

## Sanctuary Certification

Becoming a Sanctuary-certified organisation means we are demonstrating a measurable and high level of therapeutic trauma-informed care. This is necessary for an organisation like Anglicare which works with highly vulnerable client groups, and exposes staff to potentially high levels of trauma. Sanctuary gives us greater capacity to care for staff, offer robust service delivery, and apply for tenders which require significant therapeutic trauma-informed expertise. Sanctuary Institute assessors visited Anglicare mid-last year for a mock certification. The feedback was very encouraging and shows Anglicare is on track for certification in 2022.

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## Sanctuary Wellbeing Surveys

**92%** The surveys showed 92% of team members had a strong sense of feeling competent when working with vulnerable people.

70% of staff had a strong sense of being supported to address workplace conflicts. **70%**

**70%** 70% had a strong sense of being valued by the organisation.

80% had a strong sense of being supported to look after themselves. **80%**

All of these results exceeded Social and Community Service benchmarks.

## Sanctuary Training

Sanctuary Training is crucial for new staff, and booster training is also necessary to keep existing staff up-to-date with Sanctuary principles and practices. Over the past year, 160 staff members and volunteers completed Sanctuary training.

**160**

## All Time Sanctuary Training Figures

Sanctuary Mackillop Training	34
Sanctuary Pilot Training	27
Sanctuary Training	601
Sanctuary Reflective Supervision	7
Sanctuary Booster	64
Sanctuary Overview	121

**854**

The total number of staff who've completed Sanctuary training since 2017.

## COVID and Sanctuary

Community meetings have played a vital role in keeping teams connected, especially when working remotely. It has provided a regular point of connection for staff to share how they are feeling, and to ensure teams can still meet together over Zoom, and increase staff resilience. Open communication from leadership during this time has been particularly important. An example of this has been the daily/regular COVID communiques from the CEO to advise teams precisely on organisational expectations in the light of new developments. Sharing of resources such as food donations and PPE items like masks, sanitizers and Rapid Antigen Test kits also led to greater cross-team collaboration.



## Sanctuary Resources

Development of resources has continued and includes tools for self-regulation and self-care such as info packs, videos, stickers for young people and even cross words to familiarise Sanctuary terms. These are available on the Anglicare website so people from across the organisation including volunteers, foster carers & clients can access them easily.

## Sanctuary Core Team

Sanctuary Core team is a group of about 30 Anglicare staff members from different teams and regions across the organisation who meet monthly to discuss:

- how Sanctuary principles, tools and learnings are being used
- and develop ways of making Sanctuary meaningful and accessible across the entire organisation.

We were very excited to see 13 new people join Core Team over the past year.

## Workforce Development, Training & OHS

Anglicare continues to provide opportunities for staff to upskill to meet changing industry training standards. The Workforce Development Unit has also opened up the Graduate Certificate in Developmental Trauma (Level 8 and post-grad) to all staff with many from ECEC completing the course.

Workplace Health and Safety month in October 2021 took into account the impacts of COVID lockdowns and restrictions with a focus on psychological safety.

Online workshops around this topic with the option to attend anonymously were provided to encourage increased participation.

