



## About this Manual

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This Worker Manual is designed to support staff to embed trauma-informed principles of care, of which the Fostering Hope training is simply the beginning foundation.

**“But I’m not a trainer, I’m a case manager – it’s not my job!”**

It is well-recognised that only a small percentage of what is learned in training is actually remembered in the long term. A study by the Wharton Business School shows that people remember:

- 10% of what they READ
- 20% of what they HEAR
- 30% of what they SEE
- 70% of what they SEE AND HEAR
- 90% of what they SEE AND DO

Real learning requires frequent repetition and application to practice. Think about what you know of neuronal connections in the brain – use it or lose it!

Any professional working with carers can play a role in improving the care system, by taking the key messages of Fostering Hope and keeping them alive in both your work with colleagues, and with carers and children. That is why this manual has been developed.

This Manual is not a replacement for the Fostering Hope training – but it recognises that training is a finite resource and there need to be ongoing mechanisms for staff and organisations to keep learning alive and support a trauma-informed, therapeutically-minded care system.

**“How do I use this Manual in my current role with carers?”**

This manual is not a step-by-step program, it is not a “recipe” for trauma-informed care. This manual has been designed for workers to use in whatever way they find most useful and appropriate, depending on their individual skill and confidence level, and the particular needs of the individual carers and children with whom they work.

The manual has tip sheets on a range of topics, as well as suggested activities to do with carers, and reflective questions to consider both with carers and in supervision. It also lists a range of further reading and web-



based resources, as well as DVD's that organisations can purchase to support the content of Fostering Hope.

Some ideas on how workers might use this manual are:

- Taking a tip sheet out to a carer and discussing it, using their caregiving experiences to base the suggestions in reality.
- Organising a carer evening with a theme/topic (i.e. Understanding PACE), and facilitating discussion among the carers using a case example and a PACE handout.
- In a team meeting, discussing some reflective questions as a group to develop shared understanding of the key messages of Fostering Hope, and coming up with some shared strategies for communicating these messages to carers.
- Taking some activity ideas out to your carer support group and “teaching” them about the brain.
- Including particular contents in the carer newsletter/ via an email to carers, inviting a shared “chat” about how this might apply.

### **Accessing supervision and professional development**

It is essential that workers identify their own support and supervision arrangements as part of their preparation. Some discussions with carers may be particularly difficult given the nature of disclosures, the activation of trauma and the potential for difficult dynamics to emerge. Ongoing professional development is also important for all workers. Identifying a self-care plan is also recommended.