

TRAUMA-INFORMED CARE

Our work at Sacred Heart Mission is guided by a Trauma-Informed Care approach. This means every interaction across all our services supports a person's recovery from trauma.



What is trauma-informed care and why is it important?

Trauma-informed care is about changing the way we perceive the people we serve:

Trauma-informed care does not focus on people's problems; instead we aim to meet people where they are at, understanding that something may have happened in their past.

A trauma-informed approach includes a person's interaction with our staff, the delivery and type of services we offer, and the physical environment we deliver our services from.

Trauma-informed care principles

Employing trauma-informed practice at Sacred Heart Mission means adhering to the following principles:

- **Trauma awareness**

Staff and volunteers are all required to undertake one of three levels of trauma-informed

training appropriate to their position in order to recognise trauma symptoms and respond appropriately.

- **Promote safety**

As trauma survivors often feel at risk of further trauma, a sense of both physical and emotional safety are important to recovery.

- **Rebuilding control**

Trauma is disempowering, as is homelessness. Trauma-informed services offer a predictable environment to allow people to rebuild a sense of efficacy and control over their lives. Predictable and reliable relationships with workers also reinforce healthy boundaries and help-seeking behaviour.

- **Promote connection**

Social networks play a critical role in promoting resilience and recovery. Ideally, trauma survivors will develop healthy connections with friends, family and significant others.

- **Focus on strengths and resources**

We support people to identify their own strengths and develop or enhance their personal coping skills. While we acknowledge the challenges people have experienced, we support people to articulate and work toward their hopes for the future.

- **Maintaining a belief in recovery**

This principle reminds us that people can and do recover from trauma. Conveying hope emphatically requires us to understand the barriers to recovery including lack of financial resources or living in unsafe or chaotic environments.

When we support people we maintain a 'do no harm' approach, where we do not re-traumatise or blame the victim. If trauma survivors experience services as unsafe, disempowering and/or invalidating they may withdraw from seeking support.