Trauma aware and healing informed aged care for Forgotten Australians and care leavers

Policy/Statement of Commitment

**Purpose**

The purpose of this document is to set out our commitment to providing trauma aware and healing informed aged care to Forgotten Australians and care leavers.

**Principles**

We are committed to:

* training our staff and leadership on the history and experiences of Forgotten Australians and care leavers and how to provide trauma aware and healing informed aged care to them
* identifying champions within our staff and leadership who will be available to support staff as they work with residents who identify as Forgotten Australians
* providing opportunities at intake and at other times for residents to identify as Forgotten Australians or care leavers should they wish to
* where they do identify, asking them about what they need to feel safe while in our care
* where they do identify, providing them with access to resources and supports for care leavers
* taking opportunities to educate the broader community about the needs of care leavers as they age including others providing services in our centre such as GPs, allied health professionals, dentists, chaplains and volunteers
* supporting our staff to provide trauma aware and healing informed care in a way that acknowledges they may have lived experience themselves or within their families which can create strong emotional responses

**Policy/Commitment**

* We will provide **physical spaces** that are set up giving consideration to the needs of care leavers. This may include:
  + Providing residents with access to outdoor spaces
  + Providing residents with safe outdoor areas that can be accessed for smoking
  + Ensuring a practice of asking residents if they would like their room doors open or closed, locked or unlocked
  + Giving residents a choice about whether they eat in communal areas or not
  + Consider the naming and usage of buildings to ensure they do not honour those who have been named as abusers
  + Restricting the use of religious symbols to areas that are appropriate for example, chapels and prayer rooms
  + Provide spaces that are suitable for residents to meet with care leaver support services and with care leaver peers
* We will respect **privacy and dignity** of residents to the greatest extent possible by:
  + Asking if the resident has a gender preference for the person who will undertake their personal care
  + Ensuring privacy to the greatest extent possible in the provision of care
  + Asking residents their preference for what name they are called and using it
  + Ensuring the language we use around ‘dignity of risk’ respects people’s autonomy and agency and does not reference ‘non-compliance’ in relation to personal choices
* We will respect care leaver residents’ preferences for **social interaction** by:
  + Inviting them but not requiring them to participate in social activities
  + Respecting preferences around the observance or avoidance of days or events of cultural, religious or personal significance
* We will invite care leaver residents to **participate in residents advisory committees/reference groups** and support them to contribute to improvement of care to meet the needs of care leavers