

Edmen DCP Orientation



Setting you
up for success



January 2025

edmen
Community Staffing Solutions

Powered by
PeopleiN

Acknowledgement of Country

Niina Marni Edmen tampendi, ngadlu Kurna yertangga banbabanbalyarnendi (inbarendi). Kurna meyunna yaitya mattanya Womma Tarndanyako.

Parnako yailtya, parnuko tappa purruna, parnuko yerta ngadlu tampendi. Yellaka Kurna meyunna itto yailtya, tappa purruna, yerta kuma burro martendi, burro warriappendi, burro tangka martulyaiendi.

Kumarta yaitya miyurna iyangka yalaka ngadlu tampinhi.

I would like to acknowledge that land we meet on today is the traditional lands of the Kurna peoples of the Greater Adelaide Region. We respect those past, present and emerging and recognise the resilience of Aboriginal people in protecting culture and self determination. Aboriginal lands were never ceded.



Housekeeping & House Rules

Toilets

Confidentiality

Respect

Non-violent

Tea and Coffee

Breaks

Emotional
Intelligence

Social learning

Be Bold

Emergency exits

Be Memorable

Be Human

Be
Extraordinary

About me

A bit about me:

My name is Nikkia and I am the Training and Wellness Co-ordinator for Edmen. I have completed my Grad certificate in childhood trauma.

I have previously spent the last 8 years working for DCP as a youth support worker and worked my way up to a supervisor for the last 2 years, support placements and working with key stakeholders.

What I enjoy about my role

Fun fact:



Introduction

Ice breaker



Game: Yes or No social issues

- To increase or decrease welfare pensions
- Increase or decrease rights of asylum seekers
- Increase legal age of responsibility to 14 or keep at 10
- Provide prisoners with healthcare access
- Harsher penalties on youth crime

Stereotyping Guess Who game

Orientation workbook

Community Meeting



Introduction

Edmen Community Staffing Solutions Pty Ltd (Edmen) is Australia's largest provider of Support Workers to Government and Non-Government Community Service organisations, with over 30 years of community services industry experience.

Every year our Support Workers fulfil over 1 million hours of service delivery.

Edmen is powered by PeopleIN the largest ASX-listed talent solutions company in Australia, New Zealand, and Singapore.



**1,000 sites supported -
residential, respite etc.**



**1,900 support workers
employed annually.**



**2,800 people
supported.**



**Greater than 250,000 shifts
filled per year.**



98% fill rate.



**Operations across NSW, SA,
QLD, VIC with experience
servicing in NT & WA.**

Edmen Values

At Edmen, our thriving culture is the heartbeat of our success. It's our people who breathe life into our values (Be Human, Be Bold, Be Memorable, Be Extraordinary), fostering exceptional support for our clients, support workers, and each other, day in and day out. We invite all our team members to embrace and safeguard our vibrant culture.

Edmen Community values reflect our dedication to our workforce, clients, industry partners and community.



We encourage honesty and transparency through communication.

We create a safe and respectful environment for open collaboration.

We welcome new ideas and different perspectives.



We have resilience and bravery to fully execute actions despite any barriers.

We demonstrate curiosity to continually innovate and improve.

We cultivate a culture of openness to give and receive feedback to accelerate our growth.



BE MEMORABLE

We take responsibility for how we make people feel.

We give a damn and work to exceed expectation in every facet of our work.

We ensure the energy we bring builds a fun and positive team spirit.



BE EXTRAORDINARY

We believe anything is possible.

We are willing to take risks for continual growth and learning.

We embrace opportunities and be flexible and adaptive to change.

Being a Youth Support Worker



AT WORK LIKE



I CAN'T!

The single story



What is a Youth Support Worker?

A residential youth worker is a professional who provides support, care, and guidance to young people who are living in residential care facilities due to various circumstances such as family breakdown, homelessness, or behavioral issues.

- The Department of Child Protection (DCP) operates approximately seventy Residential Care Facilities (RCF) across metropolitan and regional South Australia
- Edmen Community Staffing Solutions (CSS) provides contract staff to work in RCFs as required
- Child and Youth Workers employed by Edmen CSS provide high quality care to children and young people residing in these RCFs



Responsibilities of a Youth Worker

- Monitor and care for children and young people in accordance with their Case Plan.
- Model positive behaviour in line with relevant Code of Conduct and State's Code of Ethics.
- Report any suspicion that a child or a young person is, or may be at risk of harm to the South Australian Child Abuse Reporting Line(CARL).
- Provide support services in accordance with the DCP Residential Care Facilities service principles.
- Promote client participation in education, training and health appointments; where requested by DCP, promote and facilitate contact with family members.
- Assist young people to develop self care and independent living skills and leaving care plans.
- Prepare nutritious food hygienically and provide meals, oversee the laundry requirements, ensure that the facilities are maintained and kept hygienic and clean.
- Treat all children and young people with respect, acknowledging and celebrating cultural diversity.

Who to contact & when

Your Service Coordinator typically works Monday – Friday between 08.00- 16.00.

For non-urgent enquires or questions it's best to contact them via email because we try to keep the phone free for emergencies. Don't worry they are very responsive on email.

If you are experiencing an emergency, need to report an incident or accident or prefer to talk to someone call on 1300 665 880. If you can't get through, please leave a voice message.

Please note, that we do not have Edmen staff in the office between the hours of 12:30am - 6am, so any calls that are made to 1300 665 880 are diverted to our emergency on-call Service Coordinators.

Reporting incidents and injuries

All injuries and incidents need to be reported to your Edmen Service Coordinator as soon as it is safe to do so. All injuries and incidents need to be reported to your Edmen Service Coordinator as soon as it is safe to do so. As your employers, your health, well-being and safety is very important to us. We want to ensure we are best supporting you in the workplace

EAP Process

At Edmen we're committed to the safety and wellbeing of all our people. Our Employee Assistance Program (EAP) service provides Edmen on-hire employees with access to free professional services and confidential counselling. Support is available to Edmen on-hire staff.

These may range from (but are not limited to) work-related incidents and injuries, stress, anxiety, depression, financial stress, or substance abuse.

Please speak to your Service Coordinator if you need to access the EAP service.

Active App

Everything you need to manage your shifts, in one place

The Active by PeopleIN app makes it easy to manage your shifts, availability and timesheets from anywhere. From your Active by PeopleIN dashboard, you can

- Set up your availability schedule - up to three months in advance.
- Request shifts for that day or instantly update your availability.
- Clock in and out (which automatically sends your timesheets to payroll)
- Get notifications of new shifts to accept or decline
- View details of your accepted shifts.



How to get started with the Active App

Step 1 - Download the app to your mobile phone

Step 2 - look out for an login link from XXXXXX sent to your email. Make sure you have the app downloaded before you click the link. Your username is your email and you set your password.

Step 3 - Check out the handy how to guides to explore



Meet the Team



Alison – Service Delivery Manager

What is your role?

Managing the client and team. Building relationships with clients. Managing the internal and external workforce

What's favourite thing about the role?

Being able to work with our amazing clients and internal and external staff.

Fun fact about you?

I love a great cocktail and a bet on the horses.

Meet the Team



Rana – Service Leader

What is your role?

My role is working closely with the DCP team here in the office, ensuring that the team is supported and on track. I also oversee DCP and jump into day to day rostering!

What's favourite thing about the role:

I love watching our youth workers grow within the role, every challenge I hear our youth workers face they always come out with a wealth of knowledge, and I am always very proud to see that.

Fun fact about you:

I have a fear of mayonnaise.

Meet the Team



Jarryd – Day to Day Rosters

What is your role?

My role is covering day to day emergency shifts which are provided by DCP, we are your main point of contact at Edmen for general enquiries.

What's your favourite thing about the role?

Fun fact about you?

Was a police officer in NSW

Meet the Team



Haydn – Forward Planning

What is your role?

Our role is managing the advanced rosters for Edmen employees within the DCP placements.

What's favourite thing about the role?

Seeing staff working in consistent placements and building good relationships with the young people.

Fun fact about you?

I work remotely as I moved from Wollongong where our office is located to Melbourne two years ago.

Meet the Team



Peter - Support and Supervision Co-Ordinator

What is your role?

Providing direct support and supervision to all youth workers within South Australia. The role focuses on providing staff with tools, information, and guidance, also an opportunity to reflect on the positives, challenges staff face in youth work and self-care.

What I love most about my job:

Reflecting with people on their successes and challenges they face on a day-to-day basis. Whilst being able to impart my own personal experiences to provide additional support and mentoring to staff. I am really enjoying meeting people with different backgrounds, experiences, and personalities.

An interesting fact about me:

I am the timekeeper for my daughter's netball team.

DCP policies and processes
Car logs
E-logs
Medication forms
Petty Cash forms
Critical incidents

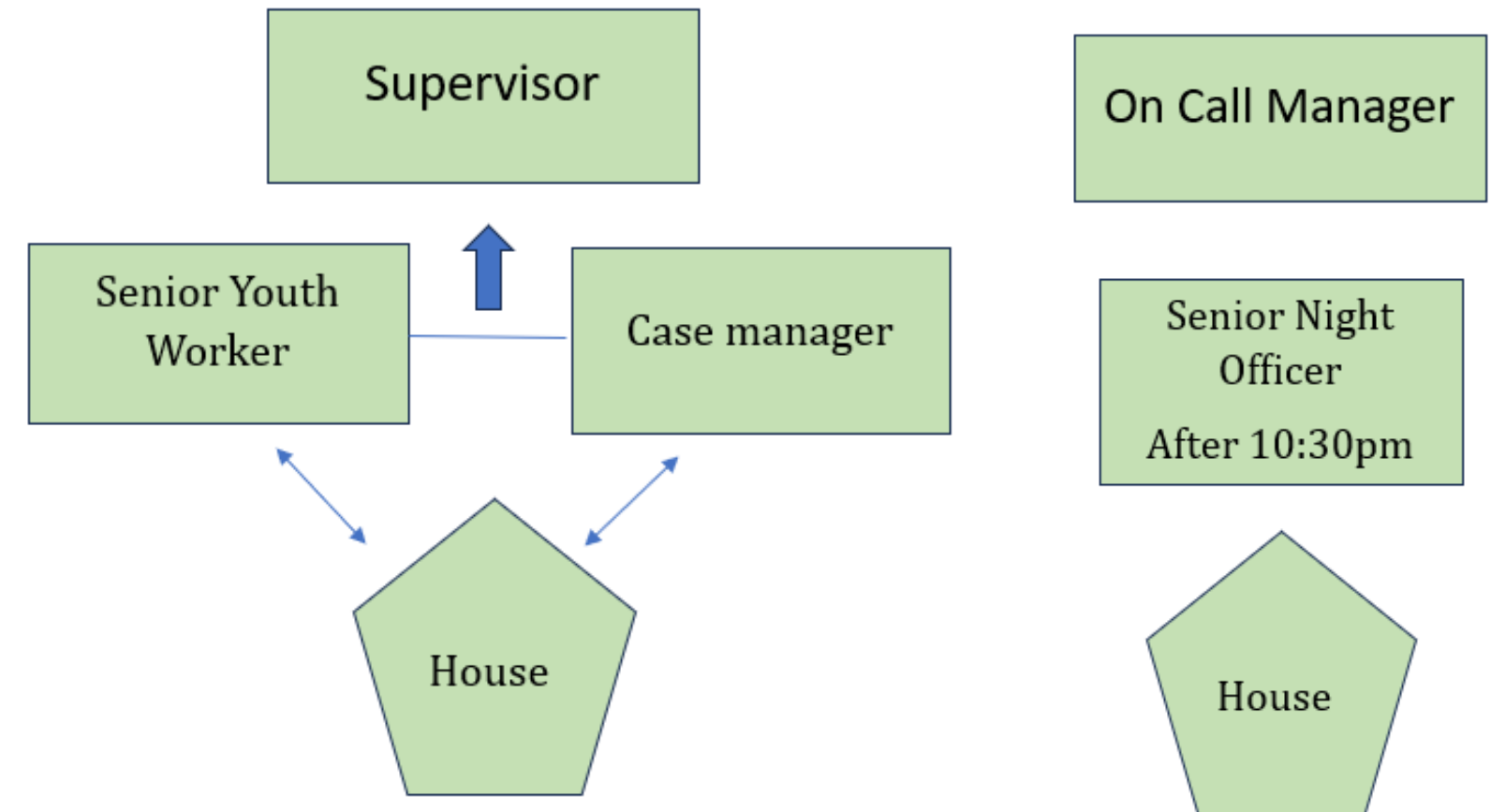
Who to call for a when:

If you are sick or can't make a shift : 1300 665 880

DCP rostering: If you are on shift and a staff member has not turned up

While on shift: Support or information on the house and YP you are working with –SYW on shift 7am - 10:30pm

Night shift: Mobile night team 10:30pm to 6:30am



Kilometre Process

Claiming KM's:

To claim your kilometers (KM's), please use the Excel template and email it weekly to edmendcpkmcclaims@edmen.com.au

Compile your KM's for the week (Saturday - Friday) and send them by the following Monday at 10 AM at the latest to ensure they are processed in your next pay.

Include your name (as registered with Edmen) and your payroll ID (found on your pay-slip) in the email.

Approval from DCP is required before payment, so we appreciate your patience.

Important: Following the KM claim process as outlined is to avoid delays in payment.

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Driving the government vehicles

Things to know

Residential Care: Motor vehicle log sheet example

OFFICIAL

MOTOR VEHICLE LOG SHEET

Cost Centre Number [] Make/Model and Rego number must be on each page Current Year must be entered

Start date and time plus end date and time must be entered

A list of purpose of journey codes are listed on the cover of the log book

Start and end odometer readings need to be entered

Garaging address of the vehicle. (House address)

Please write in the suburb you started in, the suburb you went to and then the suburb that you ended your trip

Total Business KM = End Odometer reading minus Start Odometer

You must print and sign your name

All trips must be recorded in the vehicle log

All trips are to be recorded in e-log

Log sheets need to be sent to admin each week with the petty cash

Start a new page for the new month

Missing kilometres need to be accounted for. Missing entries will be returned to the worker to complete and must be returned as soon as possible

Total KMs = Total Business KMs plus Total Non-Business KMs

Residential Care: Motor vehicle log sheet example
V1.0 April 2023

OFFICIAL

1/10/24	10am	1/10/24	11am	46054	46084	30km	Nikkia	S	Gillies
CV – Client Visit AD – Admin				Morphettvale -Seaford - Morphettvale		Sign			

Please ensure each suburb you stop at is written in the location box do not use names like SAPOL please use the suburb SAPOL is in like Seaford. This is a government vehicle and the Km are accountable to tax payers and fleet SA please ensure it is filled out correctly or DCP are charged at a higher amount creating higher expenses.

- Cars are to be cleaned on a weekly basis vacuumed and washed.
- Any damages or accidents to be reported to DCP regardless if you are at fault or not complete paperwork
- Logbooks must be completed after each drive.
- If you are caught driving under the influence, you are liable for damages that have occurred.
- Stolen personal belongings are not covered by government insurance
- Head rest are not allowed to be removed.
- Must hold a valid drivers license
- Keys to be kept in lockable storage when not in use.

Supervision

Dedicated Supervision sessions are an Edmen requirement. You are paid for your time, and they are designed to support your wellbeing. They present a great opportunity discuss positive achievements and challenges you might face as a Youth Support Worker.

They are completed up to 4 times per year. To get the most out of your supervision sessions, complete the agenda. They are a good time to give feedback about Edmen.

Helpful tips:

Write a list of the things that you want to discuss, have some pre-thought or self-reflection about situations or events (check out the self-reflective worksheet for this) and keep a record between supervision of things you need to discuss so that you don't forget.



Redeployment and placement concerns

Redeployment is something that happens regularly throughout residential care. Staffing is based on business needs, meaning the client is who we are supporting, staffing shortfalls may mean that you are redeployed to a different house than you were assigned to, so the young person (YP) is supported.

This is a requirement of the job and all staff working in residential care and required to do this from time to time.



WHS and wellbeing



Day in the Life of a
Youth Worker -
Precious

Edmen prides itself on promoting work life balance, supporting flexibility and wellbeing. As being a Youth Support Worker (YSW) and providing trauma informed support can take an emotional toll, we will do check in's with our staff along with regular supervisions. We also make sure to celebrate the wins and success of our staff.

WHS is everyone's responsibility

If you are not familiar with a house please complete the form which will provide the appropriate information for emergency exits and fire extinguishers in case of emergency.

It is important for hazards and near misses to be reported in the workplace and while on shift which may include fixing a slip or trip hazard or isolating the hazard until it is fixed.

Staff may also drive the residential care at a house and accidents can happen, it is important that these are reported and the crash incident form is filled out.

Please report hazards and near misses to your Edmen team and DCP leadership team.

Care concerns

A process to protect children and young people in care

An allegation has reported by someone of child abuse to Child abuse report line (CARL)

The information is investigated with case management, residential care or police depending on the seriousness of the allegation.

Concerns can be substantiated or unsubstantiated they can also be in 3 forms:

Minor - Policy and procedure discussion to apply education

Moderate - Might need to be able to demonstrate you have rectified the issue

Serious - Disciplinary consequences like an investigation including court

Tools to safeguard youth workers:

- E-log
- Reporting incidents
- Completing incidents forms with all the information
- Follow policies and procedures

Care concerns can still happen. Lots of people you will work with would have had care concerns

Breaches of duty of care

- Sleeping on shift
- Not supervising YP
- Not supplying sunscreen
- Leaving the house and bedrooms in neglectful state

Mandated notifier

- Whilst on duty all staff are mandate notifiers
- Report to CARL any child abuse allegations
- Your choice
- Anonymous
- Can be legalities if you don't report

Scenario:

A new employee Lester has come to you stating he needs to update his availability but is not sure how? What do you tell him?

Jane has had a minor incident on shift and had an object thrown at her but has managed to de-escalate the situation and have a brave conversation with the YP. Does she need to report this to Edmen?

Bob is feeling sick today and can't attend his shift, who does he tell? What notice should he give?

TIME FOR A BRAIN BREAK!



What is trauma-informed care?

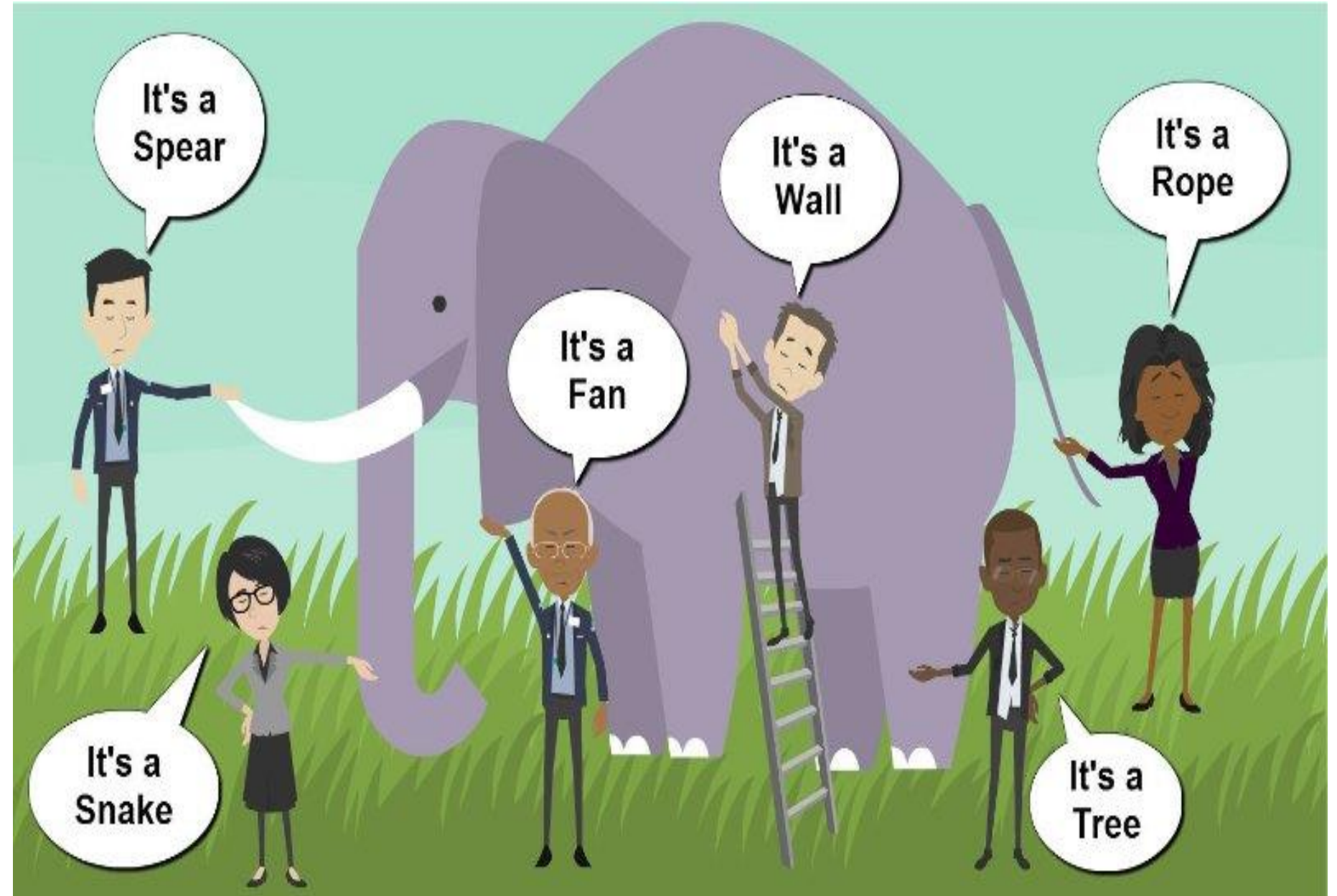
- Understanding how trauma affects the brain
- Acknowledging the role trauma plays in behaviour
- Understanding the person knows themselves best
- Working along side a person to help heal trauma
- Recognising the impacts trauma can have in the future
- Truth telling
- Psycho-education – role modeling and creating new experiences
- Working in a way that doesn't cause re-traumatization
- It is about changing our lens from “What’s wrong with you?” To “What has happened to you?”





What shapes our lenses?

- Previous experiences
- Religion and culture
- Values and beliefs
- Implicit bias
- Education
- Media



Scenario life trees

1. Draw the roots – Where do you come from, who are the people in your life that have taught you the most?
2. The ground where do you live or where were you born?
3. The trunk values and skills, qualities and purpose?
4. The branches – Hopes, Dreams and wishes for yourself and other people
5. The leaves – Name the important people in your life
6. The fruit – What are your gifts kindness, wisdom?
7. The seeds and flowers – what gifts do you want to give others?



The Iceberg Theory



Complex Childhood Trauma

Is exposure to multiple traumas over a long period of time during childhood that affects the social, emotional and developmental wellbeing. Types of trauma include emotional abuse, physical abuse, neglect, sexual abuse, family violence and substance abuse.

These traumas are referred to as ACE’s adverse childhood experiences. The more ACE’s a young person has the higher chance of attachment, behavioural and mental health issues the young person will have.

Types of Trauma

Emotional Abuse	Physical Abuse	Neglect	Sexual Abuse	Family Violence	Intergenerational Trauma
<ul style="list-style-type: none">• Name calling• Derogatory language• Yelling at the child	<ul style="list-style-type: none">• Hitting• Beating• Restrictions	<ul style="list-style-type: none">• Food• Shelter• Clothing• Safety• Education	<ul style="list-style-type: none">• Sexual act with a child under the age of 17 that is not consensual	<ul style="list-style-type: none">• Domestic violence• Drug and alcohol violence	<ul style="list-style-type: none">• Self harm• Sexual abuse• Cultural removal• Colonialization



Cultural Awareness

Aboriginal people have had a spiritual connection to the lands for over 60,000 years. South Australia is home to many mobs some that you may come across in your work are Kurna, Nukunu, Narangga, Pitjantjatjara and Ngarriindjerri. Colonisation has played a big part in the intergenerational trauma suffered by Aboriginal communities and families. Aboriginal children make up 53% of the kids living in out of home care

Edmen promotes supporting cultural safety in residential care for Aboriginal, Torres Strait Island and CALD children and young people living in out of home care.

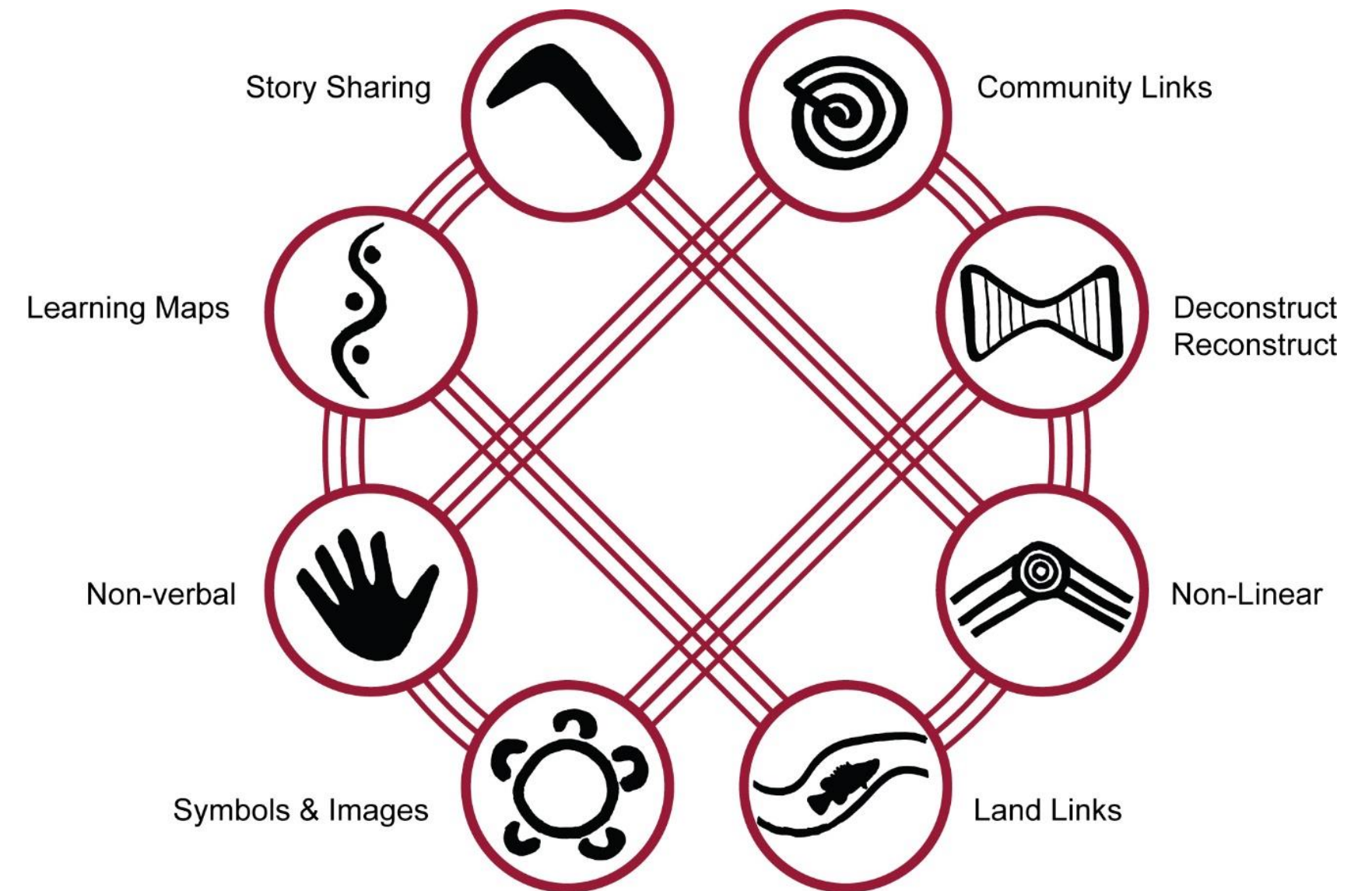
How to promote cultural safety:

- Be curious and ask question
- Do research around the young person's cultural background
- Listen to the young person's cultural knowledge (they are the expert)
- Promote identity
- Create wellbeing
- Use the SWEB framework

to help heal our trauma.

Cultural considerations around trauma informed care

- Does the framework support western and collective cultures
- Does the framework include the voice of aboriginal people
- Are we ensuring cultural safety in the environment, avoid being tokenistic
- Have ensured services align with identity
- Have we considered extra supports and learnings and aboriginal child may need compared to a western child.
- Are we using the right language
- Have cultural considerations been discussed and with the right people.



- Spiritual Wellbeing model to support closing the gap.
- In groups discuss what impacts these components have had or could have on your life.
- How would you feel if you were disconnected from some of components? If you could not connect with your community how would that effect you?
- What flattens the wheel and how can you pump up the wheel?



SEWB Diagram adapted from Gee et al., (2014)

Working with LGBTQIA+ clients





PsychHUB

Affirming Gender Identity and Sexual Orientation

Impacts of Trauma

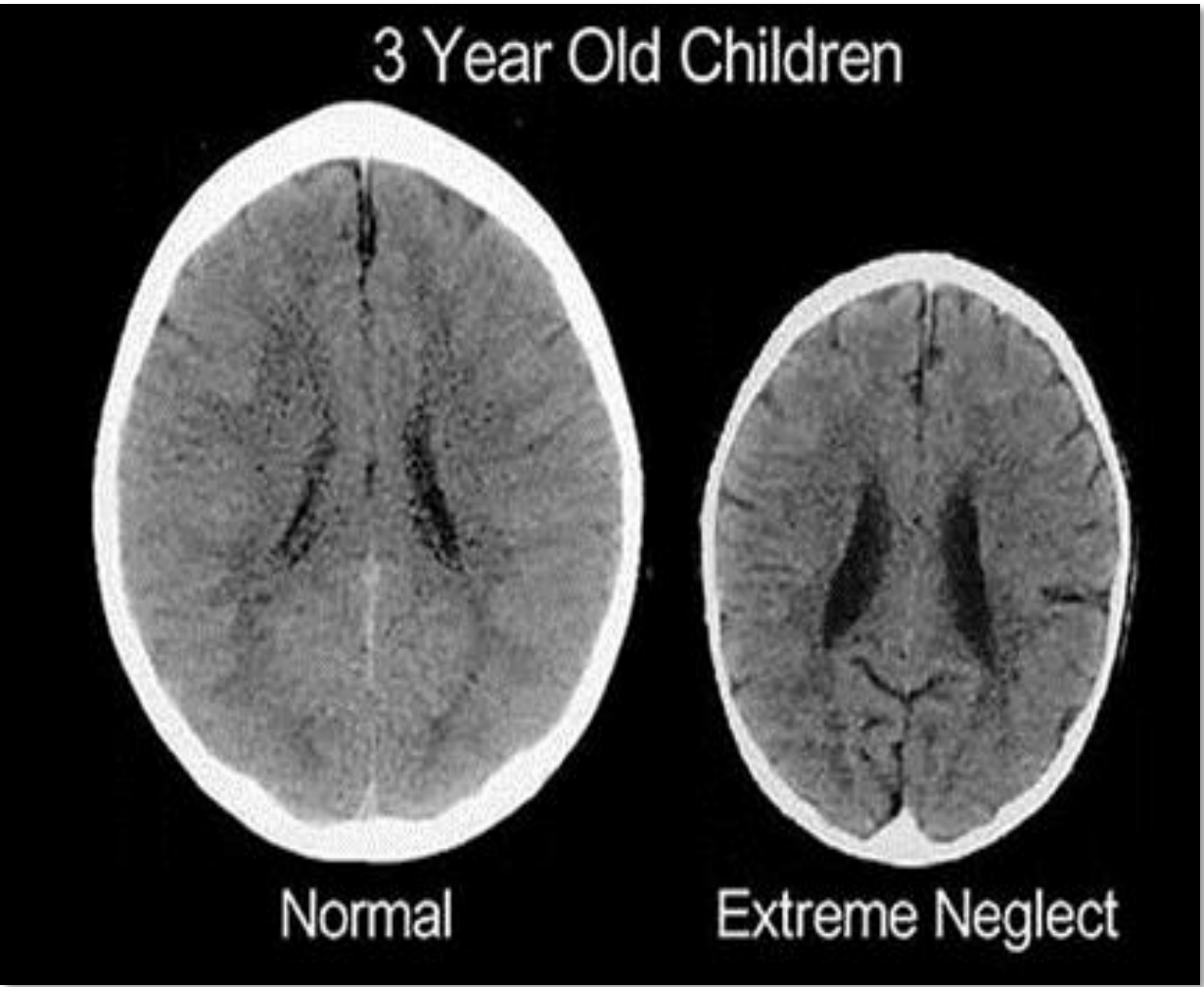


ATTACHMENT STYLES

IMPACT OF CAREGIVERS THEN & NOW

 <h3>SECURE</h3> <ul style="list-style-type: none">- Healthy relationship with primary caregiver- Shows appropriate distress when left alone- Able to seek support in relationships- Can regulate emotions and manage conflict in close relationships	 <h3>AMBIVALENT</h3> <ul style="list-style-type: none">- Limited parental availability- Distress when left- Craves close relationships but struggles to trust- Need for reassurance from partners- Feelings of anxiety and jealousy are common	 <h3>AVOIDANT</h3> <ul style="list-style-type: none">- Abuse or neglect from caregiver- No preference for parental presence- Independent- Pattern of withdrawal- Tendency to minimize the feelings of others- Preference for casual relationships	 <h3>DISORGANIZED</h3> <ul style="list-style-type: none">- Inconsistent parenting- Intimate relationships feel confusing- Feelings of unworthiness- Tendency towards aggressive or antisocial behaviors
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BAREWELGROUP.COM



Maslow's hierarchy of needs



A top-down view of a wooden desk. On the left is a green succulent in a dark pot. Below it is a spiral-bound notebook with lined pages. At the bottom center is a silver computer keyboard. To the right of the keyboard is a white mug filled with dark coffee. Next to the mug are several rectangular crackers. Overlaid on the center of the image are three horizontal bars with text: a green bar at the top, a light blue bar in the middle, and a teal bar at the bottom.

RELAX

REFRESH

RECHARGE

Empathy and playfulness build strong relationships

Being a Youth Support Worker is about using a strength-based practice and relationships to get the best out of the support that we provide. Using a strengths-based approach is using strengths of young person and YSW to change behaviours along with using the relationship to promote predictability and safety for the YP.

- Ways to promote strengths
- Utilise the skill set of the YP work out what they are good at
- Can they make friends
- Can they run fast
- Are they good at gaming
- Let them be the expert
- Relationship building
- Attunement
- Be predictable
- Find common interest
- Games
- Music
- Cooking
- Decision making
- Scenario around where to sit when YP are in room



[What is Attunement? by Jai Flicker \(youtube.com\)](#)



Job Requirements & Expectations

Working as YSW in DCP residential care means that you are supporting YP based on the charter of rights and the children and young people's safety act 2017. [Charter-of-Rights-FULL.pdf \(gcyp.sa.gov.au\)](https://gcyp.sa.gov.au/Charter-of-Rights-FULL.pdf)

Here are a few things to consider when starting shift

- Lock up personal belongings
- Check medication cabinet ensure it is locked
- Check the perimeter of the house on night shift

Job expectations

- Perform handover at the end of each shift
- E-logging
- House routines
- Critical incidents
- Driving
- Re-deployment
- Cleaning
- Cooking
- Attending appointments
- Attending police interviews
- Updating house routines
- Advocating
- NS
- Extra cleaning tasks
- Preparing dinner and school lunches
- Completing unfinished paperwork
- Missing person reports
- No sleeping

Descriptive writing





Role Play

What is the sanctuary model?

The Sanctuary model



Changing our lens to be more trauma informed



What is Sanctuary?

- Sanctuary us about creating safe and healing environments
- Sanctuary helps us keep everyone safe – children, young people, staff and the community.
- Sanctuary helps us work together, be connected with each other and helps us feel better inside
- Sanctuary helps everyone by giving us shared words to use to describe the things we do each day

Sanctuary Beliefs

Everybody has difficult things to deal with

- When someone is mean or does something wrong, we try to find out "**what's happened to them?**" to be able to help them
- We know that **people are shaped by what they have been though**, rather than thinking there is something wrong with them
- We recognise that when we feel sad, scared or hurt, we can sometimes act differently and don't understand why

Understanding where we come from, our connections, and what we have lived though, helps us understand why we do what we do and support our strengths and resilience.

The Four Pillars of the Sanctuary Model



**TRAUMA
THEORY**



**EIGHT
COMMITMENTS**



S.E.L.F.



TOOLKIT

HAND MODEL OF THE BRAIN



At the base of your brain, represented here by your wrist, is the brain stem. It's responsible for basic things like breathing and keeping your heart pumping.



Your thumb, folded in, sits in the middle, just like the amygdala in the brain. The amygdala is responsible for sensing danger and telling the brain + body.



Your fingers are like your pre-frontal cortex - that's the part of the brain that helps us manage emotions and make complex decisions.



When fear, danger, or intense emotion overwhelm our amygdala our prefrontal cortex goes offline and we "flip our lid." That's why sometimes it is so hard to make thoughtful decisions when we are very upset.

When brains are overwhelmed like this, they need a break to reflect and reconnect.

CONCEPT CREATED BY DAN SIEGEL MD. VISUALLY TRANSLATED BY LINDSAY BRAMAN

The Eight Commitments

These values support healthy respectful relationships and lead us away from trauma reactive behaviours

1. Democracy

We think its important to have a say in decisions. We listen to each other and think about what others say.

2. Culture

We allow everyone to feel safe supported and respected to celebrate Cultural beliefs, traditions, connections and identity.

3. Non Violence

We help each other to keep our thoughts, bodies, spirit and community safe.

4. Emotional Intelligence

We manage our feelings so we don't hurt other or ourselves. We have community meetings every day and we ask for help from others if we need it.





5. Growth and Change

We know we can all learn new things and are willing to try. We create hope for children, young people and ourselves by being open to new experiences.

6. Open Communication

Saying what you mean and not being mean when you say it. If we are worried about something, we talk to each other about it, even if it feels hard to do.

7. Social Responsibility

We care for, support each other, and take responsibility for our actions. We take care of each other and share the hard stuff so that nobody has to do everything on their own.

8. Social learning

We learn things from each other by listening and watching. We talk about mistakes and try to learn how we can do things better. There is no shame in learning.

Sanctuary Tools

The ways we remember to think about and use Sanctuary every day

Community Meetings

The three questions:

- How are you **feeling** today?
- What is your **goal** for today?
- Who can you ask for **help**?

Psychoeducation

Games and activities that teach us about safety, emotions, loss and future.

Anyone can run these activities that help us learn about:

- Things that make us feel safe and things that make us feel unsafe
- How we feel emotions and the kinds of things we can do to help us feel better when we feel sad, scared, shame, angry etc.
- What we have lost, because we have all lost something. For example, if we have been hurt or are no longer living with people we love.
- How to picture our future and see that good things can happen for us.

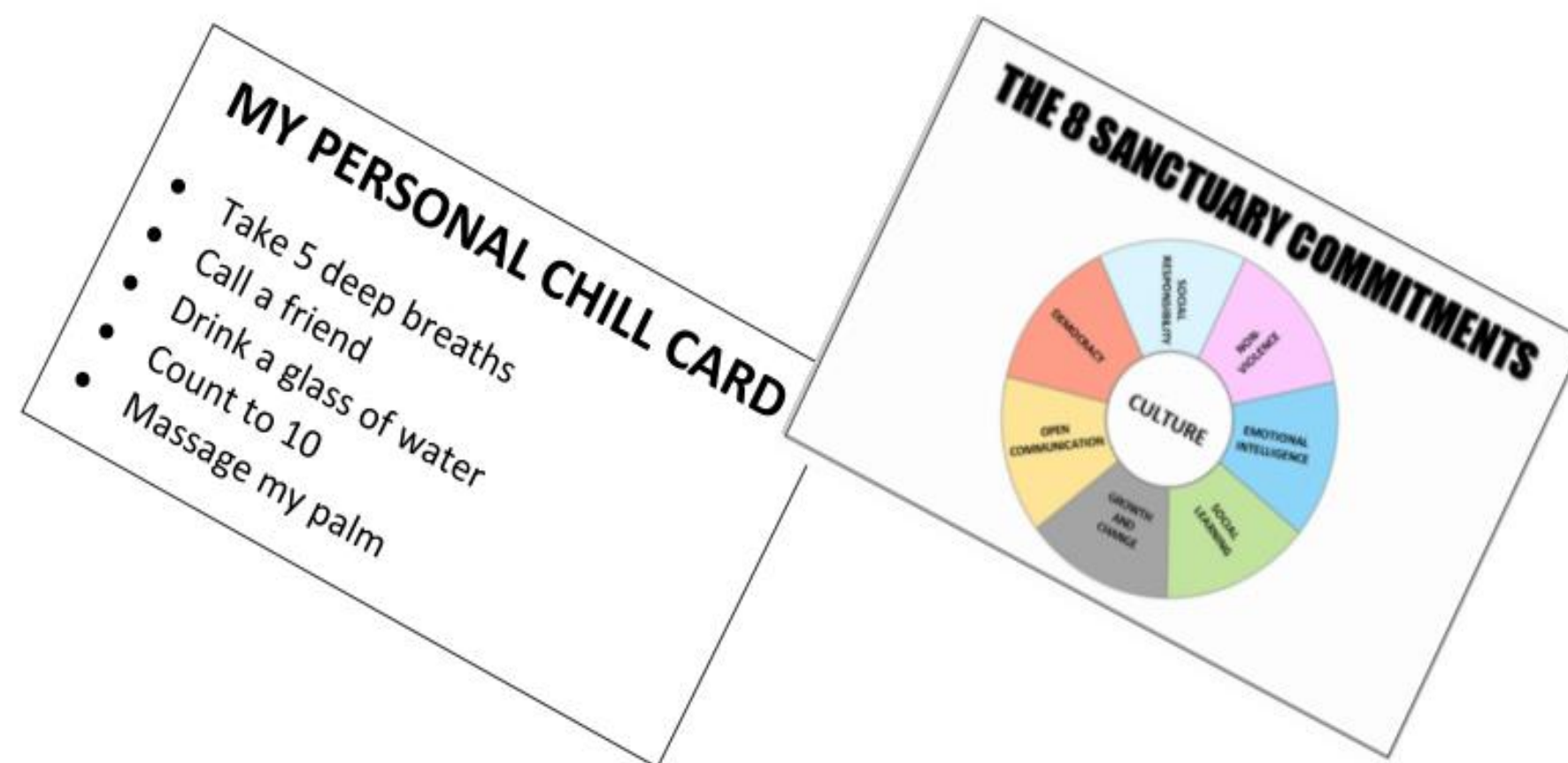


Sanctuary Tools

Chill Cards

Chill Cards help us remember what we can do to help stop 'flipping our lid' and be able to deal with big feelings. They help us manage our emotions and keep ourselves and others safe.

A good way to start making a Chill Card is to think about a strong emotion or feeling you don't like. Then write some things you can do anywhere that will help you instantly, like taking a big breath or counting to 10. Chill Cards can be creative, they can be on a phone screensaver or a poster etc. But staff should be able to access their own at all times.



Sanctuary Tools

Red Flag Meetings

A Red Flag Meeting happens when we are very worried about something and we need everyone's help to fix it. Anyone can ask to have a Red Flag Meeting, including children, young people and staff. Everyone involved needs to prioritise attending.

Red Flag Meetings have rules; one person will be in charge of helping us follow the rules.

Some reasons why we might need a Red Flag Meeting include:

- Staff or child get really hurt
- Children start running away a lot
- Staff feel scared, worries or angry about something
- There are stories from staff or children that make us really worried
- We are not working, playing or talking well with each other because of a big worry

Sanctuary Tools

Green Flag Meetings

A green flag meeting is to celebrate something that has worked well and we are proud of, and we need everyone's help to celebrate and share our learnings with others (social learning). Anyone can ask to have a green flag meeting, including children, young people and staff. Everyone involved needs to prioritise attending.

Green Flag Meetings have rules; one person will be in charge of helping us follow the rules.

Some reasons why we might need a Green Flag Meeting include:

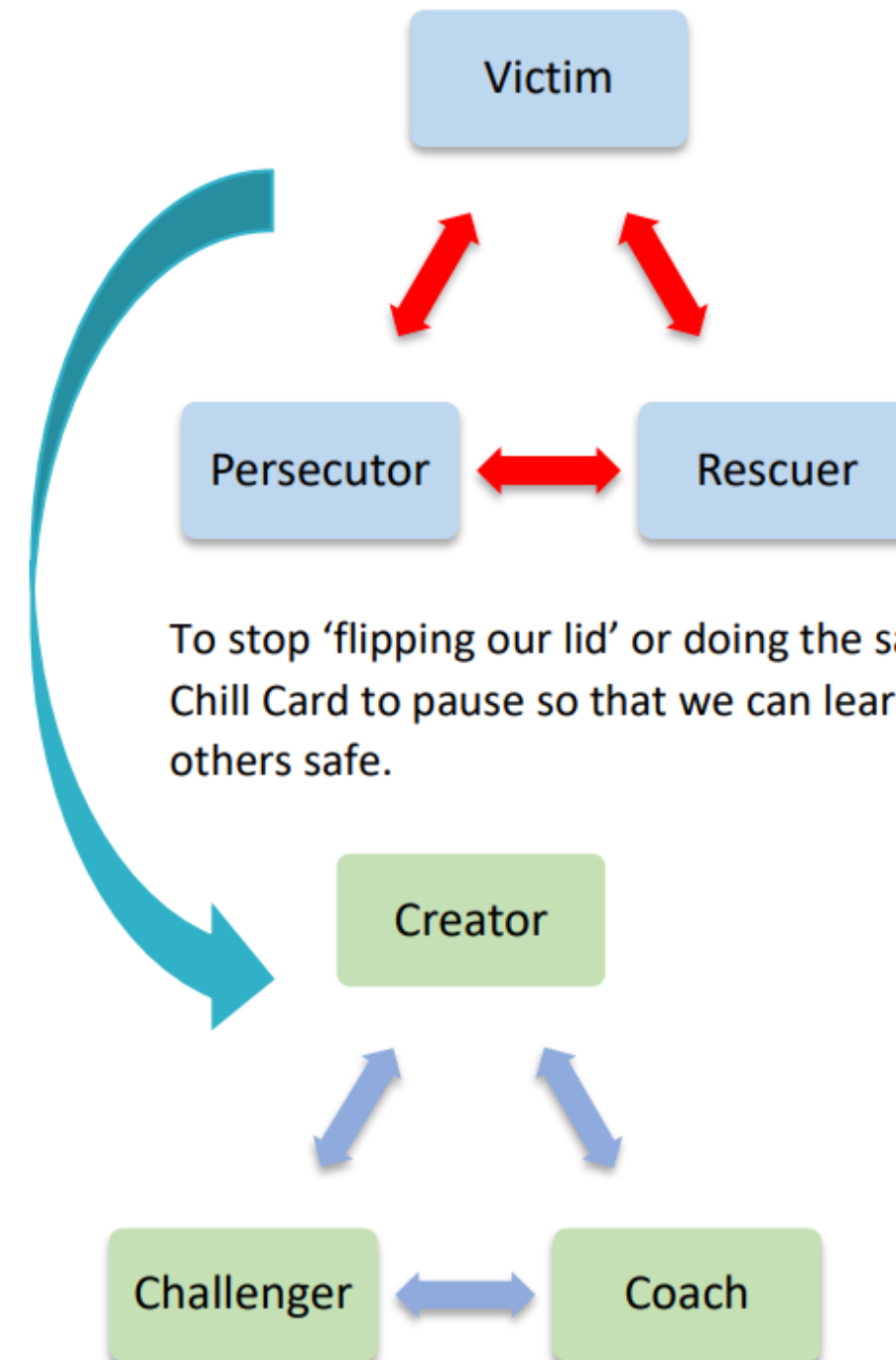
- Child does something positive
- Staff member/team does something positive
- Child and staff member do something positive together
- There is an important moment of learning and growth which has led to positive changes

Sanctuary Tools

Trauma Re-enactment

When we feel hurt and sad on the inside, it can change what we do on the outside. Sometimes when someone says or does something, it can make us remember a time when we felt unsafe.

When this happens, our brain might think we are in danger and we 'flip our lid'. We all often do this without realising we are doing it and our brain can react with us replaying one, or all, of 3 roles – victim, rescuer and persecutor.



Sanctuary Tools

Parallel Process

When we are really scared, angry, frustrated etc., we can act differently and sometimes hurt ourselves or other people. Sometimes others might copy us and end up acting the same way.

We do not want others to copy angry, sad or unsafe behaviour.

Safe people can help us to copy their calm feelings, by showing us how to act calmly and safely. We want to help others to copy strong, safe people. We always need to talk to each other about our feelings.

Collective Disturbance

When someone (adult or child) feel sad, angry, scared etc., sometimes they can pass on their feelings to others without anyone knowing.

This can happen by gossiping or sharing yarns that you might be carrying for others. When we catch someone else's feelings, then we can feel sad, angry, scared etc., and not even know why.

When lots of people start to catch each other's feelings, the whole place can start to feel the same way. This can make people not want to come to work or start to make mistakes. We can all start to get angry at each other and blame each other.

When we talk about our feelings, we can try to stop others from catching them. We can help each other to be strong and safe to talk about our feelings and find ways to solve problems together.

Time for
a BREAK!



Trauma related behaviours

Behaviour that was adaptive in an unsafe environment that has now become maladaptive in their current environment these behaviours usually are a result of the ACE's they have experienced:

- Physical violence
- Absconding
- Verbal abuse
- Soiling and urination
- Withdrawal
- Food issues like overeating or hoarding
- Substance misuse
- Harmful sexualised behaviours
- Offending
- Racial abuse

Risk taking behaviours



Harmful Sexualised Behaviours

<https://create.kahoot.it/my-library/kahoots/432cc86e-2818-489e-8500-d7d6161f5684>



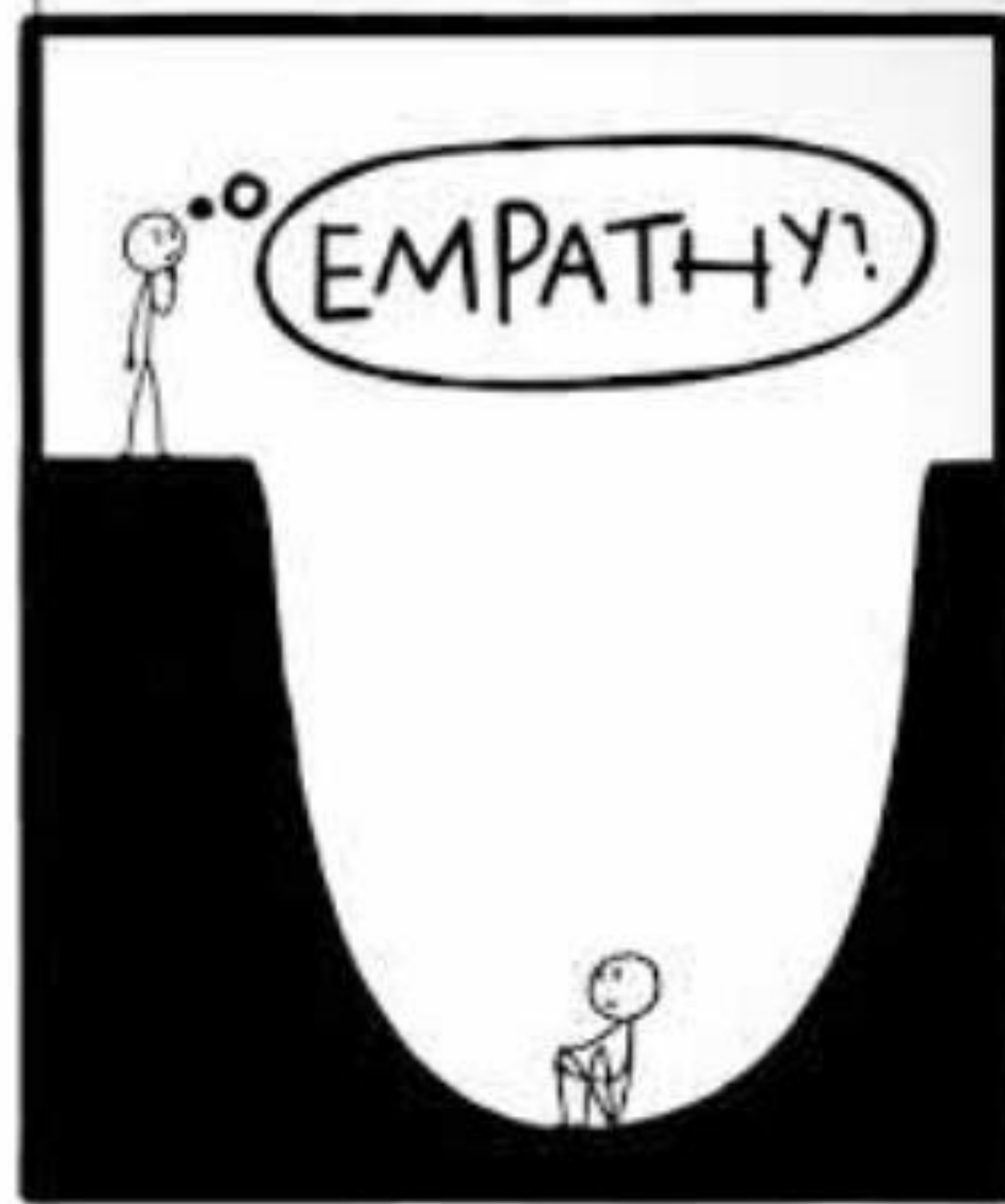
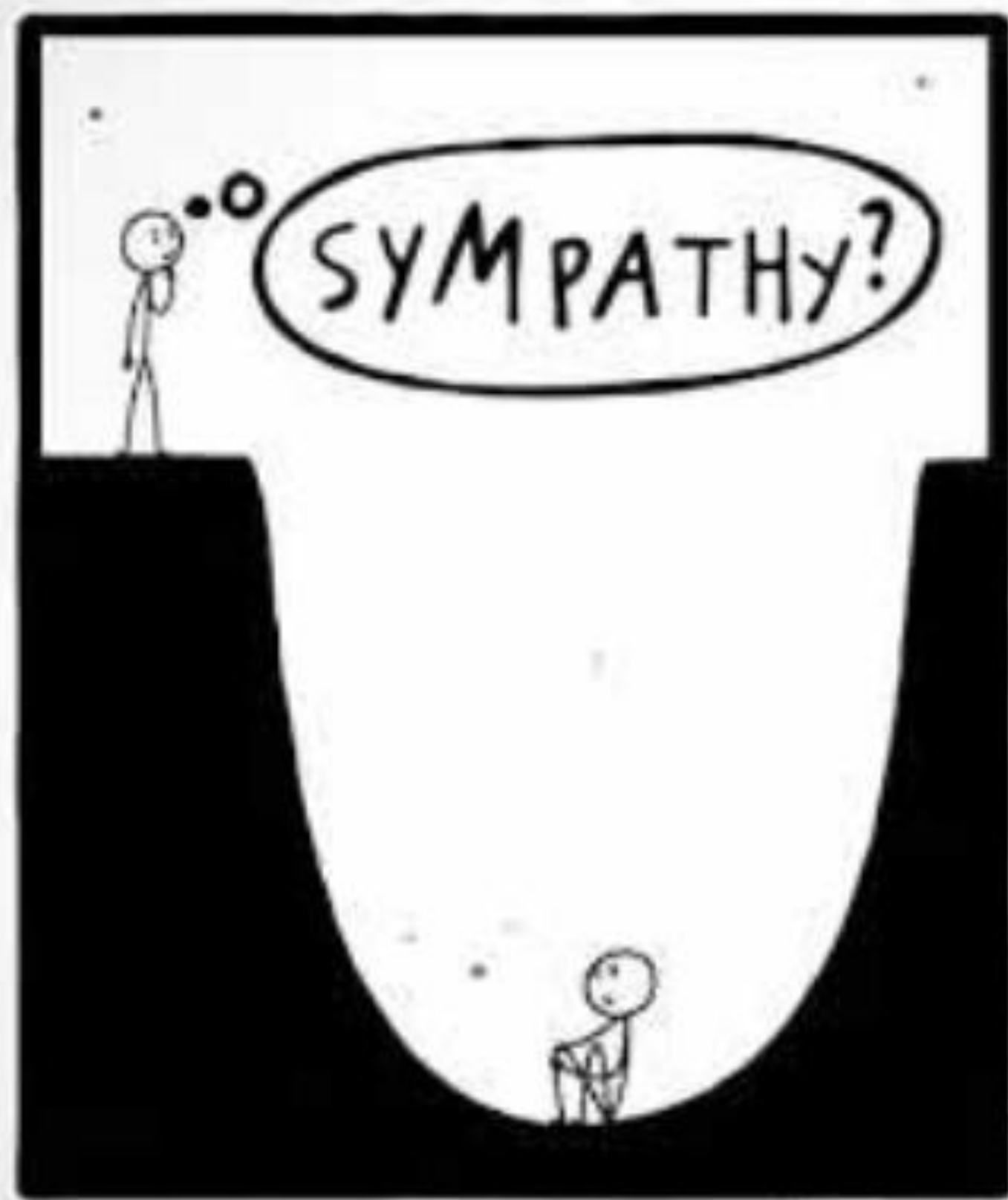
Self harm and suicidal ideation



Tools to support

- Safety intervention training/CPI
- Wellbeing plans
- Team meetings
- Leadership team support
- Sanctuary tools
- Safety plans
- Relationship building
- Creating safety and predictability
- Empowering
- Empathy







fucking Shakespeare.

Youth Work Matters





Thank you