

Trauma-informed care information and training resources

May 2018



**Te Pou o te
Whakaaro Nui**

Part of the Wise Group

Introduction

A trauma-informed approach recognises and understands trauma can negatively affect whānau, groups, organisations and communities, as well as individuals. In New Zealand, the need to provide trauma informed care services is not new and many services have taken steps to work towards achieving that goal.

In New Zealand the impacts of colonisation **on the wellbeing of Māori people, the impact of historical trauma events and their contribution to negative health disparities experienced by many whānau (extended family), hapū (sub-tribes), and iwi (tribes)** need to be considered in any trauma informed approach. We must be mindful that the use of or adaption of any overseas designed trauma-informed care resources requires careful **consideration to ensure that we are culturally respectful of and responsive to Māori people.**

There is a plethora of information and resources about trauma-informed care. One of the challenges is that the terms *trauma-informed approach* and *trauma-informed care* are used interchangeably in the literature and used in multiple ways. New Zealand based research and work is starting to emerge, however, the majority of resources available have been developed in the US, Canada, UK, or Australia. A number of resources about trauma-informed care were selected based on criteria that included applicability, availability, usability, and whether they were evidence-informed. A comprehensive checklist was developed to review the resources however, detailed information about many of the resources was difficult to obtain. Detail such as cultural advice, service user input, clinician involvement, **family and whānau involvement and a review date, were not apparent.**

Resources for the implementation of a trauma-informed care approach provide support to implement across organisation-wide systems and processes; address worker wellness and safety; and provide workers with the skills and confidence to support such an approach.

On our website you will find a list of some of the organisations providing information and resources about trauma-informed care.

These resources are summarised into three publications:

1. Resources for leaders and managers to support in developing and sustaining trauma-informed care services.
2. Resources for supporting the wellbeing of the workforce in three sections
 - organisational support of the workforce
 - supporting workers own wellbeing
 - addressing workplace bullying.
3. General information on trauma-informed care and training resources.

Information and training resources

This publication includes resources for the training and support of workforce knowledge and skills; and resources providing information on the 'why' and 'what' of a trauma-informed approach. Trauma-informed practice means everyone understanding and addressing the barriers created by trauma experiences, so the result is better health outcomes.

Resources included for supporting the workforce to implement trauma-informed practices, are mostly from North America, Australia and Scotland, there are limited resources available from New Zealand.

Information resources

Blue knot Foundation (Australia)

An organisation who advocate nationally for trauma-informed policy, practice and systems change. They deliver professional development training, group supervision and consultancy for workers, organisations and practitioners working with survivors Australia wide. Blue Knot have some resources containing information on working with adult survivors of trauma.

Working with Complex Trauma Factsheet, and Working clinically with adult survivors of complex trauma video

<https://www.blueknot.org.au/Workers-Practitioners/For-Health-Professionals/Resources-for-Health-Professionals>

A factsheet and video for health professionals.

Practice Guidelines for Treatment of Complex Trauma and Trauma Informed Care and Service Delivery

<http://www.blueknot.org.au/ABOUT-US/Our-Documents/Publications/Practice-Guidelines>

A 2012 publication free to download on registration.

Manitoba Trauma Information Centre (Canada)

<http://trauma-informed.ca/>

Have produced a *Trauma Toolkit* (2013) which is an information resource for leaders, managers and the workforce. The toolkit is free to download, it is 150 pages in length, however the following pages are most helpful.

- Page 15 What is trauma-informed care and practice?
- Page 65 The effects of trauma
- Page 70 The neurobiology of trauma
- Page 74 The experience of sexualised trauma
- Page 85 Co-occurring disorders – substance abuse and trauma
- Page 89 Trauma recovery.

Information on Adverse Childhood Experiences (ACEs) (US)

CDC - Kaiser ACE Study

<http://www.acestudy.org/the-ace-score.htm>

The Centers for Disease Control and Prevention (CDC)¹ hosts the CDC-Kaiser ACE study information. The original ACE Study questionnaires and findings are also available. The Study found the higher the ACE Score, the greater the risk of experiencing poor physical and mental health, and negative social consequences later in life.

The website includes a checklist used to measure ACE scores. To use the survey, add up all of the 'yes' responses. The sum is the ACE score. The ACE score can range from '0', meaning no exposure to the ten categories of child abuse and trauma investigated by the study, to '10', meaning exposure to all ten categories.

Institute of Family Studies - Australian Government

<https://aifs.gov.au/cfca/publications/trauma-informed-care-child-family-welfare-services/what-evidence-trauma-informed>

This website provides both evidence that a trauma-informed approach is needed, and information to create awareness around the need for a trauma-informed approach.

Key messages from the website include:

- traumatic experiences are common, with people often having multiple adverse experiences across their life. There are many serious and harmful outcomes associated with exposure to them
- people accessing services often present to child/family welfare services with a complex range of symptoms and behaviours related to prior and/or past trauma, which neither they nor those working with them have linked to this previous trauma exposure. As a result, they may face an uninformed and fragmented response that is potentially re-traumatising
- there are a small number of trauma-specific interventions that have been evaluated using a rigorous scientific standard and been shown to be effective. However, the research is often based on populations who have experienced a single traumatic event rather than complex trauma
- trauma-informed care is a framework for human service delivery that is based on knowledge and understanding of how trauma affects people's lives, their service needs and service usage
- as trauma affects a large proportion of the population, survivors seek support in a broad range of human services. Organisations across all settings should consider how a trauma-informed approach could benefit people, regardless of whether or not the organisation also provides evidence-based trauma-specific interventions
- challenges to implementing a trauma-informed approach include: a lack of clearly articulated definitions (e.g. of trauma-specific interventions vs the concept and principles of trauma-informed care); translating trauma-informed care to specific practice and service settings; consistency across

¹ <https://www.cdc.gov/violenceprevention/acestudy/>

service settings and systems; care-coordination; a lack of guidance for facilitating complex system change; and a lack of evaluation of models of trauma-informed care

- research is needed to explore whether different trauma-informed approaches are required for different population groups, including children, adolescents and adults; or for males and females.

Mental Health Coordinating Council (MHCC) (Australia)

Trauma-Informed Care and Practice: Towards a cultural shift in policy reform across mental health and human services in Australia, A National Strategic Direction

<http://www.mhcc.org.au/policy-advocacy-reform/influence-and-reform/trauma-informed-care-and-practice-a-national-strategic-direction.aspx>

A white paper produced in 2013, provides a research evidence for trauma-informed care and practice, and the rationale for cultural and systemic reform in Australia. It also presents recommendations for a strategic framework for implementation at both service and system levels. Additionally, it identifies the steps needed to embed trauma-informed principles into policy and the integration of evidence-based research into practice. The paper is free to download.

Training resources

Blue knot Foundation (Australia)

An Australian organisation who advocate nationally for trauma-informed policy, practice and systems change, particularly for people who are victims of sexual abuse. They deliver professional development training, group supervision and consultancy for workers, organisations and practitioners working with survivors.

Practice Guidelines for treatment of complex trauma and trauma informed care and service delivery:

<http://www.blueknot.org.au/ABOUT-US/Our-Documents/Publications/Practice-Guidelines/Download>

The guidelines are designed to:

- provide a framework for the implementation, and workforce training and development, recommended to integrate trauma-informed principles and practice into services and systems.
- set out the approaches needed to address trauma histories within clinical practice in mental health settings. They weave information from neuroscience and attachment theory with recovery-orientated, trauma-informed and therapeutic principles.

The 2012 *Practice Guidelines* are freely available to download on free registration.

Fact Sheet for health professionals working with complex trauma:

<http://www.blueknot.org.au/Workers-Practitioners/For-Health-Professionals/Resources-for-Health-Professionals>

Blue knot also has a summary two-page fact sheet for health professionals working with people with complex trauma, with 17 points around using a trauma-informed approach.

Manitoba Trauma Information Centre (Canada)

<http://trauma-informed.ca/>

The Klinik Community Health Centre, Winnipeg, Canada have produced a *Trauma Toolkit* (2013) which is an informative resource for health care leaders, managers and the workforce. The 150-page toolkit is free to download and is based on the Universal Precautions approach

- Page 108 - Guidelines for working with people affected by trauma
- Page 113 – Asking about traumatic experiences

An example from the toolkit (Page 110): ‘A list of commonly held assumptions that service providers may unwittingly promote, as well as suggestions for turning these unhelpful responses into helpful belief systems that will assist the person with their recovery’ as shown in Table 3.

Table 1. *Examples of commonly held assumptions and responses²*

“This person is sick.”	“This person is a survivor of trauma.”
“They are weak.”	“They are stronger for having gone through the trauma.”
“They should be over it already.”	“Recovery from trauma is a process and takes time.”
“They are making it up.”	“This is hard to hear, and harder to talk about.”
“They want attention.”	“They are crying out for help.”
“Don’t ask them about it or they will get upset.”	“Talking about the trauma gives people permission to heal.”
“They have poor coping methods.”	“They have survival skills that have got them to where they are now.”
“They’ll never get over it.”	“People can recover from trauma.”
“They are permanently damaged.”	“They can change, learn and recover.”

² <http://trauma-informed.ca/> - an example from the toolkit (p.110)

National Council for Behavioral Health (US)

<https://www.thenationalcouncil.org/areas-of-expertise/trauma-informed-behavioral-healthcare/>

Video: An Introduction to Trauma Informed Care with Cheryl Sharp

https://www.thenationalcouncil.org/areas-of-expertise/trauma-informed-behavioral-healthcare/#foobox-1/2/we1wRbC7n_o

A nine-minute video clip explaining what a workforce trauma-informed approach means and the seven domains:

- early screening and assessment
- consumer-driven care and services
- nurturing a trauma-informed and responsive workforce
- evidence-based and emerging best practices
- creating safe environments
- community outreach and partnership building
- ongoing performance improvement and evaluation.

NHS Education for Scotland (Scotland)

Transforming Psychological Trauma: A knowledge and skills framework for the Scottish Workforce

<http://www.nes.scot.nhs.uk/education-and-training/by-discipline/psychology/multiprofessional-psychology/national-trauma-training-framework.aspx>

Launched in May 2017, the overarching goal of the framework is to support the strategic planning and delivery of training for those who have contact with survivors of trauma across different levels of the Scottish workforce. The framework is constructed to be incremental across four levels of basic, skilled, enhanced and specialist, as in Figure 5.

The framework supports using a phased based approach to understanding recovery from the impact of trauma. Within each workforce tier (except trauma-informed which is designed to be universal) there are four specific areas of focus. they include:

- being safe and protected from harm
- coping well
- processing and making sense of trauma
- living the life, you choose.

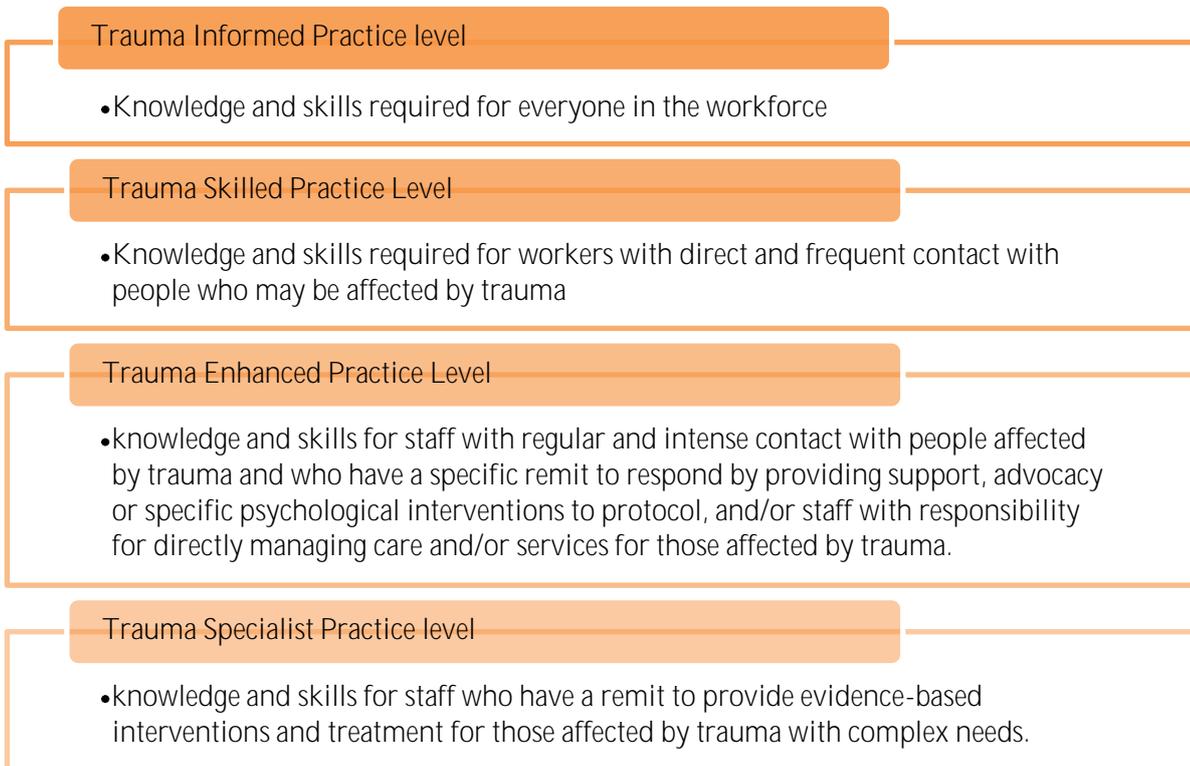


Figure 1. The four tiers of workforce development

Trauma Informed Oregon resources (US)

These resources are presented under specific sectors, not just mental health, but the core training components are generic to all sectors.

Training and education resources:

<https://traumainformedoregon.org/resources/resources-training-education/>

Training and education resources on this page include PowerPoint presentations, several other training resources, useful handouts, and selected literature on ACEs, trauma and trauma-informed care.

Training considerations:

<https://traumainformedoregon.org/roadmap-trauma-informed-care/foundational-knowledge/>

Resources include a roadmap of implementation starting with building awareness of the workforce and a having fundamental knowledge in trauma-informed care. The training resources help the workforce form a common language within an organisation and demonstrates a commitment to creating a sensitive, safe, and welcoming environment for people accessing services and the workforce.

Measuring your ACE score (promoted by Trauma Informed Oregon)

<https://acestoohigh.com/got-your-ace-score/>

Learn about the Adverse Childhood Experiences (ACE) measure and its use and calculate the ACE and resilience scores. An ACE score is a tally of different types of abuse, neglect, and other hallmarks of trauma experiences in childhood. According to the Adverse Childhood Experiences study the higher your score, the higher your risk is for later health problems.

Werry Workforce Whāraurau (NZ)

<http://www.werryworkforce.org/elearning>

In 2015 the Minister of Social Development (MSD) established an Expert Advisory Panel with a mandate to determine how we improve the lives of New Zealand's most vulnerable tamariki. The panel reviewed the current child care and protection system and developed principles and objectives for a future system for vulnerable children (Oranga Tamariki). The review included input from experts, caregivers, whānau and frontline staff and most importantly tamariki and young people whose lives this directly affects.

As part of this response, there was a recognised need for everyone working with tamariki to be aware of the impacts of trauma on the well-being of tamariki and their whānau.

Childhood trauma: impact on development and behaviour

<https://www.goodfellowunit.org/courses/childhood-trauma-impact-development-behaviour>

Oranga Tamariki in conjunction with Werry Workforce Whāraurau have developed a series of three e-modules. It is one of the early enhancements offered by Oranga Tamariki for health professionals, as part of work to improve the lives of vulnerable tamariki in Aotearoa. Modules take about 1 to 1.5 hours to complete. Registration to access the resources is free.

- *Module 1 - Childhood trauma:* impact on development and behaviour. This module provides an introduction to the impacts of trauma on children/tamariki and approaches to trauma-informed care to help address these impacts.
- *Module 2 - Trauma-informed care for caregivers:* The responses of children/tamariki to a traumatic event vary. Even children/tamariki exposed to the same traumatic event may have different responses. Nearly all children/tamariki express some kind of distress or behavioural change following a traumatic event. This course will review childhood trauma from biological as well as cultural perspectives.
- *Module 3 - Trauma-informed care for the children's workforce:* This course supports an understanding of **the role of the children's workforce in a trauma-informed system** and provides an introduction to the impacts of trauma on children/tamariki and approaches to trauma-informed care to help address these impacts.

These courses provide foundation learning and development for caregivers of tamariki and the children's workforce, e.g. social workers, police officers, school-based workers such as counsellors; teachers; teacher-aides; **people working in children's teams**, public health roles, community support roles, mental health workers; and **everyone working with tamariki and their whānau to raise awareness of trauma-informed care within New Zealand.**