

# Trauma informed practices for responding to difficult situations

**WHEN** Tuesday, March 21st 2023  
10:00 AM – 3:00 PM

**WHERE** Australia

**COST** Free



Scan for [more information](#)  
and [registration details](#)

Come along to this event to network and connect with people who work within NADA member agencies, as well as non government, health, and community organisations. This event will build workforce skills around trauma informed responses to difficult situations, and offer a chance to hear from people with lived experience and frontline workers. Presented by the Network of Alcohol and Other Drugs Agencies (NADA), this event supplements NADA's new trauma informed practice guide.

It will explore practical tips and strategies for responding to difficult situations using a trauma informed, person centred and strengths based approach. Difficult situations in the context of service delivery can occur when a person accessing a service presents with behaviours that appear to be 'challenging' or 'concerning'. Difficult situations can arise when a consumer accessing a service is feeling frustrated, anxious, threatened or confused, or they are in a situation that triggers memories of past trauma.

The event will provide:

An overview of important elements that support the resource;

Practical trauma informed strategies to respond to difficult situations;

An opportunity to network and build referral pathways with other services and sectors to enhance collaborative practice

A chance to hear from consumers and workers from non-government services about best practice for providing safe services