

Working in a trauma-informed way

Trauma-informed Care helps older people feel safe and empowered. It supports worker wellbeing and work satisfaction.

In Australia, most older adults will have experienced at least one trauma in their life.



Be trauma aware: Older people, and sometimes workers too, can be affected by trauma



Build safety and trust: Develop respectful relationships in safe environments



Give choice and control: Give older people choices about how care is provided to them



Focus on strengths: Encourage older people to draw on their strengths and preferred coping strategies



Build connections: Support older people to connect with family, friends, community and services



Promote quality of life and recovery from trauma: Provide care that supports hope and independence



Trauma-informed Care involves being respectful of a person's cultural practices.

Trauma-informed Care applies to everyone in the organisation – workers, managers, and the people accessing care. It helps create an environment that is safe for everyone.

Remember: Looking after yourself helps maintain your own wellbeing. It also helps you support the people you care for, and your workmates.