Government of **Western Australia**
North Metropolitan Health Service

SARC SEXUAL ASSAULT RESOURCE CENTRE

Trauma-informed healthcare approaches

Be alert for trauma

- Nurture hope
- Understand trauma responses
- Collaborate and form a partnership
- Listen
- Avoid shaming

Create safety

- Consider diversity and individual circumstances
- Remain calm and respond sensitively
- Look for strengths

Connect and build a relationship

Show respect and compassion

- Have patience
- Ask trauma -informed questions
- Empower; give choices and control
- Avoid retraumatising

Build trust

- Recognise triggers
- Involve patient in decisions

SELF CARE → **SUPPORT FOR COLLEAGUES** → **ONGOING LEARNING**

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