

Community of Practice Trauma Informed Care

Sydney Women's Homelessness Alliance



Sydney Women's
Homeless Alliance

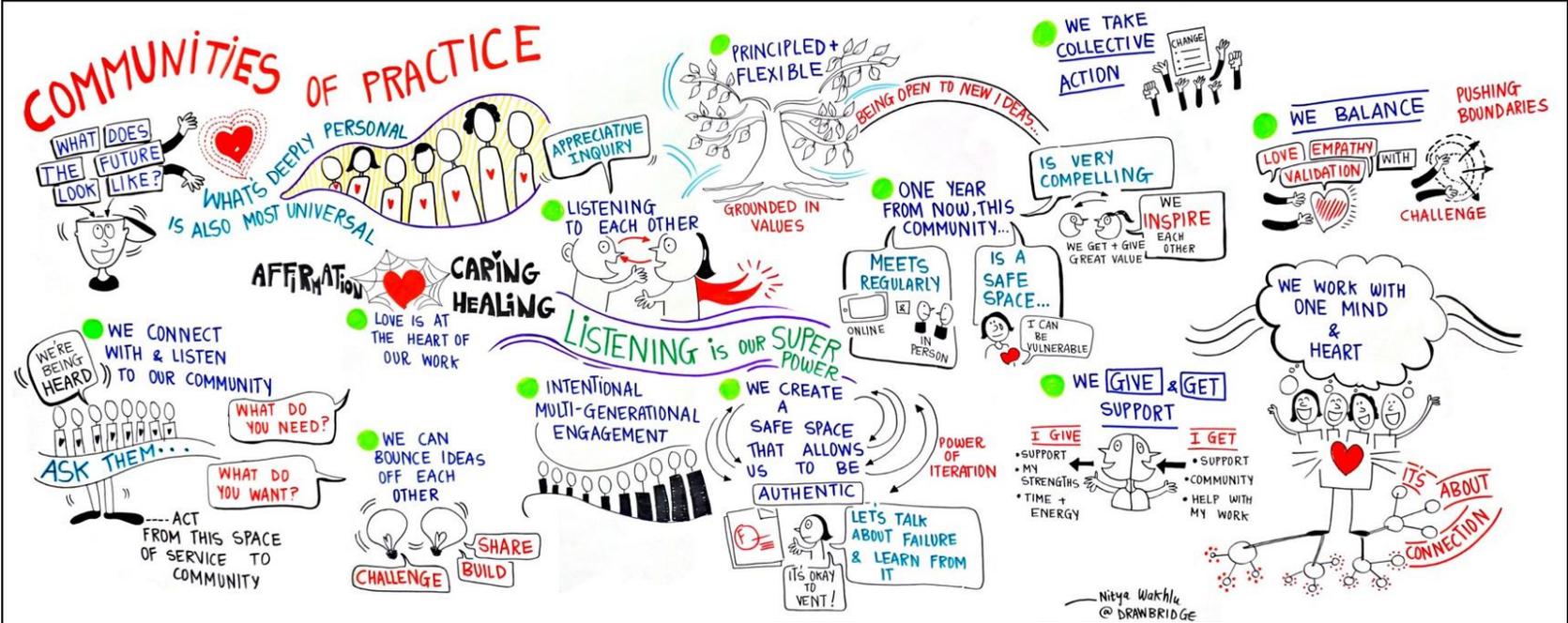
Sydney Women's Homelessness Alliance

- Based in Inner City Sydney
- Interagency group for services supporting women experiencing homelessness
- Focused on identifying emerging gaps
- Project based work aimed at highlighting issues, advocacy and promoting change within the broader service

Trauma Informed Care

- Trauma Informed Care Practice is a strengths-based framework that is responsive to the impact of *trauma*, emphasising physical, psychological, and emotional safety for both service providers and survivors; and creates opportunities for survivors to rebuild a sense of control and empowerment.

Community of Practice



How did it start?

- What type of environment do we want to create?
- Who would we like to target for participation?
- Length of time and number of sessions?
- What are we hoping to achieve?

What did it look like?



Trauma Informed Care Sessions

1. Overview of Trauma Informed Care Principles/Establishing a Community of Practice
2. Supporting Clients who are highly distressed from a trauma informed care framework
3. Supporting Staff – Vicarious Trauma and Burnout
4. Client Participation
5. Promoting Safety and Establishing Trust
6. Ending our Community of Practice/Ending support to our clients

Discussions and Outcomes - Session 1

Overview of Trauma Informed Care Principles/Establishing a Community of Practice

What is a Community of Practice

Establishing group rules

Trauma Informed Care Overview

'Great overview of TIC good way to start the sessions recapping TIC principals which opened up discussion around the room. Establishing rules for group is important...Participants were sharing however trusting group relationship not yet developed'

Discussions and Outcomes - Session 2

Supporting Clients who are highly distressed from a trauma informed care framework

Coping Strategies

Sharing of case studies

Sharing of strategies and tools

Supporting clients navigate service system

'Great topic, group able to share both good and bad experiences, particularly in relation to exits. Safety was a key issue that came out of this session for me.'

Discussion and Outcomes - Session 3

Supporting Staff – Vicarious Trauma and Burnout

Burnout

Secondary trauma

Vicarious trauma

Compassion Satisfaction and Compassion Fatigue

Feedback

'Great session with great practical things to embed into everyday practices, meetings, handovers etc with your teams. Highlighted the importance of supporting our staff in a more trauma informed focused way and all staffs responsibility in this and what systems we can put in place to ensure we are a trauma informed service.'



Discussions and Outcomes - Session 4

Client Participation

Consumer participation and trauma informed care

An opportunity to hear a consumers experience interacting with the sector

What opportunities currently exist for clients to provide input into service design and delivery

Challenges and Opportunities

Feedback

'A good reminder to keep checking in with each client as everyone experiences the system in their own way - although there is always a constant experience of systemic abuse that our clients and our workers contend with every day'

Discussion and Outcomes – Session 5

Promoting Safety and Establishing Trust

How services can inadvertently re-traumatise clients

Building trusting relationships and establishing safe environments

Ensuring all service users feel safe

Feedback

'...the complexities of this with individuals and families with histories of trauma, it gave context to our limitations and where we can support the best way possible. This session opened me up to the fact that in all our services we are all struggling with the same complexities and barriers.'

Discussions and Outcomes – Session 6

Ending our Community of Practice/Ending support to our clients

How do we end relationships with service providers?

How do we acknowledge the journey and recognise the achievements?

Feedback

'Was good. Sad to see it ending. Interesting to see the struggles we all have in ending a client relationship and what is ideal but also what sometimes is all we can do in that situation'

The Results

- 100% believed the Community of Practice helped improve understanding and implementation of Trauma Informed Care
- 100% believed that the Community of Practice has resulted in a benefit to service users
- 87% believed the Community of Practice has helped their working relationships within the sector.
- 63% believed that the group has 'somewhat' influenced ground level and policy change, with feedback indicating we have a bit to go to influence the sector policy.
- 75% noted additional benefits of the Community of Practice than was first expected.
- 100% believed the topic and model of practice was a good, with many recommending other services or regions start their own.

Where to from here?

Peer Support

Spreading the messages learnt from a Community of Practice

Encouragement of others to start their own Community of Practice

Sensory kits and staff support packs

Continue to build on sector relationships and maintain focus on implementing our work through a Trauma Informed Care Framework

The Feedback

'Was a lovely session to close what we had established through this COP and it gave me hope for moving forward within our individual services, within the sector as a whole and has given me an understanding and connection with others in my field that will forever be there, which makes me feel very connected to our sector, feel supported and has this unspoken trust, support, between managers, services etc.'



The Feedback



'Highlighted the practice of TIC at a sector level, not just an individual response or service response. Highlighted the need to maintain reflective practice to ensure we are not just assuming we are doing well and 'no further harm'.

'Putting theory into practice has given me time to reflect and think about what the organisation can do better when working with complex trauma. Build meaningful relationships with other organisations. Having appreciation for the work that we all do'