

Trauma-Informed Care Policy

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TRAUMA- INFORMED POLICY



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When updated, the following people must receive a copy of the updated version:

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1. Purpose

This policy serves to ensure that Arche Health is supportive of those seeking help due to trauma issues and to actively avoid re-traumatization through applying integrated systems of trauma-informed care in a culturally appropriate manner

2. Scope

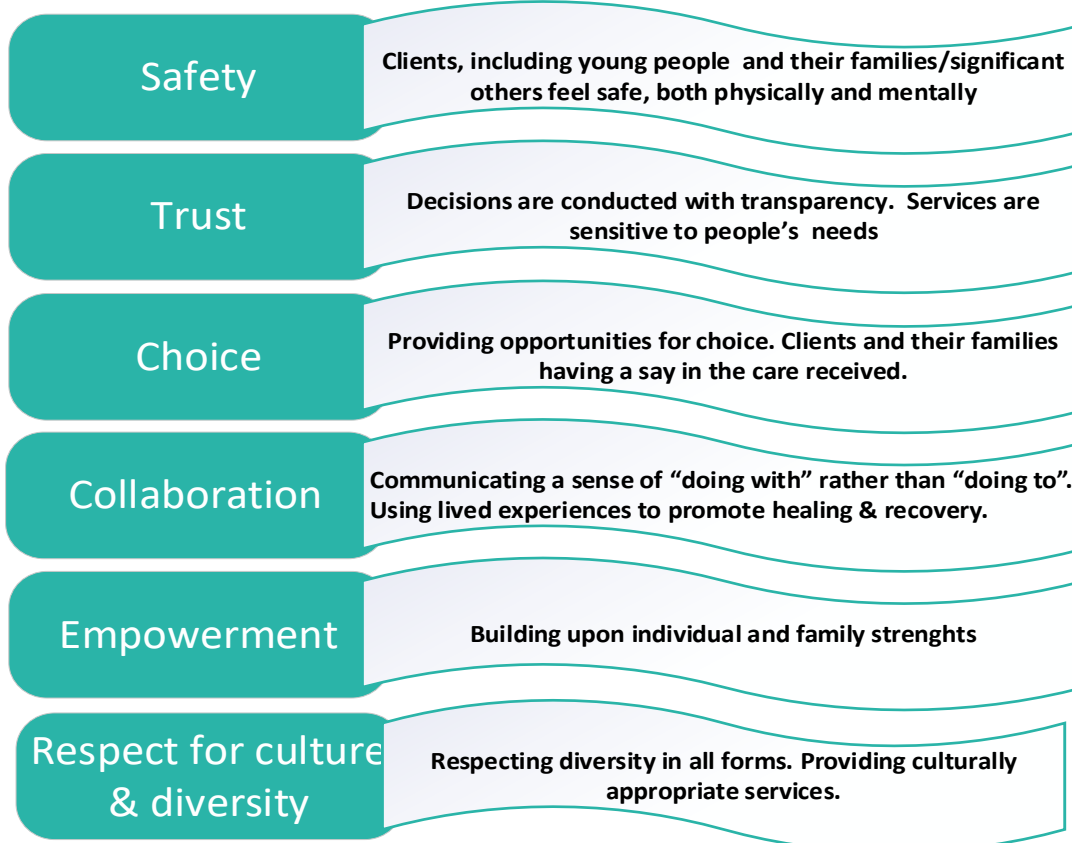
This policy covers all sites and applies to all Arche Health staff, contractors, consortium partners, and sessional practitioners.

3. Policy Statement

Trauma affects all levels of society, including the home, school, religious institutions, community service organisations, not-for-profit organisations, public and private business. Trauma experiences can be dehumanising, shocking and/or terrifying. Trauma can be experienced as a single event or multiple events experienced over time. Trauma impacts one's spirituality and relationships with self, others, communities and environment, often resulting in recurring feelings of shame, guilt, rage, isolation and disconnection.

4. Trauma – Informed Care

Trauma informed care engages people with a history of trauma, recognising the presence of trauma symptoms and acknowledging the role that trauma has played in their lives. Arche Health's approach to trauma informed care is based on the following principles:



4.1 Comprehensive Assessment

The initial intake, assessment and documentation process should include questions designed to sensitively explore prior and current trauma-related experiences. Where clinicians recognise that some clients/patients are not willing to reveal traumatic experiences, the topic may be revisited based on an assessment of the client/patient's readiness. The assessment process, if sufficiently thorough and focused on trauma-related issues, will determine a trauma associated diagnosis such as post-traumatic stress disorder (PTSD).

4.2 Consumer Participation

Consumer participation will be sought in the planning, development, and delivery of health service operations. Consumer feedback is used to inform improvement and to assist development of information and resources clients, patients and significant others.

4.3 Consumer-Driven Care and Services

There is consumer representation throughout Arche Health and the organisation has a formal system in place to regularly gather consumer feedback, identify problem areas, and make improvements as needed. A high priority is placed on assessing consumers' perception of safety, choice, collaboration and trust. The consumer's voice is represented on the Clinical Governance Committee and their participation in all aspects of their care is encouraged.

4.4 Trauma- Informed and Cultural Safety Training for a Responsive Workforce

Arche Health places a high value on active leadership in trauma-informed care efforts. Contracted clinicians, senior managers as well as clinical staff are expected to participate in selected evidence-based and emerging best practice trauma specific training where this is relevant to their skill set. The organisation recognises that staff satisfaction and retention can be affected by trauma experiences. Arche Health therefore strives to create a safe and comfortable working environment for staff, providing access to an Employee Assistance Programme as a means of creating a low stress working environment

4.5 Provision of Trauma – Informed, Evidence- Based and Emerging Best-Practice.

The role of traumatic life experiences is considered one of the key contributing factors in the development of many mental health, substance use, and physical health problems rather than placing an emphasis on personal deficits, weaknesses, and disorders. "What happened to you?" rather than "What is wrong with you?" Arche Health Clinicians will offer an array of trauma specific services which are evidence based and/or emerging best practice. Clients/patients will be assisted with developing wellness plans to prevent and manage crisis. An integrated system of care will be in place which identifies and implements treatment practices that are safe and secure and reduce the likelihood of re-traumatisation.

4.6 Ongoing Quality Improvements and Evaluation

Arche Health will ensure that quality improvements are developed in accordance with feedback from clients and patients to further improve outcomes for clients who have or are still experiencing trauma.