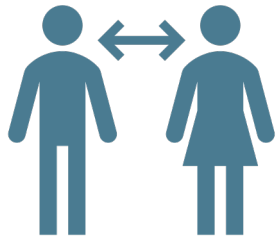


What is the problem?

Vicarious trauma is a *predictable* response to work that involves repeated exposure to *traumatic content*



Exposure to
other people's
trauma

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Builds
up over
time

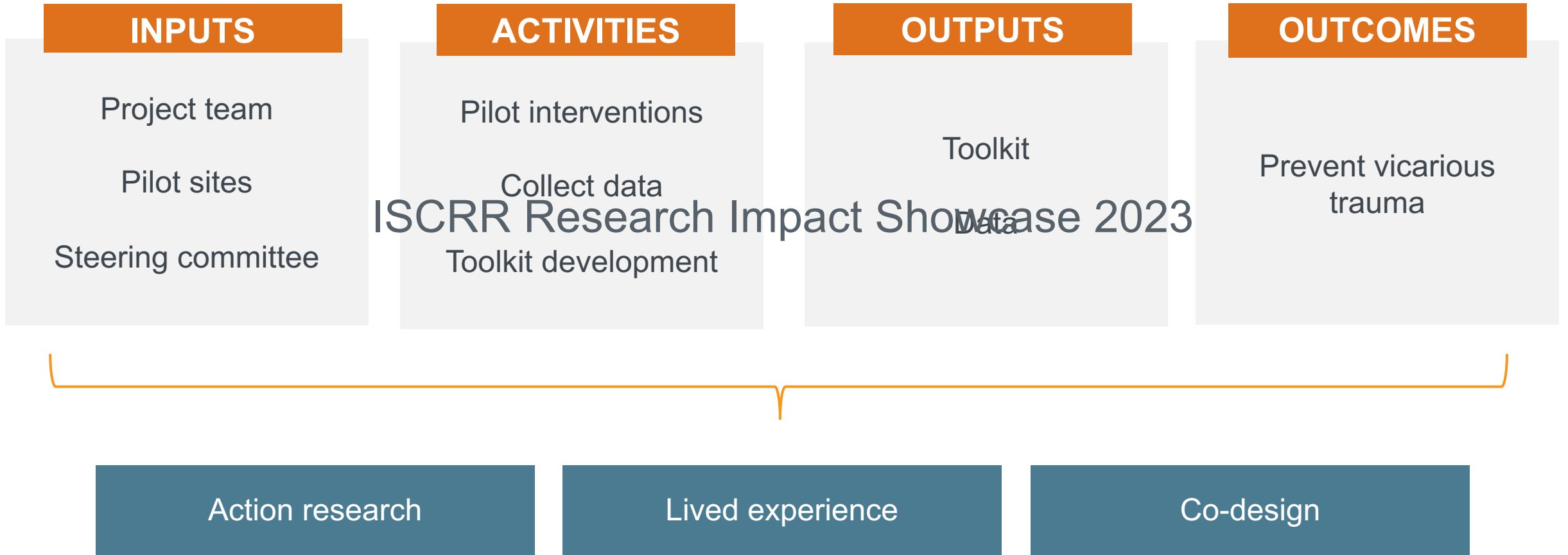


Empathy
is a
precondition



PTSD
response

What did we do?



What does prevention look like?

Description

Example

Eliminate



Remove unnecessary exposure

Consultation with client-facing staff to determine preventable exposures

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Reduce



Reduce/control the rate of exposure

Workload management, job design, secondment, job control etc

Mitigate



Mitigate the impact of repeated exposure

Trauma informed supervision, reflective practice, training on psychosocial hazards

What did we find?

Prevention is possible when these factors are addressed.



High rates of exposure to distressing content



Low levels of vicarious trauma knowledge



Knowledge based on cultural beliefs and hidden rules

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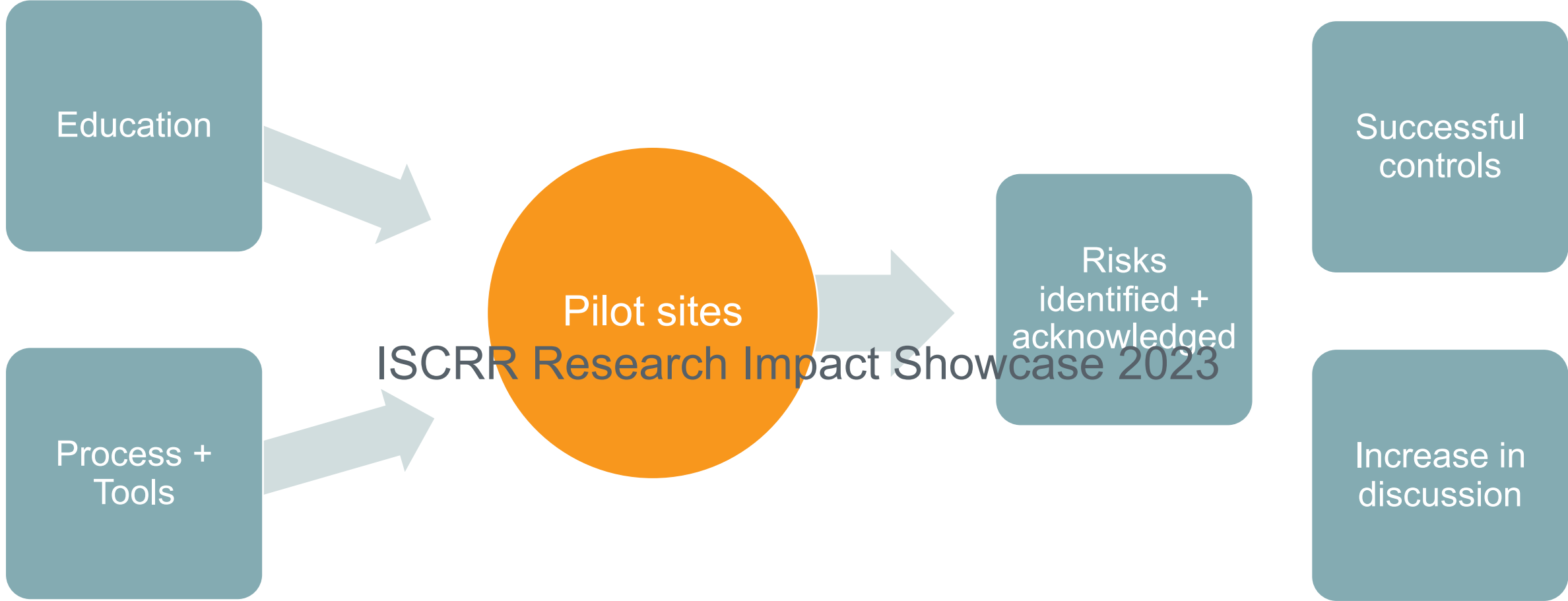
Risk to employees not commonly acknowledged



Prevention requires tailored and multifaceted approach



Proactive approaches are not commonly implemented



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**Risks
acknowledged**



“It was really good to start seeing questions about VT to new starters, so people being interviewed... Because I’ve never, in the past, never been asked this question before.”

**More discussion,
less stigma**



“I just think it being in the forefront of our minds at the location... has helped open up that conversation and made it less taboo.”

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**Successful
controls**



“If we can bring this in really effectively, it’s going to help with staff retention.”

Where to from here?

Increasing
acknowledgment of
vicarious trauma

Impact of anticipated
CIS Impairment
(Psychological Health)
Regulations

Further research &
development

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