

Trauma-Informed Care Policy Template

Purpose:

To ensure that aged care services are delivered using trauma-informed care principles that recognize and respond to the effects of trauma, promote a culture of safety, empowerment, and healing, and align with the Aged Care Quality Standards and relevant Australian legislation.

Scope:

Applies to all staff, volunteers, and contractors providing direct or indirect support to residents within the organisation.

Policy Statement:

The organisation commits to:

- Recognising the prevalence and impact of trauma on residents.
- Providing care that is safe, compassionate, respectful, and free from re-traumatisation.
- Enabling staff to identify trauma responses and support recovery-oriented care practices.
- Embedding trauma-informed principles into all levels of service delivery and leadership.

Legislative Context:

- Aged Care Act 1997 (Cth)
- Aged Care Quality Standards (Standard 1 – The Person; Standard 3 – The Care & Service)
- Charter of Aged Care Rights
- Privacy Act 1988 (Cth)

Definitions:

- **Trauma:** An event or series of events that result in psychological harm or distress.

- **Trauma-Informed Care:** A framework grounded in understanding, recognizing, and responding to the effects of trauma while emphasizing emotional and physical safety.

Key Principles:

1. **Safety:** Create environments where residents and staff feel safe.
2. **Trustworthiness:** Maintain transparency in processes and decisions.
3. **Choice:** Support resident autonomy and informed decision-making.
4. **Collaboration:** Involve residents, families, and staff in developing care plans.
5. **Empowerment:** Strengthen capabilities and foster resilience.
6. **Respect for Diversity:** Recognize the impact of culture, gender, and life experiences.

Responsibilities:

- **Approved Provider:** Ensures trauma-informed principles are integrated across all policies and practices.
- **Facility Manager:** Oversees training, implementation, and continuous evaluation.
- **Care Staff:** Applies trauma-informed practices and documents trauma-related observations appropriately.
- **Clinical Team:** Provides trauma-informed assessments and ensures therapeutic interventions align with best practice.
- **Support Staff:** Maintains sensitive and respectful interactions with residents.

Procedures:

1. Conduct trauma screening during resident admission and review periodically.
2. Develop individualised care plans incorporating trauma-informed strategies.
3. Ensure all staff complete trauma-awareness and de-escalation training.
4. Promote a calming and predictable environment.
5. Support staff wellbeing to minimise vicarious trauma.
6. Regularly evaluate trauma-informed practices through supervision and audits.

Monitoring and Review:

- Compliance audits conducted annually.
- Staff training reviewed biannually.
- Resident feedback and incident reviews used to guide continuous improvement.
- Annual review of this policy in alignment with regulatory changes.

Associated Policies:

- Behaviour Support Policy
- Human Rights & Dignity Policy
- Incident and Feedback Management Policy
- Staff Training and Wellbeing Policy
- Restrictive Practices Policy

Evidence and Records:

- Care and trauma assessment forms
- Staff training attendance logs
- Resident support and behaviour plans
- Clinical review and supervision records

Policy Control:

Version	Effective Date	Review Date	Policy Owner	Approved By	Status
1.0	20 January 2026	20 January 2027	Quality & Compliance Manager	Approved Provider Board	Draft

Compliance Summary:

Disclaimer: This document is intended as a framework and guideline only. It does not constitute legal advice or a finished organizational policy. Your final policy should be customized to your specific needs and must undergo a formal review and approval process by your organization's leadership or legal department.

Entity Type	Entity Name	Completion Rate	Status
Policy	Trauma-Informed Care Policy	100%	FULLY COMPLIANT (100%)