



Working With Aged Care  
Clients Who Experienced  
Childhood Trauma in 'Care'



# Debrief Guide

for Supervisors and  
Managers in Aged Care

This guide has been developed as part of the Real Care Second Time Around (RCSTA) project, funded by the Australian Government Department of Health through the Dementia and Aged Care Services Fund.

The project acknowledges and honours children who suffered abuse in institutional and out-of-home care in the last century. We celebrate their courage, strength, advocacy and resilience. We recognise Forgotten Australians, Care Leavers, Stolen Generations, Former Child Migrants and Forced Adoptees as part of this group. They are no longer forgotten.



# Introduction

This guide is an accompaniment to the short, self-paced, online learning course: *Working with Aged Care Clients Who Experienced Childhood Trauma in 'Care'*.

The guide is intended for use by Supervisors and Managers to:

- assist staff to debrief following completion of the online course
- consolidate the learning from the online course, in teams and/or with individual workers
- lead the continuous improvement of skills and organisational culture for responding effectively to complex trauma.

## How to use this guide

Follow 5 easy steps:

- 1 Complete the Course:**  
The Supervisor or Manager should personally complete the 1½ hour online course.
- 2 Book a Debrief Time:**  
After a staff member has completed the course, book a time for a debrief session of one hour. This could be 1-to-1 or with a team of staff who have all done the course. Ask them to bring their notes of the reflections they entered on completion of the online course.
- 3 Lead a Discussion:**  
Use the questions on Page 4 and the videos on Page 6 to lead discussion.
- 4 Record and Act on Any Suggestions:**  
Record any actions from the discussion to be implemented or followed up.
- 5 Share Other Resources:**  
To continue the learning, share the other videos and brochures that have been produced as part of this project with your teams, as suggested on Page 6.

This process is one way to support practice reflection and should be tailored to the context and conditions in each organisation. Some organisations have decided to make the course and the debrief session part of onboarding, or compulsory annual training. There are many materials in the course that can be used to continue learning and developing skills. All these activities will help an organisation provide evidence for Standard 7 of the Aged Care Quality Standards (Consumer Outcome: I get quality care and services when I need them from people who are knowledgeable, capable and caring).



Debrief Question	Conversation	Any actions from here?
<p>Tell me about the course and anything that stood out for you?</p>	<ul style="list-style-type: none"> <li>• Many older people have backgrounds of Childhood Trauma.</li> <li>• Being trauma-informed is something we can all do no matter what type of role we have.</li> <li>• Trauma informed care is part of person-centred care.</li> <li>• Complex trauma means clients need extra consideration from us to feel safe, trust us, and receive our care.</li> </ul>	
<p>What could you do differently in your work, now you have learnt more about trauma?</p>	<ul style="list-style-type: none"> <li>• Slow down.</li> <li>• Always use people’s names.</li> <li>• Give people choices.</li> <li>• Not react to heightened emotions from clients – manage my own reactions.</li> <li>• Any other thoughts?</li> </ul>	
<p>How can we be trauma-informed in this organisation?</p>	<p>Think about the Blue Knot principles:</p> <ul style="list-style-type: none"> <li>• Safety</li> <li>• Trust</li> <li>• Choice</li> <li>• Collaboration</li> <li>• Empowerment</li> <li>• Respect for diversity.</li> </ul> <p>Think about working WITH not TO or FOR.</p>	

Debrief Question	Conversation	Any actions from here?
<p>What would support you to work well with clients who have experienced complex Childhood Trauma?</p>	<p>Consider these suggestions from the course and add more.</p> <ul style="list-style-type: none"> <li>• Offer peer support to your colleagues.</li> <li>• Ask for support from your Supervisor.</li> <li>• Take the time to debrief over a 'cuppa' with your team whenever possible.</li> <li>• Stay positive, it always helps.</li> <li>• Make sure you have regular times to share good news stories with your colleagues.</li> <li>• Know your own triggers so you are not too distressed by people's stories.</li> <li>• Learn self-regulating strategies for when you have strong feelings.</li> <li>• Arrange a buddy/friend system so you have a person you trust if you need to talk.</li> <li>• Use the Employee Assistance Program (EAP) in your workplace for free and confidential counselling.</li> </ul>	
<p>What further training do we all need?</p>	<p>Consider:</p> <ul style="list-style-type: none"> <li>• Inviting Forgotten Australians to speak with staff</li> <li>• Inviting an expert to provide more in-depth trauma-informed practice training</li> <li>• Watching longer online courses together, as a staff group or attend a longer face to face session (Try: Phoenix Australia Trauma Awareness Training for the Aged Care Sector at <a href="https://www.phoenixaustralia.org/aged-care/aged-care-workforce/#traumaServices">https://www.phoenixaustralia.org/aged-care/aged-care-workforce/#traumaServices</a>)</li> <li>• Sharing the resources outlined on Page 6 of this guide.</li> </ul>	



# Further Resources and Activities



Resource	Possible Activity	Any actions from here?
<p>Forgotten Australians Speak - Film 3</p> <p><a href="https://vimeo.com/612293547/4ddff50f9e">https://vimeo.com/612293547/4ddff50f9e</a></p>	<p>This 5-minute film is a continuation of the films in part three of the online course. Here, Forgotten Australians talk about what should change in Aged Care services to meet their needs. It repeats and builds upon the messages from the course.</p> <p><b>Show the film in a team meeting and discuss:</b></p> <ul style="list-style-type: none"> <li>• What ideas would be easy to implement?</li> <li>• What would be harder and how would you overcome the challenges?</li> <li>• What could your staff do to help clients who experienced Childhood Trauma feel safe in your service?</li> </ul>	
<p>Aged Care Bedtime Scenarios</p> <p><a href="https://vimeo.com/612293982/88ca8414a3">https://vimeo.com/612293982/88ca8414a3</a></p> <p><a href="https://vimeo.com/612293749/dd5a04517e">https://vimeo.com/612293749/dd5a04517e</a></p>	<p><b>Show the one-minute Bedtime Scenario A.</b></p> <p>This is a short depiction of a care worker helping a client go to bed. Discuss what is wrong with this scenario and what you would do in your facility that is different to the film.</p> <p><b>Then show Bedtime Scenario B.</b></p> <p>Discuss what is better about this scenario and what you would do to improve on it further.</p>	



Resource	Possible Activity	Any actions from here?
<p>Aged Care Shower Scenarios</p> <p><a href="https://vimeo.com/612293470/3245083592">https://vimeo.com/612293470/3245083592</a></p> <p><a href="https://vimeo.com/612293432/9461b212be">https://vimeo.com/612293432/9461b212be</a></p>	<p><b>Show the one-minute Shower Scenario A.</b></p> <p>This is a short depiction of a care worker helping a client prepare for a shower. Discuss what is wrong with this scenario and what you would do in your facility that is different to the film.</p> <p><b>Then show Shower Scenario B.</b></p> <p>Discuss what is better about this scenario and what you would do to improve on it further.</p>	
<p>Real Care Second Time Around brochure: Practical tips to assist aged care providers and staff to engage with Forgotten Australians/ Care Leavers</p>	<ol style="list-style-type: none"> <li>In pairs: allocate each pair 1 of the pages of practical tips in this brochure. Ask each pair to spend 5 minutes reading their page and selecting 3 tips to share with the group.</li> </ol> <p>Each pair presents what are their 3 tips and how they can be actioned in your workplace.</p> <ol style="list-style-type: none"> <li>Read the scenarios in the brochure and discuss the suggested questions in your team.</li> </ol>	
<p>Real Care Second Time Around brochure: <b>Top 10 Questions</b></p>	<p>Take each question and brainstorm how your organisation would be able to answer them.</p> <p>Create an answer sheet in response to these top 10 questions.</p>	





## Helping Hand

Contact for Further  
Information

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[www.helpinghand.org.au](http://www.helpinghand.org.au)

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