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| Framework for trauma-informed practice |
| Practice domains |
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Trauma-informed practice supports the wellbeing of everyone, whether they are currently, or have previously, experienced trauma. The framework includes practice domains that help identify strengths and gaps in practice. Use them when:

* creating safe spaces
* developing policies and procedures
* reflecting on practice
* developing feedback mechanisms.

# Practice domains

## Knowledge and understanding

Trauma-informed practice begins with the needs of people who have experienced trauma. It relies on service providers having the knowledge, skills and confidence to respond to needs in a way that promotes safety, healing and recovery.

‘I assume that everyone may have experienced trauma at some point in their lives.’

## Safety

Our sense of safety is vital to recovery from trauma and experience of wellbeing. This includes physical, emotional, psychological, spiritual and cultural safety. For a service to truly help someone, attending to their safety is the first priority.

‘I trust that when I have a problem, someone will help, and something will be done.’

## Relationship-based and collaborative

Relationships are the basis of an effective service response. For people to receive a safe and helpful service, they must feel that practitioners are authentic, attuned, empathic, trustworthy and non-judgemental.

‘We view relationships as the platform for wellbeing and healing and structure service offerings around this understanding.’

## Client voice

Client involvement is an essential ingredient of a quality service system. It is the main source of information about the safety, quality and effectiveness of services. It is a vital part of program and system design and evaluation.

‘I am visible, people listen to me and I feel understood.’

## Holistic approach

A holistic view means understanding and flexibly responding to a person’s culture, identity and context. This includes understanding a person’s unique lived experience and identifying a person’s strengths and resources for their recovery, along with the presenting problem. For Aboriginal children and families, this includes strengthening connection to family, community and culture.

‘Assessments in our service consider a person’s identity, views, needs, preferences and developmental age and stage.’

## Focus on wellbeing

Wellbeing is a complex combination of a person’s physical, mental, emotional and social health factors. Wellbeing is strongly linked to happiness and life satisfaction. A focus on wellbeing means that services value and work towards the wellbeing of the people working within them as well as focusing on the wellbeing, healing and recovery of people using services.

‘All services implement strategies to prevent burnout and vicarious trauma.’

## Reflection

Reflective practice is the foundation of professional development. It makes meaning from experience and transforms insights into practical strategies for learning, growth and organisational impact.

‘I understand that reflective practice is not a luxury. It is vital for a safe service, and it prevents mistakes that could harm people.’

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