Create A Sense of Place

THERAPEUTIC FRAMEWORK

Our Approach to Therapy

A Guide for Counsellors, Therapists and Behaviour Support Practitioners

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"People have the right to express their feelings, regardless of the ways they do it (as long as it's not violating another person's human rights)"

– Article 21 of the Communication Bill of Human Rights.

ABOUT THIS FRAMEWORK

1.Purpose

This framework has been developed to guide Create A Sense of Place team in their therapy service provision.

2. Scope

This framework is intended for use by all team members of Create A Sense of Place that deliver Counselling, Therapy including Play Therapy for CHildren and A Sense of Self Therapy for Adults and Positive Behaviour Support.

3. Statement of Commitment

At Create A Sense of Place, we believe every person has the ability to create their own life. We believe that every person has the ability to live their life with purpose. We believe that every person has the right to possibilities, has the right to make independent choices and to achieve their dreams. We believe that it is every person's right to choose the service they want, to learn the skills they need and most importantly, get the service they expect and are paying for.

We believe that every person has the right to feel a sense of place.

As a team member of Create A Sense of Place you will be required to:

- Read this policy and make sure you understand how our standards impact you and your role and the people you deal with.
- Read this policy and make sure you understand your role and responsibilities.
- Demonstrate the expected behaviours in every aspect of your work

4. Our Approaches

Create A Sense of Place (CASoP) uses a variety of different approaches in their work, and Team Members are recruited based on their values, ethics and character qualities which in turn ensure that their approach fits ours.

4.1 Trauma Informed Care

CASoP has implemented trauma-informed care in service delivery and practice. We acknowledge that the way we do things may be an inadvertent trigger for exacerbating trauma symptoms. This is why we use a trauma-informed approach.

At the broadest level, trauma-informed care provides a framework for practitioners in service delivery. The principles and knowledge of trauma and how that can impact on people's lives and their service needs.

Trauma affects people in a variety of ways. Symptoms and presentations are adaptive behaviours in response to trauma and traumatic events. Deprivation, abuse, neglect, death or significant loss and grief, are not uncommon in the human services area.

Look for these symptoms of trauma in children and adults:

- **Cognitive signs:** Confusion, disorientation, heightened or lowered alertness, poor concentration, difficulty identifying familiar objects or people, memory problems, and/or nightmares.
- **Emotional and behavioural signs:** Anxiety, guilt, denial, grief, fear, irritability or Intense anger, emotional outbursts, depression, withdrawal, panic, feeling hopeless or overwhelmed, difficulty sleeping, changes in sexual behaviour, excessive alcohol consumption, and/or temporary loss or increase of appetite.
- **Physical signs:** Fatigue, nausea or vomiting, dizziness, profuse sweating, thirst, headaches, visual difficulties, clenching your jaw, and/or aches and pains. Seek immediate medical care if you experience chest pain, difficulty breathing or symptoms of shock.

By adopting a trauma informed care approach, our service aims to do no further harm through re-traumatising individuals and participants. The CASoP approach makes four key assumptions that must be present as a basis for implementation and service delivery.

The Four Rs for Trauma Informed Approach

- **Realisation** at all levels of an organisation or system about trauma and its impact on individuals, families and communities;
- **Recognition** of the signs of trauma;
- **Response** – program, organisation or system responds by applying the principles of a trauma informed care approach;
- **Resist** re-traumatisation – of participants and staff

The Six Key Principles	
Safety	Staff and the people they work with and support, feel physically and psychologically safe
Trustworthiness and transparency	Trust is paramount and decisions are transparent
Peer Support	People with lived experience of trauma or their caregivers (informal supports). Peers are survivors of trauma
Collaboration and mutuality	This principle aims to level power differentials between systems and people to ensure a collaborative approach to healing
Empowerment, voice and control	This principle emphasises the strength based nature of trauma-informed care. The organisation and service system fosters recovery and healing as part of practice
Cultural, historical and gender issues	A trauma-informed approach incorporates processes that move past cultural stereotypes and biases. Policies, protocols and processes are responsive to cultural and gender needs of participants

4.2. The Person Centred Approach

The Person Centred approach is a philosophy that puts the person at the centre of their decisions in partnership with the important people in that person's life. The NDIS has been said to be the biggest reform in Australia since Medicare. It's out with the old and in with the new.

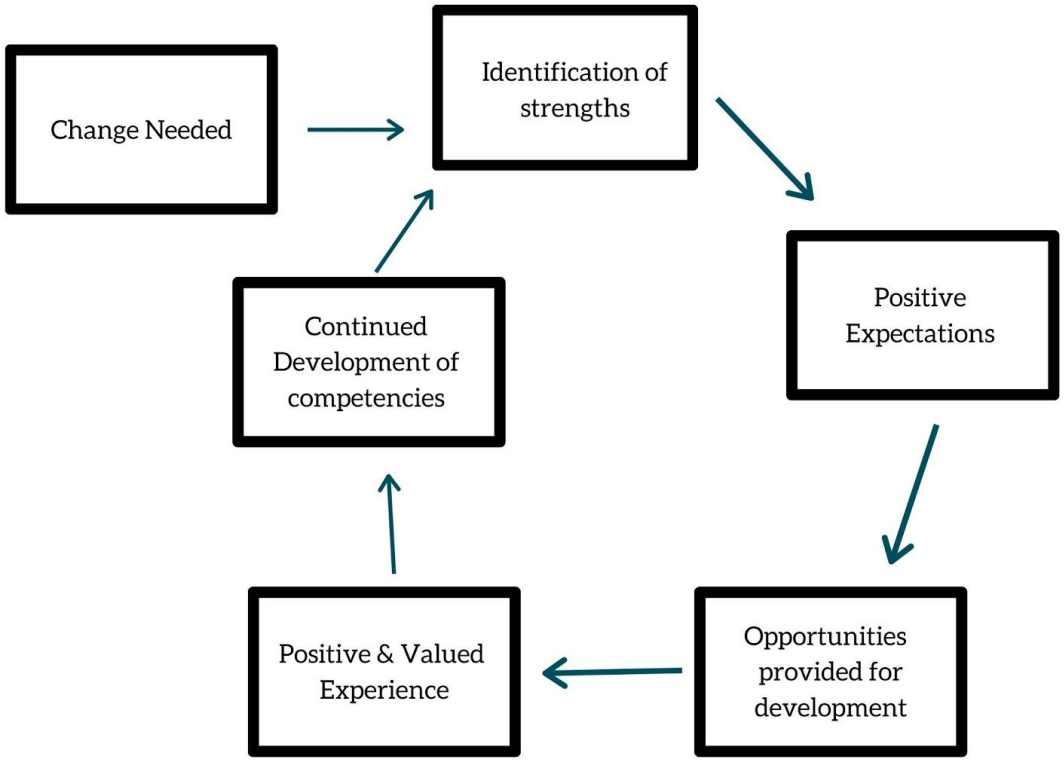
This approach is about listening to the person, their wants, needs and goals, and working with them to achieve those. In all our service provision, we need to be careful that we are not putting in strategies that actually further silence a person, who may already be silenced. We must put in strategies that support someone to communicate, as without language, one cannot express their needs.

4.3. Using a Strengths Based Approach

The strengths based approach is a philosophy for working with people to bring about change using positive attitudes about people's dignity, capacities, rights, uniqueness and commonalities (Mc Cashen 2010).

4.3.1 The Competency Cycle

The diagram below (Mc Cashen 2010) illustrates using a person's strengths and resources in the process of change.



4.4 A Human Rights Approach

Create A Sense of Place is proud to provide a human rights approach to our Therapeutic Services.

We understand that to see a change, a person needs to feel safe and be able to communicate their needs.
When there are barriers to being able to communicate your wants, your needs, your choices, and being able to say 'no', this can lead to many overwhelming feelings such as anger, frustration, anxiety and stress.

Stress has a huge impact on all humans, with or without disability. But our bodies' response to stress is very intelligent, and has helped us as humans, to survive. This response to stress may come out as a behaviour, which we see as a strength, a way that someone can communicate their needs that are being unmet. We will work with this strength, and are determined to listen, understand and ensure the strategies we put in place are responsive to what a person is telling us.

5. Guide for CASoP team Members

CASoP service provision is about self-determination and empowerment of a person living with a disability in partnership with the important people in their life. It focuses on using a person's strengths to build capacity and bring about change.

The following are guides to support you in your service provision:

DO Treat everyone with respect and honesty

DO Remember the individual is at the centre of the decision making

DO Promote opportunities for self sustainment.

DO Set clear boundaries about your role, the time limits and the purpose.

DO Ensure you develop a Service Agreement with each individual.

DO Provide a variety of different options that promote inclusion.

DO Clearly explain confidentiality and the limits to confidentiality

DO Ensure people understand your role as a Mandatory Reporter

DO Always ask consent if personal touch is required such as:

1. Danger to the person
2. Child is in distress

DO Make safe referrals

DO End the Therapeutic relationship when:

1. It is evident that no further support is required.
2. the relationship has broken down.
3. Boundaries have become unclear

DO Accept the individual's choice (unless personal safety is questioned)

DO Report on your service provision and outcome.

DO Strengthen the individual's ability to create their own life.

DO NOT Do something for a person that they could, or have the potential to, do for themselves.

DO NOT Do things of a personal nature that the person can do for themselves

6. References

- National Disability Insurance Scheme.
- Wayne McCashen: The Strengths Approach.
- Moore, E: Case Management for Community Practice.
- Article 21 of the Communication Bill of Human Rights.
- Bateman et al. 2013 Trauma Informed Approaches to care – A strengths based framework that is responsive to the effects of trauma.