

**Shelter Tas Inc.
Workforce Development Strategy 2015-17**

Evaluation Report #12

**Trauma Informed Practice for Managers and
Leaders**

23 - 27 April 2018





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Supported by the Crown through the Department of Health and Human Services.

Background

Shelter Tas received funding from the Department of Health and Human Services for the development and implementation of a Workforce Development Strategy (WDS) for Specialist Homelessness Services (SHS), the purpose of the WDS being ‘to support SHS’s in developing their workforce to meet the current and future service delivery demands in a changing environment.’ (Workforce Development Strategy, page 9).

Shelter Tas offered Trauma Informed Practice training in August 2016, which had capacity attendance and received very positive feedback from all those who attended (100% of attendees rated the day good-excellent). After further requests for more training on this topic, ‘Trauma Informed Practice for Managers and Leaders’ was offered as a 2-day training course for homelessness sector workers. The specific purpose of the training was to explore trauma informed practice at all levels of the organisation and to address challenges faced by managers and leaders who work in organisations that support vulnerable or traumatised people.

‘Trauma Informed Practice for Managers and Leaders’ (TIP) training was delivered by Dr Erin Holloway from The Lighthouse Institute. The Lighthouse Institute was selected to deliver the training due to the excellent response to the initial trauma training in August 2016. Although the original trainer was no longer available, ongoing involvement and a positive working relationship meant Shelter Tas was confident that The Lighthouse Institute would deliver the training to the previous standard and that they possess an understanding of the homelessness sector in Tasmania.

The training was held on the 23rd and 24th April at Hadley’s Hotel in Hobart, and on the 26th and 27th April at The Cherry Shed in Latrobe. Of the 36 participants, 34 evaluation forms were returned. 97% of respondents rated the training as good to excellent, the 3% rating of neutral represents only one person who rated the training below other attendees.

Training Overview

36 people attended the 2-day training course in Hobart and Latrobe. Of the 34 evaluation forms received, 97% of respondents rated the training day as good – excellent.

Feedback on the training reported the event was successful, and met priorities 1 and 2 of the Workforce Development Strategy recommendations.

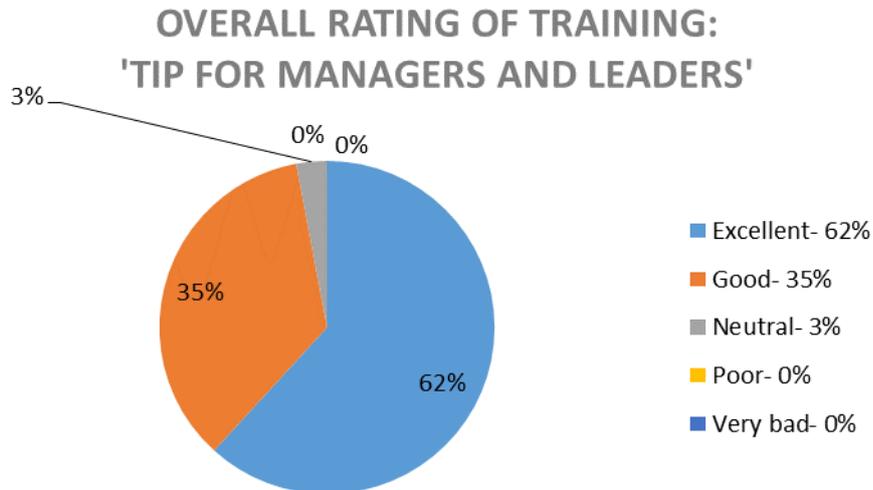
1. ***Increasing the skills and competencies of the SHS workforce.***

Attendees reported significant improvement in their understanding of trauma informed practice in their organisation, how it affects clients, staff and workplace culture. Attendees learned skills in managing staff who support vulnerable or traumatised people and self-care techniques for themselves.

2. ***Increasing the accessibility of training and professional development to the whole sector.***

Training was held in Hobart and Latrobe, which provided increased learning opportunities to workers State-wide. This training was offered at a heavily subsidised rate, costing

services only \$190 per person for 2 days, thus increasing accessibility to more workers from a variety of services.



Throughout the 2-day course, attendees discussed the value of networking opportunities at WDS training (regardless of the topic) and the opportunity to discuss general concerns in a safe environment away from their workplaces. The need to hold this course over 2 days was stipulated by the Lighthouse Institute, in order to adequately cover all the content. Shelter Tas had received requests from the sector to offer training over multiple days, so this was an appropriate opportunity to fulfil this request. Attendees noted afterwards that the 2 days were very valuable and worth the extra time.

Attendees made note that they found Erin's teaching style to be engaging and thought-provoking, and the course a positive learning experience. Some written comments raised the issues with the supporting materials (Powerpoints/handouts were not correct), raising frustrations that the presentation did not go smoothly in this respect. This was corrected after the training, and the correct handouts were emailed to all attendees.

The practical applications of implementing full TIP across organisations and realistic challenges around taking the discussed ideas back to individual organisations were raised by some attendees. However, evaluations and discussions overwhelmingly indicated that the training was an enjoyable and educational event.

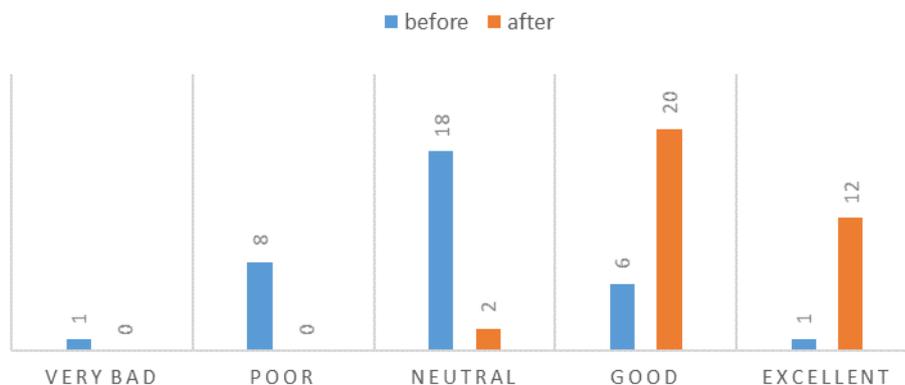
Participant Evaluation

Evaluation questions were rated on a scale of 1 – 5.

1. Rate your knowledge of TIP in your organisation before the training session
2. Rate your knowledge of TIP in your organisation after the training session
3. Rate your ability to manage the needs of staff working with people who have experienced trauma before this training
4. Rate your ability to manage the needs of staff working with people who have experienced trauma after this training
5. Overall, how do you rate today's training?

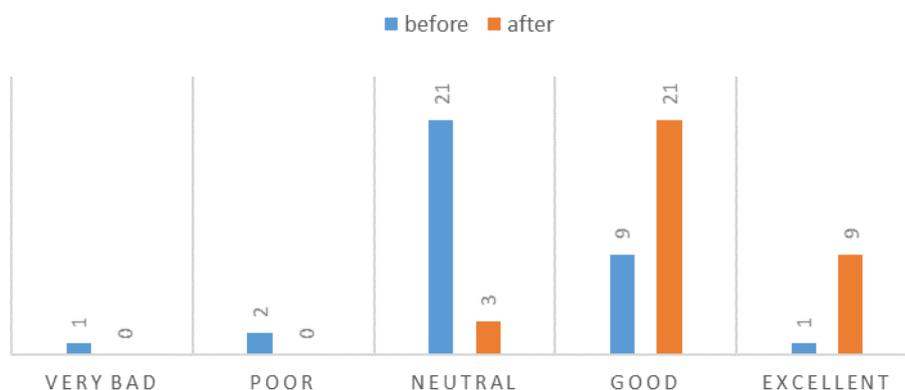
6. Do you have any comments about this training session?
7. Please note any suggestions you may have for future training topics.

KNOWLEDGE BEFORE AND AFTER TRAINING



Question 1 & 2: Rate your knowledge of Trauma Informed Practice in your organisation before and after the training session. This graph shows that before the training, a wide range of knowledge of TIP was reported, ranging from very bad to excellent. 94% of ratings of poor and very bad increased to good or excellent after the completion of the training. Knowledge of TIP rated as excellent increased from 1 to 12 after the training and ratings of neutral fell from 18 to 2, which demonstrates the value of the training experienced by attendees.

ABILITY TO MANAGE NEEDS OF STAFF IN YOUR ORGANISATION



Question 3 & 4: Rate your ability to manage the needs of staff working with people who have experienced trauma before and after the training. The graph shows very similar results to the one above. A wide range of ability was reported before the training, with most (88%) of responses reporting an improvement to good or excellent after the session. Ratings of neutral decreased from 21 to 3 after training, while ratings of good more than doubled from 9 to 21 and excellent increased from 1 to 9. Both of these graphs demonstrate the significant value that attendees gained from the day.

Question 6: Comments from evaluation forms included:

- ‘Great topic, a lot of useful information and knowledge to take back and put into practice’.
- ‘So much relevant content to affect positive change in the community of staff, tenants and organisation’.
- ‘So valuable! so needed! Will have a huge impact on my leadership and organisation!’.
- ‘Really enjoyed it and was surprised by the quality of the content and presentation. I was concerned about spending 2 days on the subject but it was brilliant’.
- ‘Great. I really enjoyed the training. Very informative, presenter was fabulous. Very knowledgeable and great group talker, included everyone’.
- ‘Erin was very good at her job. Easy to relate to her stories to help understand the TIP process’.
- ‘Very informative! Excellent resources and information to apply to the workplace’.

Organisations/programs represented via geographical region.	
North/North West	South
3 Anglicare 2 CatholicCare 2 Community Housing Ltd. 2 Karinya 3 Launceston City Mission 2 Salvation Army 1 Youth, Family and Community Connections	1 Anglicare 2 Bethlehem House 2 CatholicCare 5 Colony 47 2 Common Ground 1 Hobart City Mission 1 Hobart Women’s Shelter 3 Jireh House 1 Mission Aust. Housing 2 Pathways 1 Salvation Army

Recommendations for Future Training

Internal - Actions for Shelter Tas:

1. Shelter Tas was surprised by The Lighthouse Institute’s change in policy - to cap class sizes at 20 people and charge \$250 per person up to 25 attendees. Shelter Tas has implemented its own limits on class sizes in order to maintain quality of training, but is also aware of the need to maximise availability of training and make sure that as many people who are interested can attend, making best use of funds. The additional places were not required in this instance, but Shelter Tas will make a note to be aware of this occurrence in future and negotiate extra places or a NFP discount if possible.
2. The first 2-day course was held in Hobart, and the second was completed in Latrobe (venues are usually booked in reverse order). Completing training in the North West meant that Shelter Tas staff were required to be present for the duration of the training in order to pack up and return all equipment to offices in Hobart. A more efficient use of time is for the trainer to transport equipment to Hobart after the first sessions in the

North West, allowing Shelter Tas staff to return to Hobart earlier. This will be carefully considered when scheduling future training.

3. Shelter Tas will increase back up stationery supplies in the event that the trainer does not supply the agreed materials after planning discussions, as for this training. Shelter Tas has always ensured that some essential stationery is included in case items are accidentally omitted, but this will be extended to include other non-essential, but useful items that may be needed in the event that they are not provided by the trainer.

Broader Considerations:

4. As previously noted, some participants were concerned about a lengthier 2-day training session (who all noted that it was worth the extra day after the course). Some organisations noted during the registration period that they would not be able to attend the training due to time and staffing constraints, and 2 days was too long to commit to for training purposes. Whilst the longer course was a success, training longer than 1 day will be carefully considered before offering again in the future, in order not to compromise Priority 2 of the WDS recommendations - 'Increasing the accessibility of training and professional development to the whole of the sector'.
5. Once again, using familiar training providers who already have a good reputation within the sector proved valuable. Although Erin was an unfamiliar trainer, The Lighthouse Institute's reputation was successfully utilised when promoting the training. Shelter Tas had confidence that the training would be of a high standard and reasonable expectations would be met by the organisation. Whilst Shelter Tas will always look for new and respected RTOs to provide training for the sector, those organisations who have provided outstanding sessions for WDS training will continue to be considered.
6. This is the last major training event of the WDS. Attendees at this (and previous) training have strongly supported the continuation of the WDS and noted the value that this program provides to the sector. Shelter Tas will seek future funding to enable ongoing training to the homelessness sector.