

# ticpot

## THE TRAUMA-INFORMED CARE & PRACTICE ORGANISATIONAL TOOLKIT

A Quality Improvement Organisational Change Resource

Trauma-Informed Care and Practice (TICP) is an approach whereby all aspects of service delivery are organised around the recognition and acknowledgement of trauma and its prevalence, alongside awareness and sensitivity to its dynamics.

**TICPOT** is designed to be applied across mental health and human services in public, community and private contexts.

**TICPOT** is part of a broader national initiative to promote the integration of the trauma-informed care and practice approach across service systems and programs in Australia.

**TICPOT** is a quality improvement organisational change resource designed to assist a diversity of organisations to embed TICP principles into every aspect of their operating structure and practice.

**TICPOT** has been mapped against national standards and the recovery-oriented service assessment organisational tool (ROSSAT) and should be considered as evidence in seeking or maintaining accreditation.

Recovery Oriented Service Self-Assessment Toolkit 2015 (ROSSAT T4O)	National Standards for Mental Health Services 2010 (NSMHS)	National Practice Standards for the Mental Health Workforce 2013 (NPSMHW)	National Standards Disability Services 2013 (NSDS)
✓	✓	✓	✓

**TICPOT** supports organisations to build an organisational culture that establishes the safety necessary to better respond to the needs of all service users including families and carers, whilst supporting staff at all levels of engagement.

*"Trauma-informed practice initiatives need to be implemented across sectors. As the analysis and estimates attest, the cost savings would be enormous and the continuing benefits would be society-wide."*

Kezelman, C, Hossack, N, Stavropoulos, P and Burley, P, 2015, *The Cost of Unresolved Childhood Trauma and Abuse in Adults in Australia*, ASCA & Pegasus Economics, Sydney

*"We must adopt a systemic approach which ensures that all people who come into contact with the [health system] will receive services that are sensitive to the impact of trauma— regardless of which 'door' they enter ..."*

Linda Rosenberg,  
President and CEO, National Council for Community Behavioral Healthcare, Washington DC

## TICPOT PACKAGE 1 NOW AVAILABLE

An offline DIY self-assessment tool, supporting resources and tools for prioritising and implementing change.



Contact an **MHCC Consultant** to discuss your organisation's needs and which package or service fits your needs best.

**P:** 02 9555 8388

**F:** 02 9810 8145

**E:** [mhcc.consultancy@mhcc.org.au](mailto:mhcc.consultancy@mhcc.org.au)

**W:** [www.mhcc.org.au](http://www.mhcc.org.au)

## TICPOT PACKAGE 2

ENQUIRE about consultancy and service options

A comprehensive online assessment process, orientation and supporting resources for completion; AND,

The services of a consultant analysing the data and compiling a detailed report and recommendations, based on assessment findings.

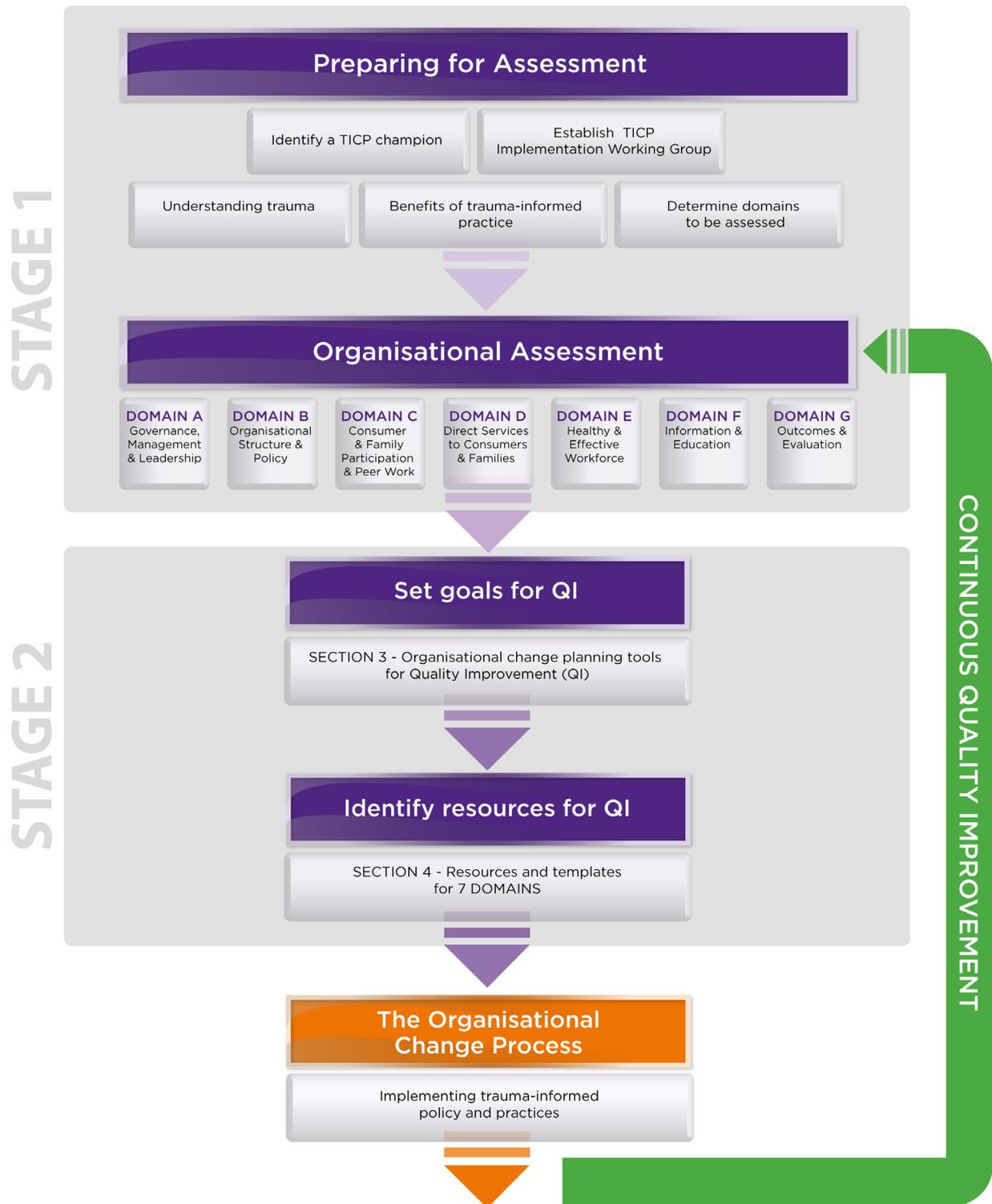
PLUS post-assessment presentation and discussion regarding next steps toward implementation.



# What is TICPOT

While every organisation is different, the overall structure of **TICPOT** remains the same:

- **Stage 1** consists of planning and orientation to undertake **TICPOT** assessment across the seven domains whilst considering the organisation's unique culture, practices and governance
- **Stage 2** comprises prioritising and planning for quality improvement over time



The process of becoming trauma-informed is an evolutionary journey.

The **TICPOT** assessment process will highlight priorities for quality improvement to be implemented in stages. This may include training and other development activities.

MHCC provides a range of highly regarded training opportunities in the trauma and TICP space.

To underpin the recommended framework for continuous quality improvement, MHCC can also deliver tailored inhouse training and professional development and ongoing consultancy services.