



Trauma-informed service provision



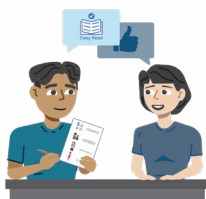
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About this fact sheet



The Department of Social Services wrote this fact sheet. When you see the word 'we', it means the Department of Social Services.



We wrote this fact sheet in an easy to read way. We use pictures to explain some ideas.



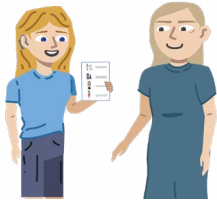
We have written some words in **bold**.

This means the letters are thicker and darker.

We will explain what these words mean.



This Easy Read fact sheet is a summary of another fact sheet. This means it only includes the most important ideas.



You can ask for help to read this fact sheet. A friend, family member or **support person** can help you.

A support person is someone who helps you with things you find hard to do by yourself.



This fact sheet is about how to help people with disability who have **trauma**.

Trauma is when something very bad happens to a person.

It changes how they feel and act for a long time.

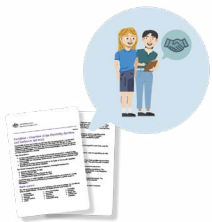
Trauma can make them feel:

- Very scared.
- Upset.
- Hurt.

Trauma can make a person keep thinking about something bad that happened, even if they do not want to think about it.



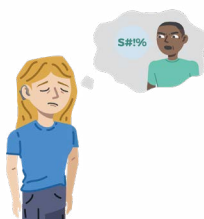
The **Disability Services and Inclusion Act 2023**, or the **DSI Act**, helps the Government to pay for activities that help people with disability.



The DSI Act says that **service providers** must help people with disability.

A service provider is a person or organisation that helps people with disability to live the way they want.

Service providers must also help people with disability who have experienced trauma.

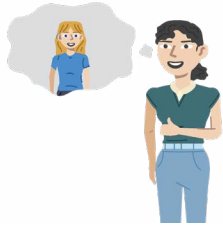


Trauma-informed practice means understanding that anyone might have had something very bad and scary happen to them.

Being trauma-informed means understanding that a person has trauma and this changes them.

Trauma-informed practice uses this understanding to help people in a way that is kind and does not cause more trauma.

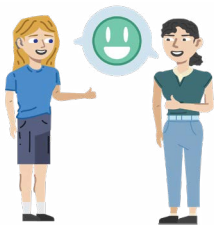
Rules for helping people with disability who have trauma



These rules can help service providers to work well with:

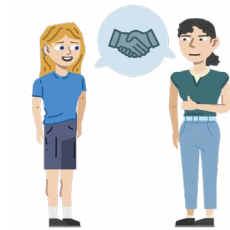
- People with disability who have trauma.
- Their families and carers.

They help to make sure everyone feels safe, heard and understood.



Safety

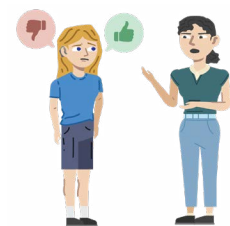
- Your service provider should make sure people with disability feel safe.
- They should try to understand what might make you feel upset and what might make you feel safe.



Trust

- Service providers should always say what is true.
- They should make sure people understand what they are saying and doing.
- They should do what they say they will do.
- They should tell you information and answer your questions.
- They should behave in a way that helps people to **trust** them.

When you trust someone, you believe they will do what they say and keep you safe.



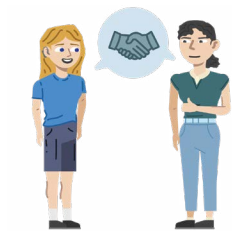
Choice

- Service providers should help people with disability to decide what they want to do.



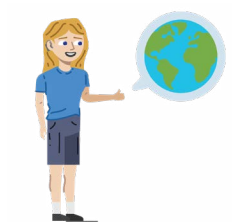
Work together

- Service providers should work together with people with disability, their families and carers to reach their goals.
- They should decide things together, not just one person telling you what you should do.



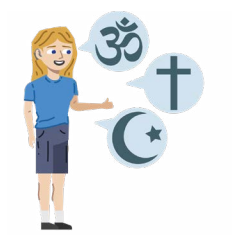
Give people support and feel confident to do things on their own

- Service providers should listen to what people with disability want.
- They should believe that the person with disability can make good decisions.



Respect that everyone is different

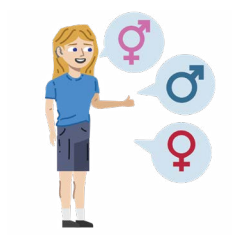
- They may be from a different country.



- They may have a different **religion**.

Religion is what people believe in and how they believe our world was made.

They may have different ideas about how we should live and treat others.



- They may be a different gender like:
 - A boy.
 - A girl.
 - Something else.

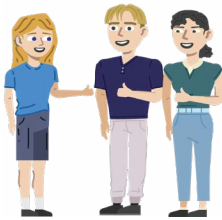


- They may live in a different place to you.



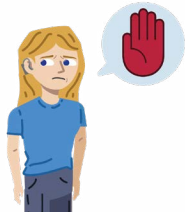
Service providers should be okay with them being different to you.

Service providers should be kind to you and treat you with respect, even if they are different from you.



Service providers should treat everyone in the same way.

More information for helping people with disability who have trauma



To get information about helping people to feel better after **complex trauma**, you can visit Blue Knot's website.

[Helping people with complex trauma:](https://blueknot.org.au/resources/blue-knot-fact-sheets/)

<https://blueknot.org.au/resources/blue-knot-fact-sheets/>

Complex trauma is when someone has a lot of very bad and hard things happen to them for many days.



To get rules about helping people with disability who have complex trauma, you can visit this website.

[Rules for helping people with disability who have complex trauma:](https://blueknot.org.au/product/guidelines-for-trauma-informed-practice-disability-digital-download/)

<https://blueknot.org.au/product/guidelines-for-trauma-informed-practice-disability-digital-download/>



To get more information about what trauma-informed care looks like, you can visit this website.

[What trauma-informed care looks like:](#)

<https://www.traumainformedcare.chcs.org/>



To get more information about helping **First Nations people** with disability, you can visit this website.

[Helping First Nations people with disability:](#)

<https://www.closingthegap.gov.au/sites/default/files/2022-08/disability-sector-strengthening-plan.pdf>

First Nations people are the people who lived in Australia first.

They may have their own languages and ways of doing things that are different to other people.



To get more information about helping people with disability who have:

- Trauma.
- **Different cultures** and languages.

A different culture means that someone comes from a different place than you. They might do some things differently.

They might have different foods.

They might have different ways of having fun and being happy about something special, like a holiday or birthdays.

They might speak a different language.

You can visit this website.

[Helping people with disability who have trauma and different cultures and languages:](https://www.justice.org.au/wp-content/uploads/KYR-Information-for-Service-Providers-Digital.pdf)

<https://www.justice.org.au/wp-content/uploads/KYR-Information-for-Service-Providers-Digital.pdf>



To get more information about Australia's Disability Strategy 2021-2031, you can visit this website.

[Australia's Disability Strategy 2021-2031:](https://www.disabilitygateway.gov.au/document/3106)

[https://www.disabilitygateway.gov.au/
document/3106](https://www.disabilitygateway.gov.au/document/3106)



If you want more information about the DSI Act, you can visit our website.

[More information about the DSI Act:](http://www.dss.gov.au/dsi-act)

www.dss.gov.au/dsi-act

How to contact us



You can visit our website at

[www.dss.gov.au/dsi-act.](http://www.dss.gov.au/dsi-act)



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