

✓ **Checklist**

Why working in a trauma informed way is important

Understanding and approach

- Acknowledge that homelessness is often caused by systemic issues, not personal failures, and that homelessness can be a trauma.
- Approach every interaction with empathy, patience, and a non-judgmental attitude.
- Recognise that any customer or members of staff may have experienced trauma.
- Adopt a reliable and consistent approach.

Compassionate communication

- Be mindful of conscious and possible unconscious personal biases and do no prejudge customers.
- Speak in a calm and respectful tone of voice.
- Use clear, simple, and jargon-free language to explain processes.
- Be patient and provide time for the customers to process information and ask questions.
- Offer individualised choices and empower customers whenever possible to restore a sense of control.

Trust and safety

- Respect personal space and avoid asking intrusive or unnecessary personal questions.
- Provide reassurance and validation so that customers feel supported rather than judged.
- Build trust by following through on commitments.
- Embed consistent, inclusive and accessibility policies and practices.

Handle difficult situations with empathy

- Stay calm and avoid defensive reactions if a customer becomes upset.
- If a customer becomes overwhelmed, offer a break or ask how you can support them.
- Offer alternative solutions rather than rigid rules when possible.
- If necessary, discreetly involve a manager or trained staff member for support.
- Know when to provide resources or referrals to appropriate support services.

Staff care and training

- Train staff on working in a trauma informed way and increase understanding of homelessness.
- Educate staff on how trauma affects behaviour and communication.
- Provide active listening and de-escalation training.
- Create a support system for staff dealing with difficult situations.