



## PROJECT CONSORTIUM

The project consortium comprises a multidisciplinary team that includes legal, social and medical research organisations, learning and media education specialists, and an ICT communication expert institution.

### Coordinator:

**KU LEUVEN**

### KATHOLIEKE UNIVERSITEIT LEUVEN

Leuven Institute of Criminology  
(Belgium)

### Partners:



### CONNEXIONS

Information Communication  
Technologies for Education and  
Social Impact  
(Greece)



### INSTITUTO POLITECNICO DO PORTO

Escola Superior de Saúde  
(Portugal)



### INTEGRA

Institut Za Razvoj  
Človekovih Potencialov Velenje  
(Institute for Development of  
Human Potentials)  
(Slovenia)



### QUALED

Občianske združenie pre kvalifikáciu a vzdelávanie  
(QUALification and EDucation)  
(Slovakia)



### UNIRI

Sveuciliste u Rijeci, Medicinski  
fakultet (University of Rijeka,  
Faculty of Medicine)  
(Croatia)



### WIN

Wissenschaftsinitiative  
Niederösterreich  
(Science Initiative Lower)  
(Austria)



## Trauma informed practice

Trauma-Informed Practice for Workers  
in Public Service Settings

## PROJECT INFO

EU Programme:



Erasmus+

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Cooperation partnerships in vocational education and  
training

Website:

<https://trauma-informed-practice.eu/>



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## Trauma informed practice

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Service Settings

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## BACKGROUND

The number of persons in Europe suffering from post-traumatic stress symptoms (PTSS) is likely to increase in the years to come. The most important causes this project will address include (1) conflict-related refugee flows and other migratory trajectories, (2) Covid 19 and its consequences, and (3) natural disasters like earthquakes, fires, floods, and volcano eruptions. Thorough needs analyses tell us that especially in the public sector many professions are confronted in their work with clients who have PTSS.

These professionals have their specific professional experience but no medical or psychiatric training on how to deal with a person who suffers from PTSS. Consequently, they frequently misjudge their clients. A trauma-informed approach recognizes the presence of trauma symptoms and acknowledges the role that trauma has played in an individual's life and requires a change in paradigm from asking 'What's wrong with you?' to asking 'What has happened to you?'

Implementing trauma-informed counselling helps service professionals to recognize, understand and appropriately respond to the effects of trauma

## OBJECTIVES

This project has a three-fold objective: (1) to raise awareness about the occurrence of PTSS with professionals working in the public sector, (2) to equip them with skills for identifying PTSS among their clients, promoting their inclusion, and reducing barriers linked to discrimination, and (3) to improve the service and counselling work by professionals working in the public sector.

## PROJECT OUTPUTS

### 1 User-oriented Guidelines

Raise the awareness of professionals working in the public sector about the occurrence of PTSS among their clients. The Guidelines are an innovative answer to information and first-line management recommendations in order to enable the application of a trauma-informed approach in counselling work.

### 2 Catalogue with a Case Studies Collection

Illustrates the most common work situations that can demonstrate how to react to clients who are suffering from PTSS. It contains comprehensive and easy-to-use recommendations and key actions for meeting the needs of clients with PTSS and dealing with their sometimes challenging behaviour. The Catalogue offers a modular range of awareness raising and demonstration materials.

### 3 Resource Pack

Provides interactive training and e-learning activities and quizzes related to the particular chapters of the Guidelines and Catalogue. It can be used as a self-learning course, or in structured form and adapted for specific requirements. The course has a modular structure and covers, among others, aspects of recognizing the situation of the client, helping to solve acute problems and to prevent problems in the longer run, and helping clients with PTSS to cope with their circumstances.

### 4 Interactive e-Platform

Supports the delivery of all materials of the project and provides online interactive tools such as blogs and social networking applications. With podcasts for the access-to-all contents it can be used as a virtual learning environment where users will be able to find the online training modules and participate in learning activities.

### 5 Mobile application

Adapts selected online materials from the e-Training Course, the Catalogue and the Guidelines in a pedagogically sound way and develops mobile apps for delivering these contents via smartphones and mobile devices.

All these products will be made available in English and the languages of the partnership, i.e. in Croatian, Dutch, German, Greek, Portuguese, Slovak, and Slovenian.



## TARGET GROUPS

The target group of the TIPS project are persons working in the public service sector, e.g. refugee assistants, justice system professionals, lawyers and legal assistants, employment service officers, teachers, people working in communal social benefit or housing departments, etc.

All these professionals possess specific qualifications and experience, but have no medical or psychiatric training on how to deal with a person who suffers from PTSS. In particular the project targets municipalities, social services, the justice, educational and health sectors.

