



SANCTUARY

THE ESSENTIALS

WHAT IS SANCTUARY?

The Sanctuary Model is trauma-informed care model that supports children and young people to heal from trauma, loss and adversity. Sanctuary is an 'everybody' model – it focuses not only on a child's recovery, but also on supporting the people who care for children. Sanctuary is an accepted evidence-based model that has been used for over 25 years. At its heart Sanctuary is about creating safe environments and teams around children, to give them the sensitive care and therapeutic experiences that they need to heal. The Sanctuary Model compliments other therapeutic models and parenting practices, like Circle of Security, Tuning into Kids, Tuning into Teens, Brining up Great Kids and Reparative Parenting.

In the Sanctuary Model we are encouraged to adopt trauma-informed thinking and doing, to be non-judgmental, curious and use compassionate enquiry – this means changing the question "What is wrong with you?" to "What has happened to you?". When we understand someone's history we are able to be more effective in supporting them to heal and grow.

How does Sanctuary apply to carers?

A key part of the Sanctuary Model is its focus on caring for caregivers. The model understands that caring for children and young people with a trauma history is a complex and difficult job. It recognises that it takes a village to raise a child. So within the Sanctuary Model are evidence-based tools and interventions that support the 'team around the child' to respond in therapeutic ways and to support healing. It does this by using 4 Pillars – The Theory and Evidence Pillar, 7 Commitments, the Toolkit and the Safety, Emotion, Loss and Future Pillar.



The 7 Commitments are a set of agreements we make in Sanctuary community to prevent trauma exposure, to develop resilience and begin to heal the impacts of trauma. The 7 Commitments are like promises we make in how we treat other people - we demonstrate them in our communication and interactions with others – like in emails, meetings and supervision, -as well as how we provide care for others and how we parent children and young people.

Growth and Change	Creating hope for our children and ourselves
Open Communication	Saying what you mean but not being mean when you say it
Democracy	We listen to each other's voices and participatory decision-making
Non-violence	Creating safety. Maintaining healthy boundaries. Treating others with sensitivity and respect
Emotional Intelligence	Managing our feelings so we don't harm ourselves and others
Social Responsibility	We care for and support each other, repair conflict and take responsibility for our actions
Social Learning	Learning from each other through action and communication

FOUR PILLARS OF THE SANCTUARY MODEL

The Sanctuary Model Toolkit

These are the practical tools used to enable carers and workers alike to build community and networks around a child or young person, to develop common practice and to deal effectively with adversity and trauma. Some of the tools are:

- Community Meetings
- Training
- Safety Plans
- Psychoeducation
- Therapeutic Planning and Team Meetings
- Raised Flag Meetings
- Self-Care Plans
- Reflective Supervision and Coaching

S.E.L.F. - Safety, Emotion Management, Loss and Future

If the Sanctuary Commitments are the shared philosophy that create Sanctuary, then the S.E.L.F. acronym is the simple framework we use to ensure a shared language and focus throughout the community. When children, young people and even adults experience trauma they experience widespread losses (including the loss of safety) and overwhelming emotions. SELF helps us to plan for the future because it supports us to focus on key areas that are impacted by trauma. The S.E.L.F. Framework is used in a non-linear way to help problem solve, to promote reflection, to support creativity and innovation, to generate new ideas, to identify opportunities for change, to shift trajectories, and a to create a hopeful future for clients and ourselves.

The Theory and Evidence Pillar

The theory pillar a shared language and understanding about the impact of stress, adversity, trauma, abuse and loss on our clients and on our organisation. It also supports us to develop resilience and coping skills following trauma and loss.

The Seven Commitments

The Seven Commitments are designed to create safe work environments, to support staff and clients alike to build resilience, connection and meaning.

The seven Commitments are:

- Growth and Change
- Open Communication
- Democracy
- Nonviolence
- Emotional Intelligence
- Social Learning
- Social Responsibility

What is Traumatic Stress?

Trauma isn't just a stressful event, it happens when a threat, or series of events, completely overwhelm us, when all our internal resources (like our central nervous system) and external resources (like our families and communities) are unable to function in the face of it. There are different kinds of trauma including intergenerational trauma, developmental trauma, complex trauma and one-off trauma.

FIVE KINDS OF SAFETY:

Physical safety	Means protection from physical harm or injury. Practicing non-violence in means we are physically and sexually safe (e.g. from abuse, intimidation, bullying,). It also means the absence of self-abusive and destructive behaviours like risk-taking and self-harm.
Psychological safety	Means your thoughts and feelings are safe. You are able to foster self-esteem, self-control, self-awareness and self-respect. You are able to create and maintain boundaries. Psychologically safe environments promote development of executive functioning to achieve goals and for self-empowerment. It means freedom from ridicule and verbal threats or abuse. It involves repair and reciprocity.
Cultural safety	Culturally safe environments are ones that are spiritually, socially and emotionally safe, as well as physically safe for people; where there is no assault challenge or denial of a person's identity, of who they are, or of what they need. It means understanding the impact of intergenerational traumas.
Social safety	You feel secure in your relationships with other people. Abusive behaviours are defined (e.g. racism, intimidation, bullying, isolation and exclusion) and a system of authority and mutual responsibility holds people accountable. Conflicts are recognised and addressed with mutual respect.
Moral or ethical safety	You are safe to 'do the right thing' and act with integrity (e.g. not bullied into complicity or collusion with things you know are wrong).

For any of us to thrive and grow, we must feel safe.

WHAT IS A COMMUNITY MEETING?

Community Meetings are a quick and easy way to bring groups of people together; they are a short check-in with others and provide an opportunity before beginning the day (or beginning a meeting) and in the afternoon to connect with others. Community Meetings support us to develop emotional intelligence and emotional management by asking the question "How are you?" They are not meant to be a long 'therapy session' but rather just a 'quick temperature check'. There are three questions that are asked to each other in turn at a Community Meeting.

START OF THE DAY

The first question is:

"How are you feeling?"

The second question is

"What is your goal for the day?"

The third question is

"Who can you ask for help?"

END OF THE DAY

The first question is:

"How are you feeling?"

The second question is

"What was your highlight of the day?"

The third question is

"What will you do for self-care?"

SAFETY or 'calm down' PLANS

help us to respond rather than react, and to stay emotionally regulated.

We all feel stress, and stress can impact our thinking and behaviours. When we are feeling stressed out or overwhelmed, a safety plan is a visual reminder of activities that workers, carers, children and young people can do 'in the moment' to return to a calm state or 'remain regulated'. The reason we have a safety plan is so we don't engage in behaviours that hurt ourselves or anyone else.

A good way to start making safety or regulation plans with clients is to help them identify strong emotions they find difficult to handle and to write a list of their preferred ways to calm down. We should keep our safety plans on us at all times - **remember you can keep it on your phone!**

The process of 'Yarning' is an alternative means of 'checking in' with each other and is often used by First Nations people. Unlike the community questions, yarning emphasises listening and allows the individual to say as much or as little as they wish.



THE SANCTUARY TOOLKIT HAS TOOLS TO HELP US EMBED TRAUMA-INFORMED PRACTICES AND CREATE SAFE WORKPLACE CULTURES. IT HELPS US TO DEVELOP NEW HABITS TO DEAL WITH CHALLENGES AND BUILD A STRONGER COMMUNITY AND ORGANISATION.

Community Meetings – help us to create stronger, supportive and more cohesive teams around children.

Training – To learn about Sanctuary you can attend Sanctuary on-line training and face-to-face Workshops. These workshops occur throughout the year and across Anglicare.

Raised Flag Meetings – A Raised Flag meeting can be called by anyone in the Anglicare community (even clients) in response to a safety issue, critical incident or imminent crisis. The meeting is used to prevent collective disturbances, to heal entrenched conflict or to problem-solve safety issues. The meeting follows a set protocol (initiated in ISOPRO) with 70% of the meeting time spent on the Future, to; generate solutions, solve problems, innovate, find opportunities to shift trajectories and for change. When we hold a Raised Flag Meeting we use and demonstrate the 7 Commitments.

Self-Care Plans – Are a written plan where we identify daily practices and activities that we use to increase our coping in the face of stress, as well as to prevent burnout and vicarious trauma. Self-care practices should include exercise, healthy diet, adequate sleep, time connecting with others, and 'mindful' and relaxing activities such as hobbies, creative arts, community events, etc.

Core Team – Core Team meets on a monthly basis - it's their job to drive the implementation of the Sanctuary Model. Core Team members come from all parts of the agency – from different services and all levels of the organisation - to ensure the viewpoints and needs of staff and clients are heard. The Core Team provides an important communication role and helps adapt the Sanctuary model to meet the needs of different clients and services.

Psychoeducation – Is providing educational material for our clients about the effects of stress, adversity, loss and trauma on our mental and physical health. The goal of psychoeducation is to empower clients and to support their healing. We do this by helping them understand the impacts of their past experiences on their current lives, and by helping them develop coping skills and resilience following adversity.

Reflective Supervision and Coaching – Anglicare has developed a Reflective Supervision model; it is a strengths-based and person-centred process that supports staff and carers to develop therapeutic ways to respond. Reflective practice helps people understand their emotional reactions, develop analytical thinking, identify new innovative solutions and ways forward, and to focus on safety, support and self-care needs.

Safety Plans – An individualised visual plan carried by children, young people, carers and staff, that remind them what to do when they are 'triggered' or feeling unsafe. They are created to support us to with self-regulation and to respond, rather than react. Carrying your Safety Plan can be as simple as taking a picture of the plan on your phone.

Therapeutic Care Team Meetings – (also called Care Team Meetings or Team around the Child meetings) – Regular Planning Meetings (using S.E.L.F framework). are essential to creating the safety children need to learn, grow and heal. These meetings provide the opportunity to build the team around the child, so everyone can work together to support each other and maintain a therapeutic lens on the child or young person. In these meetings we practice Sanctuary Commitments and use the S.E.L.F. Framework. This enables all levels of staff to participate, learn, discuss team issues, generate new ideas for clients, collectively problem-solve and get 'on the same page'.

For First Nations people - Maintaining connections with family, community and Country contributes to cultural and spiritual wellbeing. It might include activities such as talking to an Elder; going barefoot for a while; or going to that special place on Country that makes you feel strong.

WHAT HAPPENS WHEN WE CONTINUALLY RESPOND TO TRAUMA?

When we experience trauma, or continually respond to, or help others with experiences of trauma, it can make us vulnerable to the unconscious processes outlined below. The best way to avoid these unconscious emotional process from taking hold, is to practice regular daily self-care and self-reflection. The problem with emotions, particularly fear and anxiety, when they drive our behaviour unconsciously is that they can create unsafe environments and can result in dysfunction, conflict and toxic emotional and behavioural patterns.

Parallel Process	This happens when individuals or groups of people unconsciously pick up on others' thoughts and feelings and act them out. It is similar to 'emotional contagion'. An example of a negative parallel process is 'panic-buying' toilet paper! An example of a positive parallel process is the financial generosity and acts of giving following the Bushfires.
Collective Disturbance	A collective disturbance occurs when there is an unresolved conflict, which is re-enacted elsewhere. It can result in whole teams or even organisations becoming dysfunctional or toxic.
Trauma Re-enactment	When we work with people and families with experiences of trauma, the people around them can be 'drawn into' a kind of conflict or unconscious re-enactment - called 'the Trauma Re-enactment Triangle'. This is where people unconsciously take on one of three roles- Rescuer, Victim and Persecutor. It leads to unhelpful conflict and disempowerment. Instead, Sanctuary teaches us to use the alternative roles of Coach, Creator and Challenger as a more helpful approach.
Group Think	Group Think occurs when a group reaches a consensus decision without thinking through alternate viewpoints, usually because of a desire to avoid conflict or upsetting the status quo. It is similar to doing things the way we've always done them, rather than trying new things.
Vicarious Trauma	Vicarious Trauma is a psychological term used to refer to changes in a person (physical, psychological, spiritual) that can occur when they are repeatedly exposed to traumatic material. The symptoms of vicarious trauma are similar to burnout, however, unlike burnout, it is more like a compassion fatigue that can result from being empathic. This is why self-care is so important - we need to regularly fill our cup up.



SANCTUARY CHECKLISTS FOR CARERS

THE COMMITMENTS:

- Do you treat others with respect and use non-violent means to resolve conflicts?
- Are you emotionally intelligent, self-regulated, self-aware, empathic and motivated?
- Do you seek input and create ways for others to participate in decision-making that impacts them?
- Are you transparent in your conduct?
- Do you use open communication with sensitivity?
- Do you create space for growth and change?
- Do you maintain a hopeful outlook and empower others?
- Do you reflect on what you do well, and what you could do differently?
- Do you try new ways of doing things?
- Have you explored the 7 Commitments with children and young people in your care?

DO YOU AND THE CHILDREN OR YOUNG PEOPLE YOU CARE FOR:

- Carry your Safety Plan with you– on your phone or somewhere else?
- Have a Self-Care Plan and practice Self-Care, reflection and relaxation daily?
- Know what trauma-re-enactment is? Know how you can prevent/address them?
- Know what vicarious trauma and burn-out are and how to prevent them?
- Participate in Reflective Supervision and Support?
- Know what the five kinds of safety are? And apply them to create a safe caring environments?
- Recognise how emotions influence thinking and behaviour?
- Understand how trauma impacts behaviour?
- Support children and young people to participate in planning for a hopeful future?
- Demonstrate trauma-informed thinking e.g. “What has happened to?” rather than “What is wrong with?”
- Participate in Community Meetings daily?
- Know what a Raised Flag Meeting is for and how to call one?
- Demonstrate awareness of how your client’s history impacts their behaviour?
- Participate in Sanctuary Training?
- Regularly connect with family, friends, your community?

For First Nations people:

- Connect with Elders,
- Spend time on Country,
- Have a yarn and share a laugh
- Support families to understand the impact of inter-generational trauma
- Explore behaviours that make them feel strong

YOU CANNOT DRINK
FROM AN EMPTY CUP.



FILL YOURSELF UP.
YOUR'RE WORTH IT.



SANCTUARY IN ACTION



SANCTUARY INSTITUTE AUSTRALIA



Anglicare NSW South, NSW West & ACT | 5/221 London Circuit, Canberra ACT 2600 | GPO Box 360, Canberra ACT | ABN: 69 198 255 076

Anglicare acknowledges Aboriginal and Torres Strait Islander people as the Traditional Owners and Custodians of our land and seas. We acknowledge the history of this land and the stories of resilience and survival which make up Indigenous Australia. We give thanks to Aboriginal Elders and Knowledge Keepers of every generation, including the many Aboriginal families and communities which contribute to the life of our regions.