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| **Cross sector forum: Trauma informed practices for responding to difficult situations** |
| **When**: 10:00-3:00pm, 8th December 2022 **Where:** Surry Rooftop, Rydges Hotel, 28 Albion Street, Sydney, Gadigal Country **Contacts:** michelle@nada.org.au or alice@nada.org.au  |
| **09:45-10:00** | **Registration open & coffee and tea available** Come and say hello to the NADA team and network with forum participants from across the non-government sector  |
| **10:00-10:10** | **Welcome to Country** Local Aboriginal Land Council  |
| **10:10-10:20** | **Forum welcome** **Chris Keyes** (Deputy CEO, NADA) will welcome people to the forum and **Michelle Ridley** (Clinical Program Manager) will give a brief background to practice resource – and provide everyone attending a chance to introduce themselves and their service.  |
| **10:20-10:40**Presentation | **Trauma informed approaches for providing safe and inclusive services** **Sarah Etter (Clinical Director, NADA)**will discuss the key themes of the practice resource and provide an overview of trauma informed care and the *impacts of trauma on the body and how this* affects people's responses to situations.  |
| **10:40-11:15**Panel discussion | **“Nothing About Us Without Us" - engaging consumer representatives and peer workers to enhance trauma informed approaches and provide services that are safe places**  ‘Trauma-informed care is being treated with kindness—human kindness is what’s most important.’ (Tony, consumer). People with lived experience of accessing NGO services were consulted with in the development of the practice resource, many of whom provided invaluable insights and practical wisdom. This panel will discuss some of the key tips for best-practice trauma-informed care and responding to difficult situations that people shared with us. **Bianca Amoranto** (Senior Transition Worker, AOD, Consumer Restorative Centre), **Fabian Galbraith** (Consumer Representative, NADA Consumer Advisory Group) and **Alex Freeman** (Peer Worker, NUAA and Consumer Representative, NADA Consumer Advisory Group).**Panel moderator:** Michelle Ridley (Clinical Program Manager, NADA) |
| **11:15-11:45** | **MORNING TEA & NETWORKING**  |
| **11:45-12:15** | **Reframing Language** **Michelle Ridley** (Clinical Program Manager, NADA), **Kevin Street** (Consumer Representation, NADA Consumer advisory Group) will discuss language and how using person-centred language that focuses on the person and not their behaviour is a powerful tool and a vital component of trauma-informed care and best-practice responses to delivering safe and inclusive services.  |
| **12:15-1:00**Panel discussion  | **Delivering trauma informed care to people accessing non-government services** Trauma-informed care is essential when delivering services and can be implemented in any service setting. In a trauma-informed service, every person has a responsibility to practice in ways that are trauma informed: *‘To provide trauma-informed services, all staff of an organisation, from the receptionist to the direct care workers, to the board of directors, must understand how violence impacts the lives of the people being served, so that every interaction is consistent with the recovery process and reduces the possibility of re-traumatisation.’ (Elliott et al, 2005).* This panel includes people from varied roles and backgrounds working across the NSW non-government sector who will share their experiences and insights into providing trauma-informed care to people and responding to difficult situations. **Levii Griffiths** (AOD case manager, Haymarket Foundation), **Naif-Jamie Martin** (Peer Worker, St Vincent’s Hospital), **David Kelly** (Director, Programs, Odyssey House, NSW) and **Lara Small (**Case Manager, Guthrie House) will discuss their experiences and insights into providing trauma-informed care to people accessing non-government health and community services. **Panel moderator:** Sarah Etter (Clinical Director, NADA)  |
| **1:00-2:00** | **LUNCH & NETWORKING** |
| **2:00-2:45** | **Starting the organisational change process and building service collaboration** People with significant trauma histories often present with various needs, crossing different service sectors. Integrated and collaborative practice is vital for best practice as no one organisation is generally able to provide all required services. Providing holistic and integrated care requires strong community partnerships with other service providers and groups. In this workshop, **Michelle Ridley** (NADA) and **Sarah Etter** (NADA) will give participants an opportunity to reflect on their organisations current trauma-informed practice and cross-service partnerships and ways to build on these.  |
| **2:45-3:00** | **Forum** **wrap up and close** Sarah (NADA) will wrap up the forum and give delegates the opportunity to provide final feedback.  |
| **3:00**  | **Event close - AFTERNOON TEA**  |