



Australian Government

CHCMHS013 Implement trauma informed care

Release: 1

CHCMHS013 Implement trauma informed care

Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. New unit.

Application

This unit describes the skills and knowledge required to promote trauma informed care, and to develop strategies to address people's specific trauma needs. Trauma informed care involves providing services that are informed by the knowledge and understanding of the impact of trauma, in particular interpersonal violence and varying service practice to reduce the likelihood of re-traumatisation.

This unit applies to work with people with mental illness in a range of community services work contexts.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Work in trauma informed ways

- 1.1 Apply the key principles and practices of trauma informed care in all work
- 1.2 Develop strong safe relationships and environments that promote a sense of safety, trust, choice and control
- 1.3 Empathically and sensitively, acknowledge and respond to disclosures of past and current trauma or abuse
- 1.4 Respond to current distress in ways that reflect an understanding of the impacts of trauma
- 1.5 Jointly identify the person's strengths, resilience and

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range of strategies used to cope with and manage the impact of trauma

1.6 Communicate information about the impact of trauma to people in a culturally and age sensitive way

1.7 Work with the person to identify the impact of trauma in the development of mental health issues

1.8 Collaboratively identify and develop strategies to eliminate, minimise and/or manage potential triggers to traumatisation and re-traumatisation in relation to service provision

1.9 Collaboratively record and complete required documentation in ways that minimise likelihood of re-traumatisation

2.1 Develop strategies to address people's specific trauma needs

2.1 Collaboratively identify a person's specific trauma needs

2.2 Determine capacity of the service to respond to people's trauma issues

2.3 Identify with the person, their need for specialist trauma services and support

2.4 Provide information on a range of services and available supports and foster choice and control for the person

2.5 Apply accepted procedures to evaluate the options of bringing in specialist support and/or appropriate referral

2.6 Facilitate and support referral for specialist trauma services for the person, with consent

2.7 Follow-up referral to ensure person's needs are being met

3. Promote trauma informed practices

3.1 Incorporate recognition of the impact of trauma in the development of individual support plans

3.2 Reflect on aspects of current service practice and programs to identify areas for improved trauma informed practice

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

3.3 Regularly gather feedback from the person and others to identify potential areas for improved trauma informed service practices

3.4 Identify service policies, procedures or practices that could potentially contribute to traumatisation and re-traumatisation

3.5 Develop change strategies and plans to strengthen trauma informed practice, in collaboration with a person with lived experience of trauma

3.6 Provide information and resources to other workers that promotes trauma informed principles and practices in the workplace

3.7 Participate in trauma informed supervision or peer supervision

3.8 Contribute to the development of policies to reduce or minimise experiences of vicarious trauma

4. Maintain safety in practice

4.1 Take appropriate action to ensure safety

4.2 Acknowledge limits of own abilities and make referrals as appropriate

4.3 Proactively review programs, services and plans to minimise potential issues or incidents

4.4 Defuse, and de-escalate potential incidents by implementing individual plans or service procedures

4.5 Respond and communicate effectively and sensitively to people in distress

4.6 Resolve conflicts using conflict resolution and negotiation skills

4.7 Identify emergency situations and seek assistance according the needs of all those involved

4.8 Implement self care practices including reflection, supervision and debriefing

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCMHS013 Implement trauma informed care

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- provided support and developed strategies that reflect the principles of trauma informed care and recovery oriented practice to address the needs of at least 3 different people who have experienced trauma, including interpersonal violence

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical considerations (international, national, state/territory, local) for trauma related practice, and how these are applied in organisations and individual practice:
 - codes of practice
 - discrimination
 - dignity of risk
 - duty of care
 - human rights
 - informed consent
 - mandatory reporting
 - practice standards
 - privacy, confidentiality and disclosure
 - policy frameworks
 - records management
 - rights and responsibilities of workers, employers and clients

- specific legislative requirements related to trauma
- work role boundaries – responsibilities and limitations
- work health and safety
- trauma, including:
 - prevalence of trauma in the general population and with service users
 - definitions of trauma and complex trauma and its impacts
 - how trauma impacts development of those affected
 - the dynamics of interpersonal violence and the relationship to trauma
 - the way individuals cope and manage the impact of trauma
 - the potential for and causes of re-traumatisation, in particular in accessing or receiving services
- evidence based practice at national and international level to implement trauma informed services
- significance of loss and grief for people who have experienced trauma
- gender differences in the application of trauma informed care
- common beliefs and attitudes towards people who experience interpersonal violence and how this impacts on their access to services
- values and core principles and features of trauma informed care and practice, including:
 - understanding trauma and its impact
 - promoting safety in environments and relationships
 - ensuring cultural competence
 - supporting control, choice and autonomy
 - fostering healthy supportive relationships
 - promoting the belief that recovery is possible
 - promoting strengths based, collaborative practices
- impacts of traumatic events that occur when accessing or receiving services (including the use of compulsory treatment, seclusion and restraint)
- role of triggers and ‘flashback’ (re-experiencing), re-victimisation and re-traumatisation
- referral options and resources available to support self-advocacy
- links between suicidality, self-harm and interpersonal trauma
- nature of trauma
 - definitions and descriptions of the range of events and circumstances that constitute trauma
 - intergenerational trauma
- descriptions of the common biological, psychological and social impacts of trauma, and the impacts of trauma on:
 - person’s sense of self
 - development of mental health issues and in the expression of current distress
 - relationships, including service provider relationships
- principles and practices of trauma informed care, including:
 - strategies to minimise and respond to vicarious trauma

- strategies to promote trauma informed practices in the workplace
- strategies for change management
- change management theories and frameworks
- conflict resolution and negotiation techniques
- peer supervision, reflective practice and their role in mental health work

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>