

19 December 2016

To Whom It May Concern,

Interrelate wishes to acknowledge and affirm the important contribution made by the Blue Knot Foundation to ongoing professional development in Interrelate, through the delivery of a number of training activities aimed at increasing our capacity to provide services to clients enhanced by a trauma-informed lens. When Interrelate initially received the Royal Commission Community Based Support Service funding, we felt it was important to familiarise all staff in *Trauma Informed Practice* from the Board/CEO/Executive to clinical staff and administration.

Subsequently, Interrelate engaged Blue Knot to provide a range of training workshops to staff. These have included:

- **Foundation for Trauma Informed Care and Practice** – 1 day workshop attended by all staff across the organisation. 8 workshops were facilitated in total (Dubbo, Orange, Caringbah, Bella Vista, Central Coast, Port Macquarie, Coffs Harbour and Lismore).
- **Supporting Practice with Complex Trauma Clients** – 1 day workshop offered to all counsellors and Aboriginal Community Liaison Workers. 3 workshops were facilitated in total (Coffs Harbour, Newcastle and Caringbah).
- **Three Phased Approach – Working Therapeutically with Complex Trauma Clients** - 2 day workshop offered to all Senior Clinical Specialists (practitioners working directly with Royal Commission (RC) clients. In all 20 staff were trained at this workshop.
- **Trauma Informed Clinical Supervision for Clinical Supervisors - ½ day** – Seven supervisors attended the training at our Bella Vista Office.

Most recently Interrelate staff have undertaken a further round of training offered by Blue Knot including:

- **Safe Guarding Yourself Recognising and Responding to Vicarious Trauma** – 1 day workshop offered to all supervisors & practitioners working with RC clients. In all 3 staff were trained at the Bella Vista workshop, with a further 15 staff booked for the February training at the Newcastle office.
- **Trauma Informed Care and Practice Working with Aboriginal and Torres Straight Islanders** - 1 day workshop offered to counsellors and Aboriginal Community Liaison Workers. 16 staff were trained at the workshop.
- **Trauma Informed Care and Practice** – half day workshop for Managers. In all, 7 managers were trained at the workshop.

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NSW New Signatory of the
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commitment to improving
environmental performance.

Additionally, as a further support to staff, Interrelate has purchased and distributed to all regions the resource entitled, “*The Last Frontier - Practice Guidelines for Treatment of Complex Trauma and Trauma Informed Care and Service Delivery*”.

Through these workshops and materials, staff have become far better informed, our service capacity has been improved, and *Trauma Informed Practice* has been embedded into our practice, groups, handbooks, and policies and procedures. Across the board, staff have found the training informative and relevant to the roles that they fulfil within our organisation.

At an organisational level, we have found the Blue Knot Foundation supportive and flexible in their offer of training workshops. Their facilitators have been knowledgeable and professional in the delivery of the workshops. The material these workshops are based on emanates from a strong evidence base and is informed by good practice principles which have assisted our staff in continuing to offer our clients the best service possible.

In closing, we want to recognise and commend the great work being done by the Blue Knot Foundation in offering these training workshops. We also wish to acknowledge the Federal Government’s foresight in funding the Blue Knot Foundation to make these pivotal trainings cost neutral to organisations undertaking this vital work. We are aware that the work Interrelate has done through the RCCBSS has ably assisted many people affected by the work of the Royal Commission; this is in part thanks to the training and support offered by the Blue Knot Foundation.

Kind regards,

A handwritten signature in black ink, appearing to read 'Graeme O'Connor', with a stylized flourish extending to the right.

Graeme O'Connor
Acting CEO