



One
Day

Trauma-Informed Redress: Direct Personal Response

This training provides the information and skills needed to engage in effective redress processes. It provides participants with the insight, tools and skills to carefully plan and comprehensively provide a direct personal response which delivers optimal support and best meets survivor expectations.

People who were abused and betrayed within institutions often struggle to feel, and be, safe. They can experience strong emotions, and have challenges regulating their emotions and levels of arousal, especially when re-engaging with institutions. Effective redress requires all personnel to be trauma-informed to minimise the risks of destabilisation and re-traumatisation, and to support healing. All institutions offering a direct personal response must understand the redress process, dynamics of institutional abuse and challenges of providing redress to people harmed in institutions.

By participating in this professional development training, participants will:

Demonstrate an understanding of the components and key principles of Redress in relation to the impacts of the complex trauma of institutional child sexual abuse

Analyse the stress response and survivor coping strategies to develop trauma-informed strategies which enlist verbal and non-verbal communication skills for supporting emotional regulation, optimal arousal and safety, and minimising re-traumatisation

Define and articulate the importance of individual/institutional defence mechanisms and evaluate the parallel processes of institutional abuse

Delineate the importance of trauma-informed practice and apply a trauma-informed framework to plan the key tasks of Redress including attuned apology/redress meetings

Recognise and address content and process dynamics as well survivor expectations for apology/redress meetings

Who should attend?

All institutional personnel who will be involved, directly or indirectly, in the redress process, including in the provision of a direct personal response.