

PARTICIPANT GUIDE

THRIVE: Vicarious Trauma and Worker Wellbeing



The Sexual Assault & Family Violence Centre (SAFV Centre)

The Sexual Assault & Family Violence Centre is a community-based, not-for-profit service, offering free, confidential trauma-informed sexual assault and family violence services across the Barwon, Wimmera, and Western Melbourne areas of Victoria.

Operating for over 40 years in the Barwon area and in the Wimmera district since 2014, we are a trusted specialist organisation supporting our communities in need, offering 24-hour crisis care and support for anyone who has experienced a recent sexual assault or women, children and young people experiencing family violence. As one of the largest standalone specialist sexual assault and family violence organisations, with more than 110 employees, we provide free and confidential case management support to women, children and young people experiencing family violence.

We also provide free and confidential trauma-informed counselling and a range of therapeutic group programs to address the impacts of trauma from sexual assault and family violence. We offer professional training and our Primary Prevention team designs and delivers innovative projects which are informed by and contribute to the evidence base about what works to prevent violence from occurring in the first place.

Our vision is for a community free from family violence and sexual assault, and a society underpinned by the principles of gender equality, social justice, and human rights.

Family Violence & Sexual Assault Support Services contact details

- The SAFV Centre 03 5222 4318
- The Orange Door 1800 312 820
- Safe Steps Family Violence Response Centre
- 1800 RESPECT (24/7) 1800 737 732 (provides support for professionals also)
- Beyond Blue 1300 223 636
- LifeLine 13 11 14

We encourage and promote self-care throughout this training.

Ensure you reach out for support when you need it, you can contact 1800 RESPECT, Beyond Blue, Lifeline and your organisation's Employee Assistant Program (EAP); you can also make use supervision and peer support.

SAFV Centre Contact Details

- Geelong: 03 5222 4318
- www.safvcentre.org.au

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Introduction

This guide supports the delivery of the THRIVE training. It is provided to you so you can capture your notes and activities. You might also like to come back to this guide and use it to support yourself and your practice. You could use it as a grounding tool, a reminder to practice self-care and reflection.

We hope it is a useful resource for you.

In this booklet you find:

- Information about the SAFV Centre
- Contact details for support services
- Activity worksheets; and
- Space for more notes

Aim and Learning Outcomes

Aim

This training provides participants with knowledge and skills to recognise and respond to vicarious trauma. It offers tools and strategies for participants to develop strategies to attend to their wellbeing.

Learning Outcomes

By attending this training, participants will

- Reflect on understanding of burnout, compassion fatigue and vicarious trauma
- Increase understanding of vicarious resilience, compassion satisfaction and post-traumatic growth
- Learn about an organisational resilience framework
- Explore an individual resilience framework and strategies that cultivate resilience

Key concepts

Burnout

Characterised by physical, psychological exhaustion, cynicism and inefficiency caused by prolonged, unresolved stressed over a long period of time¹

Compassion Fatigue

The experience of emotional and physical fatigue due to prolonged, cumulative onset, empathetic engagement with others who have experienced trauma²

Moral Distress

Moral distress occurs when people recognise their responsibility to respond to care situations but are unable to translate their moral choices into action.

Vicarious Trauma

A process that involves a transformation of an individual's inner and personal experience as a direct result from empathic engagement with others who have experienced trauma³

Vicarious Resilience

The positive impact on, and personal growth due to increased exposure to others' resilience and recovery, resulting in a positive transformation by professional practice.

Moral Resilience

Moral resilience is the capacity of a person to sustain, restore or deepen their integrity in response to moral complexity, confusion, distress, or setbacks. It is founded on our self-knowledge of and commitment to our values and intentions.

¹ Maslach and Leiter, 2008

² Smullins, 2012; Weaks 1999

³ Saakvitne and Pearlman, 1996

Signs of vicarious trauma

Impact on work: examples

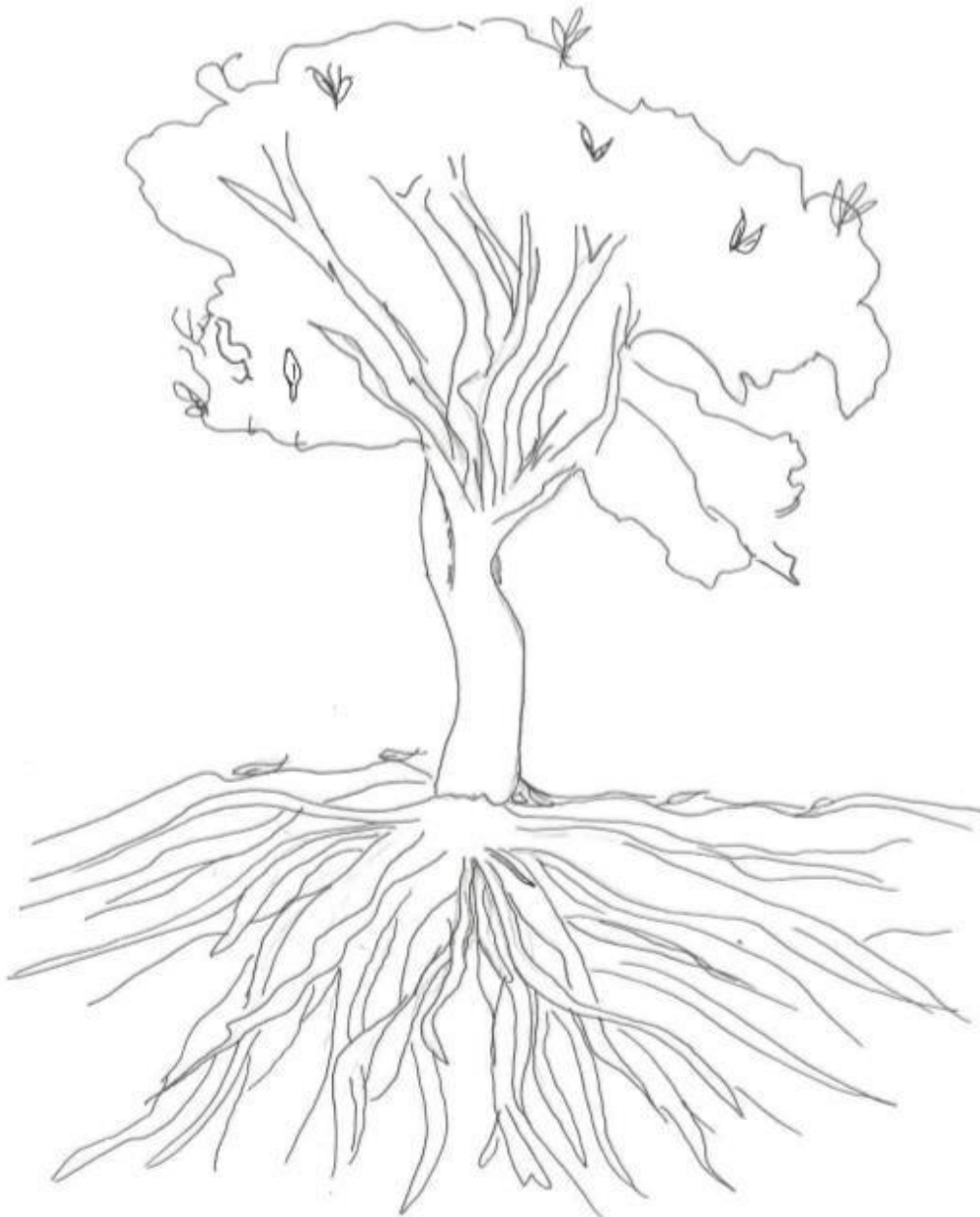
- Problems managing personal boundaries
- Taking on too much responsibility
- Difficulty leaving work at the end of the day
- Taking excessive time off work
- Difficulty talking about your feelings
- Inability to embrace complexity
- Inability to listen or avoidance of clients
- Diminished self-care

Impacts: behavioral, emotional/psychological and physical

Behavioural	Emotional – Psychological	Physical
Increased alcohol consumption Anger and irritability Avoidances of patients Watching excessive tv (online, media, consumption of electronic media) – numbing out. Avoiding colleagues Difficultly making decision Feeling helpless Compromised care for patients Engaging in frequent negative conversation Impaired eating, binge eating or restriction	Emotional exhaustion Negative self-image Depression Anxiety Difficultly sleeping Guilt Reduced ability to feel sympathy/empathy (in work, home settings) Cynical and angry at work Resentment to demands Intrusive imagery Hyper-sensitivity /insensitivity Failure to nurture + develop personal and professional lives	Exhaustion Insomnia Headaches Low immunity Sore back and neck Skin breakouts Grinding teeth Hypochondria

Notes:

Your Tree



Activities

Activity 1: Your Tree

Part One: What motivates you to work in your role/what grounds you?

The roots of the tree represent the things that ground you in your work, these are your strong, foundational motivators.

Write your answers in the roots of your tree.

Part Two: What supports your growth?

What gives you strength, supports you in your work and encourages you to grow? These could be things that you do personally e.g. having a boundary limiting “keeping work talk at work”, or they could be things your organisation or community does to support you e.g. regular supervision meetings with your manager.

Write your answers beside the trunk of your tree.

Activity 2: Key Concepts

Empathy, Responsibility, Vicarious & Compassion

1. What comes to mind when you look at these?

2. How do they apply to your context (role)?

Activity 3: Adverse Impacts

1. What have you noticed about the impact on you / your colleagues from the information you hear or engage with

2. What kind of personal information or system challenges have the most impact?

Activity 4: Burnout

What might it look like?

1. What do you think it looks like?

2. Have you known someone (or yourself) who felt burnt out?

3. How did it manifest?

4. Have you noticed some of these for yourself – at times?
Reflect on what was going on for you at that time

Activity 5: Scenarios

Reflective questions to consider:

Do you notice any differences in your emotional, cognitive, or physical experience in this situation?

Do you notice any changes in your personal life from this experience?

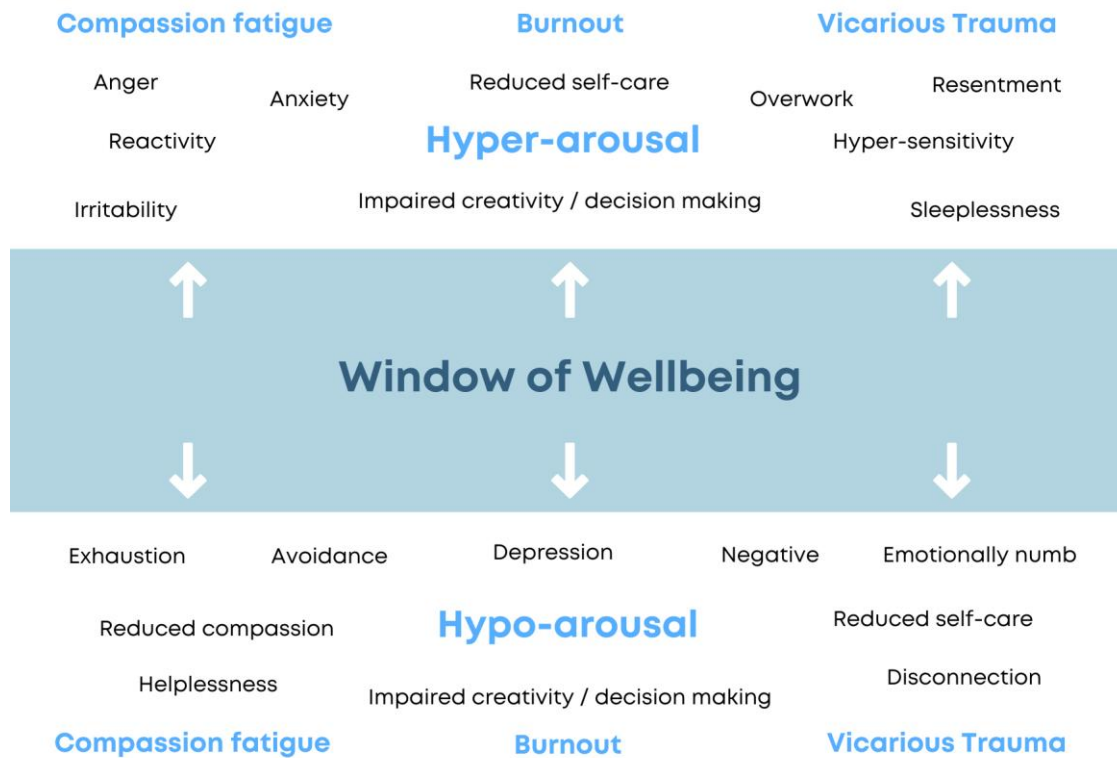
What do you think it is that impacts you?

If you don't notice impacts, how do you make sense of this?

1. One example of compassion fatigue:

2. One example of compassion satisfaction:

Activity 6: Window of Wellbeing



1. How do you know when you are comfortably in the middle of this model? (What do you look like? How do you come across?)
2. What do you do/need to do to ensure you can maintain yourself in the window of wellbeing? What are your strategies?
3. What does it look like when you are pushed towards the edges of hyper-arousal or hypo-arousal?

Activity 7: Broader Climate & its impact

Write your answers into the canopy of the tree – refer to page 7 of this guide.

Activity 8: Organisational Support

Domain organisational self-care	Current Practice	Practices to Adopt
Workload/time management Taking regular breaks, effective time allocation, leaving work at work, case/project allocation		
Attention to professional role Making referrals, regular training, and development, rotate staff during high demand work cycles/tasks, accessible/regular supervision, debriefing, collaborative practice		
Professional support Connecting with others, formal supervision, informal debriefing, debriefing (low impact debriefing), Employee wellness programs (EAP)		
Attention to Reactions at Work Honouring reactions at work; mindfulness activities, journaling, arts-based reflection, reflective practice, self-reflection, feedback		
Professional Development Formal professional development, informal strategies (reading and sharing journal papers, informal consultation), diversify roles and responsibilities		
Revitalisation Celebrate progress in sector, successful outcomes, draw on strength and resilience of colleagues		

Activity 9: Self-Care

1. What does self-care look like for you?
2. What would you like it to look like?






Domain of Self-care	Current Practice	Practices to Adopt
Physical (Regular exercise, health check-ups, sleep routine, healthy eating)		
Emotional / Psychological Self-reflection, therapeutic support, connection, engaging with reactions, acknowledge your strengths		
Social Building strong relationships/connections, family, friends		
Leisure Hobbies, creativity, reading, painting, pet, sports, rest, gardening, films, reading		
Spiritual Nature, religion, faith, meditation, reflection, bush walks, yoga practice		







Activity 10: What trips me up and what helps me





What trips me up	What helps me

Support Services and Key Contacts

This document is produced for the purposes of supporting discussion in training activities at The SAFV Centre, not as a standalone community resource; nor an exhaustive list of all support or specialist services. This document is not for circulation.

	<p>The Sexual Assault & Family Violence Centre</p> <p>Free and confidential services for people who have experienced sexual assault, and women and children who have been impacted by family violence.</p> <ul style="list-style-type: none"> ○ reception@safvcentre.org.au ○ Call Geelong: 03 5222 4318
	<p>The Orange Door</p> <p>Free service for people who are experiencing or have experienced family violence. Support with care, wellbeing and development of children.</p> <ul style="list-style-type: none"> ○ There are 17 locations across Victoria. ○ Find your local Orange Door: https://www.orangedoor.vic.gov.au/find-a-service-near-you
	<p>Victims of Crime</p> <p>The official Victorian Government service offering free information and support for people affected by crime</p> <ul style="list-style-type: none"> ○ Call Victims of Crime helpline (VIC) 1800 819 817 ○ Email: vsa@justice.vic.gov.au
	<p>Blue Knot Foundation</p> <p>The Blue Knot Professional Community – connect here for resources, training, supervision and practice tools for yourself or for your organisation.</p> <p>https://professionals.blueknot.org.au/</p>
	<p>1800RESPECT</p> <p>Free, confidential information, counselling and support service 24 hours a day, 7 days a week to support people impacted by domestic, family or sexual violence.</p> <ul style="list-style-type: none"> ○ Call: 1800 737 732 ○ Online chat available: https://www.1800respect.org.au/

	<p>The Sexual Assault Crisis Line</p> <p>State-wide, after-hours, confidential, telephone crisis counselling service for people who have experienced both past and recent sexual assault.</p> <ul style="list-style-type: none"> ○ 5pm – 9am ○ Call: 1800 806 292
	<p>Safe Steps</p> <p>Specialist support services for anyone in Victoria who is experiencing family violence.</p> <ul style="list-style-type: none"> ○ Call: 1800 015 188 ○ Available 24/7 via phone and email ○ Web chat available Monday-Friday, 9am-midnight
	<p>InTouch</p> <p>Tailored support for women from migrant and refugee communities experiencing family violence, available in many languages.</p> <ul style="list-style-type: none"> ○ Call: 1800 755 988
	<p>Rainbow Door</p> <p>Free information, support, and referrals for lesbian, gay, bisexual, trans and gender diverse, intersex, asexual and queer people, friends and family</p> <ul style="list-style-type: none"> ○ Call: 1800 729 367 ○ Email: support@rainbowdoor.org.au ○ Online chat: Text 0480 017 246 ○ 10am-6pm, 7 days
	<p>Kids Helpline</p> <p>Australia's free, confidential 24/7 online and phone counselling service for young people aged 5 to 25.</p> <ul style="list-style-type: none"> ○ Call: 1800 55 1800 ○ Online chat available
	<p>Djirra</p> <p>Culturally safe family violence and legal support for Aboriginal and Torres Strait Islander people.</p> <ul style="list-style-type: none"> ○ Call: 1800 105 303 ○ 9am-10pm Monday-Friday

 <p>DARDI MUNWURRO <small>Building Stronger Families and Safer Communities</small></p>	<p>Dardi Munwurro’s Brother to Brother</p> <p>Men’s referral crisis line to help Aboriginal men struggling with relationships, family violence, drug and alcohol issues.</p> <ul style="list-style-type: none"> ○ Call: 1800 435 799 ○ 24 hours, 7 days
 <p>No to Violence <small>Leading the change to end male family violence in Australia</small></p>	<p>Men’s Referral Service</p> <p>The National counselling, information and referral service for men looking to change their behaviour. Confidential support for men at risk of using family violence</p> <ul style="list-style-type: none"> ○ Call: 1300 766 491
 <p>eSafety Commissioner</p>	<p>ESafety Commissioner</p> <p>As Australia’s online safety regulator, eSafety focuses on protecting Australians from online harms. ESafety provides resources and advice for educators, students, parents, and professionals. https://www.esafety.gov.au/</p>
 <p>Queerspace</p>	<p>Queerspace</p> <p>Queerspace welcomes people of all genders and sexualities. We encourage people to come together and share knowledge about self-care, wellbeing and how to create and contribute to resilient and healthy communities.</p> <ul style="list-style-type: none"> ○ Call: 03 9663 6733