



## Trauma-Informed Redress: Direct Personal Response

**T**his one day interactive training provides the information and skills needed by institutional personnel to deliver effective redress processes including in the provision of a direct personal response.

**T**he Royal Commission into Institutional Responses to Child Sexual Abuse has recommended that all institutions by and within which people were sexually abused should participate in a redress scheme. It is essential to the wellbeing of survivors that institutions which offer a direct personal response are informed by understanding of the redress process, child sexual abuse, the ground-breaking research related to Trauma-informed Practice, defence mechanisms, institutional dynamics, 'parallel processes', and the challenges of providing redress to those harmed by and within institutions.

**E**ffective redress programs require all representatives involved in providing them, and all the policies and practices of participating institutions, to be trauma-informed. This is both to minimise destabilisation and re-traumatisation and to optimise healing.

**T**he training facilitates the planning and provision of all elements of a direct personal response in order to optimise the meeting of survivor expectations. This includes the knowledge and skills to embed trauma-informed principles into every step of engagement. It will also workshop content and process dynamics, ways to enhance communication, to attune to non-verbal communication, and to facilitate positive meetings.

At the session's completion, participants will be better able to:

- Define redress, its components & principles
- Distinguish between types of trauma; why institutional trauma is 'complex' trauma
- Name 3 individual and institutional defence mechanisms & their importance
- Define the 5 core trauma-informed principles & identify the multiple points at which they need to be embedded when planning for redress
- Delineate dynamics & 'parallel process' of institutional abuse; demonstrate understanding of key tasks of redress - initial contact, crafting of apology & room set-up, appropriate conclusion of direct personal response/redress meetings
- Demonstrate knowledge of impacts of complex trauma on mind & body, links to emotional & physical health problems
- Demonstrate knowledge & understanding of the 'window of tolerance' & of appropriate responses to different expressions of distress
- Identify 3 forms of non-verbal communication and describe and demonstrate 3 communication skills necessary for safe facilitation of meetings
- Recognise and address content & process dynamics, confirm survivor expectations and that they are met
- Workshop steps for trauma-informed direct personal response/redress
- Attune to individual & systemic dimensions of trauma-informed direct personal response/redress
- Experience opportunity for experiential learning using role plays in trauma-informed responding in direct personal response/redress processes

### **Who should attend?**

All institutional personnel who will be involved, directly or indirectly, in the redress process, including in the provision of a direct personal response.