the person will not feel safe, and they might never disclose again.

## Ensure safety



The person is disclosing an overwhelming experience. They need to feel safe.

- Ensure privacy.
- Create a quiet, calm setting.
- Don't hug or touch - it may be unwelcome.

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## Listen carefully



- Stay calm.
- Try not to interrupt.
- Let the person do the talking.
- Do not ask lots of questions, and **NEVER** interrogate the person!

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## Believe



If you question or challenge the person, they will feel unsafe and unbelieved, and and **they will be re-traumatised.**

Questioning the person may reinforce the lies of the abuser: that no-one will believe them.

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# Fact Sheet: Trauma-informed Response

## Never blame



A person who has experienced sexual violence is never to blame for what happened. Blaming is unjust, destroys trust, and is retraumatising

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## Communicate carefully

Adapt your communication style to suit the person, and provide supports if needed, eg. pen and paper, hearing device, etc

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## Take the time needed



Ensure you give the person the time they need. This may be the most valuable thing you can do.

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## Involve them in decisions



When the person can make decisions, it helps remediate the effects of trauma. Give them opportunities to make even small decisions.

Explain that you need to tell their parents and Child Safety Services, and ask how you can support them to prepare for this.