

Extract from National Guide: Evidence base, 'Preventing child maltreatment – Supporting families to optimise child safety and wellbeing'¹

Culturally informed and trauma-informed services²

Strategies for the development of culturally informed services include:

- specific investment in developing relationships between providers and patient/family/community to establish trust and engagement
- service design that combines cultural and community knowledge, values and practice with technical/clinical evidence-based components
- strong presence of Aboriginal and Torres Strait Islander peoples in design and, whenever possible, delivery of services
- family-centered, strengths-based, flexible approaches, including outreach and home-visiting models of service design
- services that take into account the complexity of social factors that impact on health and health service access, such as housing, legal issues, employment, income, health literacy and food security.

There is a growing awareness of the value of trauma-informed care and services.^{3,4} The following underlying principles can guide healthcare providers to deliver trauma-informed care:

- Acknowledging trauma and its effects on families
- Giving attention to ensuring safety and building trust

- Adopting collaborative approaches between providers and clients/patients
- Making integrated and linked health and social support services available

References

1. National Aboriginal Community Controlled Health Organisation and Royal Australian College of General Practitioners. National guide to a preventive health assessment for Aboriginal and Torres Strait Islander people: Evidence base. 3rd edn. East Melbourne, Vic: RACGP, 2018; p. 108. Available at www.racgp.org.au/download/Documents/Guidelines/National-guide-3rd-ed-evidence-v2.pdf
2. Price-Robertson R, McDonald M. Working with Indigenous children, families, and communities: Lessons from practice (CAFCA practice sheet). Melbourne: Communities and Families Clearinghouse Australia, Australian Institute of Family Studies, 2011.
3. Quadara A. Implementing trauma-informed systems of care in health settings: The WITH study. Sydney: Australia's National Research Organisation for Women's Safety, 2015.
4. Wall L, Higgins DJ, Hunter C. Trauma-informed care in child/family welfare services. Melbourne: Australian Institute of Family Studies, 2016.