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**Symposium abstract**

**Local adaption for effective implementation of trauma-informed service delivery**

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1 Phoenix Australia Centre for Posttraumatic Mental Health, The University of Melbourne, Australia

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This symposium will present how the implementation of trauma-informed service delivery was supported through a research and service collaboration across sectors covering mental health and community participation and inclusion. Increasingly, implementation experts have called for implementation approaches that supports local adaptation in order to sustain practice change (e.g. [Chambers](#_ENREF_55) et al.’, 2013). In particular, a systematic approach to reviewing current practice, providing facilitated support and advice, and using a co-design approach to implementation can ensure that services have the tools to assess and improve practice overtime. The papers in this symposium will present a methodology for engaging staff, service users and their families and/or carers in developing tools and processes to support trauma-informed practice, the process of identifying solutions to improve services, and the observed benefits of trauma-informed practice for organisations themselves and the communities they support. Practical implications of implementation process will be presented from the perspective of both trauma and implementation experts as well as organisational leaders involved in projects aimed at enhancing organisational capacity and processes.

**Bio:** Anne-Laure Couineau is the the Director of Policy and Service Development at Phoenix Australia. She leads a program of work aimed at improving workforce capability and service responses to trauma. She is a psychologist with extensive experience in the treatment of the impacts of interpersonal violence, particularly child sexual abuse and sexual assault, family violence and war related trauma.

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**Abstract Author 1**

**Abstract:** *Co-design Methodology in a Trauma Informed Practice Capability Pilot Project*

**Coralie Durham**1**, Sarah Strauven**1, Rajlaxmi Khophade2, Kalina Clark2, Shantell Smith2, Deb Rachele2, Laura Biggs3, Meaghan O’Donnell1, Julia Frederickson1, Rahul Khanna1, Ravi Bhat4, Simon Stafrace5, Mal Hopwood6, Jennifer Babb5, Anne-Laure Couineau1

1 Phoenix Australia Centre for Posttraumatic Mental Health, The University of Melbourne, Australia

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3 Murdoch Children’s Research Centre, Australia

4 Goulburn Valley Health, Australia

5 Alfred Health, Australia

6 Ramsay Health Care, Australia

This presentation discusses the methodology of a research project aimed at supporting and enhancing the capabilities of workers in a ‘Hospital in The Home’ program regarding their trauma-informed practice. This involved the development, implementation, and evaluation of tools and resources based on the needs, gaps, and strengths identified by staff, consumers, and carers. Aligning with the recommendations from the Royal Commission into Victoria’s Mental Health System, the adopted implementation methodology was grounded in codesign with staff, consumers, and carers. We will critically discuss the perceived benefits and limitations of this engagement process within the real world setting of an innovative program delivering intensive trauma-informed psychiatric care in a home context. It is hoped that the insights from this pilot and two sister pilots will not only provide tools and resources that can be scaled up and rolled out in other mental health services but will also showcase a framework for services to include consumers and carers in the evaluation and implementation of their trauma-informed care. This presentation will offer multiple perspectives on this process by including researchers and staff as co-presenters.

**Bio:**

Coralie Durham is a policy advisor with a background in education. She is currently working at Phoenix Australia as a policy research assistant, where she contributes to research, policy development, and training. She is a qualified teacher and has a Masters in Social Policy, with a keen interest in wellbeing for young people, especially those from marginalised communities. She has strengths in knowledge translation and is passionate about making information accessible to broader communities.

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Sarah Strauven is a psychologist interested in refugee mental health and complex trauma. She is currently a research fellow at Phoenix Australia, where she conducts research on various trauma-impacted populations, mainly those affected by disasters. Sarah is passionate about translational research to support community recovery and improve access to care for marginalised groups. She also maintains a clinical practice.

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**Abstract Author 2**

**Abstract:** *Preliminary Findings from a Co-designed Trauma Informed Practice Capability Pilot Project*

**Loretta Watson**1**, Raul Foglia**2,3, Sarah Strauven1, Brett Murphy2,3, David Pedlar2,3, Parwana Nawabi4, Jasmine Langford3, Charles Chu1 ,Laura Biggs5, Rahul Khanna1, Anne-Laure Couineau1

1 Phoenix Australia Centre for Posttraumatic Mental Health, The University of Melbourne, Australia

2 The Brimbank Mental Health and Wellbeing Local, Australia

3 cohealth, Australia

4 Clarity Health Care, Australia

5 Murdoch Children’s Research Centre, Australia

This presentation discusses preliminary findings of a research project aimed at supporting and enhancing the capabilities of workers in a Mental Health and Wellbeing Local regarding their trauma-informed practice. This involved the development, implementation, and evaluation of tools and resources based on the needs, gaps, and strengths identified by staff, consumers, and carers. Aligning with the recommendations from the Royal Commission into Victoria’s Mental Health System, the adopted data collection and analytic methodology was grounded in codesign with staff, consumers, and carers. We will present preliminary qualitative findings of this engagement process in terms of themes used to inform the development of the tools and resources implemented within the real world setting of a service delivering trauma-informed, integrated mental health and wellbeing treatment, care, and support in a community context. It is hoped that the insights from this pilot and two sister pilots will not only provide tools and resources that can be scaled up and rolled out in other mental health services but will also showcase a framework for services to include consumers and carers in the evaluation and implementation of their trauma-informed care. This presentation will offer multiple perspectives on preliminary findings by including researchers and staff as co-presenters.

**Bio:**

Loretta Watson is a Research Fellow at Phoenix Australia where she specialises in consulting with organisations whose workers are likely to be exposed to trauma during the course of their work, assisting with policy and process review, mental health strategy development, and implementation of trauma-informed practice and service delivery.

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**Bio**:

Mr Raul Foglia works for cohealth and is the Practice Lead at the Brimbank Mental Health and Wellbeing Local. He is a qualified forensic and counselling psychologist and registered supervisor with 35 years’ experience working with people with complex presentations, addictive behaviours, diverse cultural backgrounds, and gender diversity.

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**Abstract Author 3**

**Abstract:** *Reclink Australia’s**Trauma-informed Service Delivery: Supporting Communities Impacted by Disaster*

**Ros Lethbridge1, Alex Howard1**, Courtney Bowd1, Le Pham1, Lisa Dell1, Jason Carter2, Richard Allanby2, Tharshini Balachandiran2, Sana Singh2, Callista Cooper2, Dave Wells2

1 Phoenix Australia Centre for Posttraumatic Mental Health, The University of Melbourne, Australia

2 Reclink Australia, Australia

This presentation will discuss finding and insights from two projects which aimed to assist Reclink Australia, a sports and recreation provider, in reviewing and enhancing their existing commitment to trauma-informed service delivery within the context of their work supporting recovery in disaster impacted communities. We will provide an overview of the steps taken to engage in a research and service collaboration partnership to review current practice and identify opportunities for local implementation of recommendations. Following this, an evaluation of the broader program was conducted, enabling us to identify outcomes achieved using a trauma-informed approach, and opportunities to continue to refine practice. We will discuss the facilitators and challenges of on the ground trauma-informed service delivery, and the benefits of trauma-informed practice within organisations and the communities they support. It is hoped that these insights will assist other organisations who do not solely have a mental health focus to consider incorporating trauma-informed practice into their service delivery model to better support communities impacted by disasters and adversities more broadly.

**Bio:** Dr Ros Lethbridge is a clinical psychologist and senior clinical specialist at Phoenix Australia where her work centres on translating trauma-related evidence into practice. Ros assists organisations in the emergency service, government and legal sectors to build capacity in understanding, preventing, and promoting recovery from trauma.

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**Bio:** Alexandra Howard is the Director of Disasters and Public Health Emergencies at Phoenix Australia, and the mental health and wellbeing interventions research unit lead at the University of Melbourne’s Centre for Disaster Management and Public Safety. She is a clinical psychologist and public health practitioner who expertise lies in implementing best practice mental health and psychosocial support approaches to ensure governments, organisations, and communities are equipped to prepare, respond and recover from disaster.

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