

Trauma-informed practice



Gladstone Women's Health is underpinned by trauma-informed practice - a holistic approach to providing care and support that acknowledges and addresses the impact of trauma on individuals, families, and communities.

Trauma-informed practice involves understanding how trauma affects people's physical, emotional, and psychological well-being, and creating a safe, supportive environment that empowers individuals to heal and recover.

Our staff create a non-judgmental and respectful atmosphere, valuing people's strengths and resilience, and recognise that people's behaviours may be a result of their traumatic experiences. This approach is applied in various settings, including healthcare, social services, education, and criminal justice.

Our organisation:

- ✓ **Educates staff and stakeholders:** Provides training and resources to help staff understand the effects of trauma, how it impacts individuals, and how to provide trauma-informed care.
- ✓ **Fosters a trauma-sensitive environment:** Creates a safe and supportive environment that is responsive to the needs of individuals affected by trauma. This sometimes involves changes to policies, procedures, and physical spaces.
- ✓ **Assesses and respond to trauma:** Assesses trauma history and the ongoing impact of trauma and respond with appropriate interventions.
- ✓ **Promotes resilience and empowerment:** Focuses on people's strengths and resilience and encourage their active participation in decision-making.

- ✓ **Fosters partnerships and collaborations:** Develops partnerships with other organizations, agencies, and community groups to provide a coordinated, comprehensive response to trauma.
- ✓ **Evaluates and improve:** Regularly evaluate the effectiveness of the trauma-informed approach, gathers feedback from those affected by trauma, and makes improvements as needed.
- ✓ **Integrates trauma-informed practices into policies and procedures:** Ensures that trauma-informed practices are embedded into all aspects of the organisation, from staffing to program design and implementation.
- ✓ **Creates a safe and supportive environment:** This includes reducing triggers, such as avoiding the use of physical restraints, and providing appropriate referrals for trauma-related services.
- ✓ **Promotes choice and control:** Allows individuals to make decisions about their own care, such as choosing the pace and direction of their treatment, can help to rebuild a sense of control and autonomy.
- ✓ **Addressing the impact of trauma:** Provides individuals with access to trauma-focused therapy, or other evidence-based treatments for trauma, that can help to address the effects of trauma.
- ✓ **Fosters a strengths-based approach:** Focuses on individuals' strengths and resilience, rather than solely on their problems and difficulties, which helps to promote a sense of empowerment and hope.
- ✓ **Encourages collaboration:** Encourages collaboration between providers, agencies, and organisations. This helps to ensure a coordinated and comprehensive response to trauma.
- ✓ **Involves individuals and families:** Engages individuals and families in the design and delivery of services can help to ensure that they are responsive to their needs and priorities.
- ✓ **Provides culturally responsive care:** Understands and responds to the unique cultural and historical context of individuals and communities can help to build trust and ensure that services are relevant and effective.

Examples of not implementing trauma informed practice can include:

- Re-traumatising victims through intrusive or insensitive questioning or treatment.
- Failing to prioritise informed consent or the individual's autonomy.
- Ignoring the role of past trauma in present behaviours, experiences, or health outcomes.
- Failing to recognise and respond appropriately to symptoms of trauma such as anxiety, avoidance, or aggression.
- Blaming the victim for their trauma or experiences.
- Providing services without considering the larger societal and systemic factors that contribute to trauma.