

Shared responsibilities for trauma-informed practice

Trauma-informed practice is most effective when both leaders and workers share responsibility for embedding trauma-informed values across all aspects of service. This table outlines the complementary roles of leaders and workers in creating a safe, supportive, and sustainable environment for everyone.

Leaders / organisation	Workers
Design services that offer safe, predictable, and respectful experiences.	Advocate for consistent use of trauma-informed principles in your team.
Develop clear, trauma-informed policies and procedures (e.g., operationalise trauma-informed practice in the service model; wellbeing policies that address vicarious trauma).	Follow policies and procedures , and participate in reviews of these where possible.
Provide regular training and ongoing professional development on trauma-informed care.	Attend training and apply learning to daily practice. Seek out opportunities to build your knowledge and skills.
Promote skills that support trauma-informed approaches, psychosocial stability, resilience, and recovery.	Practise , reflect on, and model these skills in your work (e.g., supporting safe disclosure of trauma). Learn from colleagues and contribute to a strengths-based team culture.
Create regular spaces for team reflection and service planning . And establish trauma-informed environments.	Engage in reflective practice — consider how well current approaches meet the needs of the people you support. Share insights and ideas for improvement.
Offer trauma-informed supervision and consultation tailored to the team's needs.	Use supervision and peer consultation to reflect, learn, and grow. Seek out expert advice when needed.
Support trauma-informed responses to risk and distress .	Balance dignity of risk and duty of care when addressing risk and distress levels.
Clearly define role responsibilities and expectations and service boundaries. Communicate these and provide guidance.	Understand your role and limitations — especially in relation to supporting trauma recovery. Work within what's sustainable and seek support when expectations become unclear or unrealistic.
Actively support workers wellbeing and resilience. Monitor workload and model healthy work practices.	Take responsibility for your own wellbeing . Monitor your stress, practise self-care, and use available supports.
Involve service users, their families and carers in service planning and reviews.	Regularly ask service users whether you're meeting their goals — and check that your approach helps them feel that they are understood and safe.