

# Assess your role

## Determining the trauma-informed practice level for your role



This tool will help you identify the expected practice level associated with your role. It should be viewed as a guide, not a definitive categorisation system.

### Step 1

#### Assess interaction and impact of your role

Roles are assessed on a 0–100% scale. Higher numbers indicate more interaction and impact.

We have used 3 different public servant roles as examples below:



a Queensland Health nurse in a hospital's mental health ward



a policy officer in the Department of the Premier and Cabinet



an administration officer at Transport and Main Roads

#### Trauma-focused interaction

Trauma-focused interaction relates to the **frequency of interaction or communication** your role may have with a victim of crime, where the victim's trauma is a primary reason for contact.

##### Examples



A nurse may often work with patients whose presentation is related to trauma resulting from being a victim of crime: 90%



A policy officer has very limited interaction with victims of crime at work: 5%



An admin officer may have limited trauma-focused interaction in their work: 10%

**Q1. How much trauma-focused interaction does your role have with victims of crime?**

%

#### Trauma-focused impact

Impact is defined as the **marked effect or influence your decision-making** in your role may have on a victim of crime.

##### Examples



The nurse is likely to make a significant impact on a patient presenting with trauma from being a victim of crime: 90%



A policy officer's work has direct impact on people who may be victims of crime: 25%



The admin officer is less likely to significantly impact a victim of crime experiencing trauma: 5%

**Q2. How much trauma-related impact does your role have with victims of crime?**

%

## Step 2

### Map your numbers on the matrix

Using your answers to the 2 questions, map the practice level for your role on the matrix.

#### Examples



#### Nurse:

90% interaction  
90% impact



#### Policy officer:

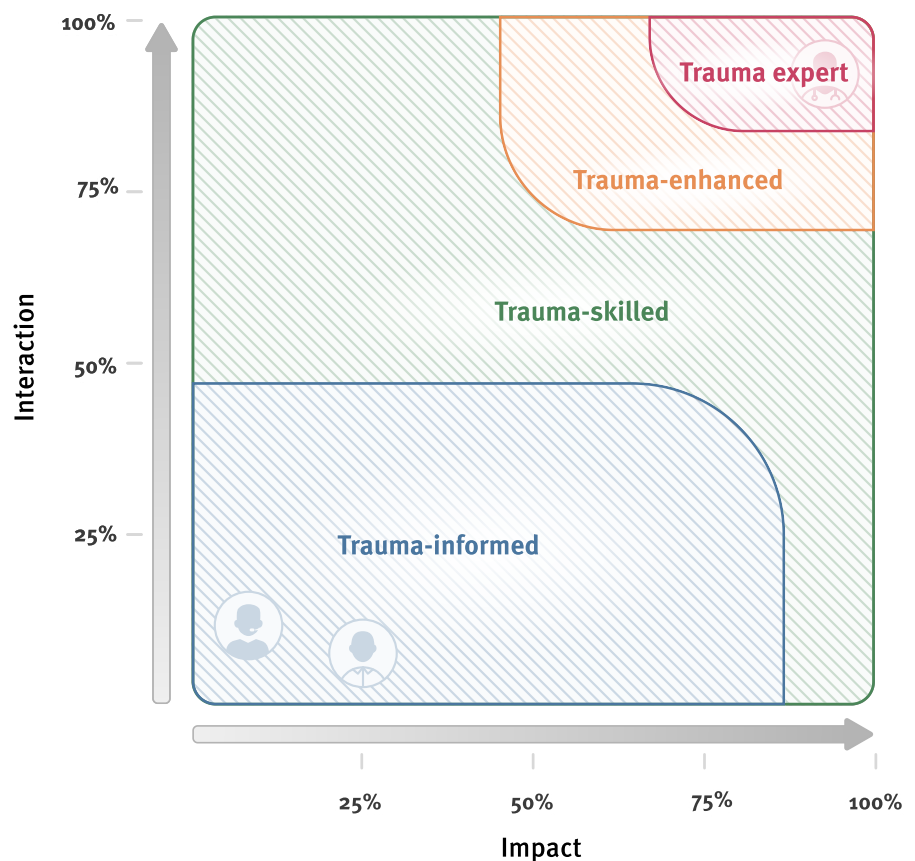
5% interaction  
25% impact



#### Admin officer:

10% interaction  
5% impact

#### Practice level matrix



Excerpt from the Office of the Victims' Commissioner's **Better for us, better for you**

### Self-assessed trauma-informed practice level

Trauma-focused interaction

%

Trauma-related impact

%

Trauma-informed practice level for my role