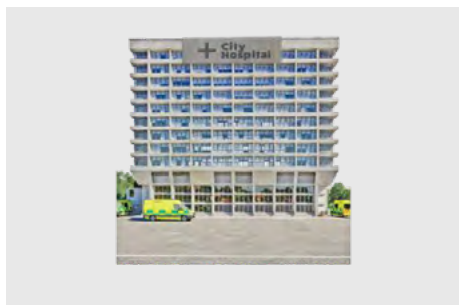


The Trust Guide

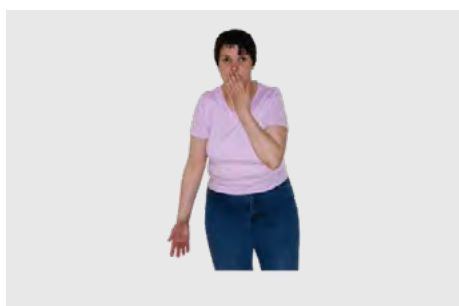
Trauma-transformative practice in health care
with people with intellectual disability

2026

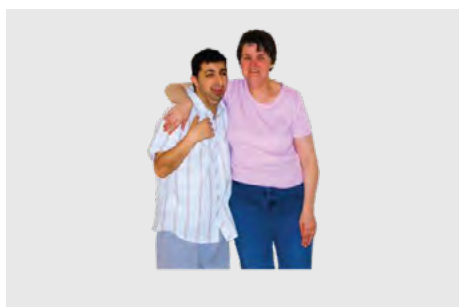
Why did we make the Trust Guide?



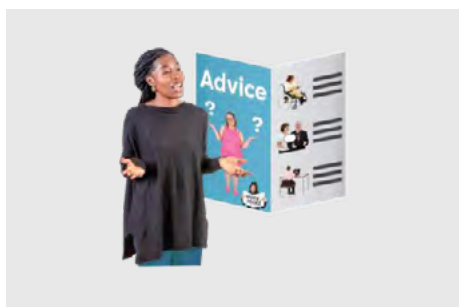
Sometimes health care does not feel safe.



This can be true for people with intellectual disability.



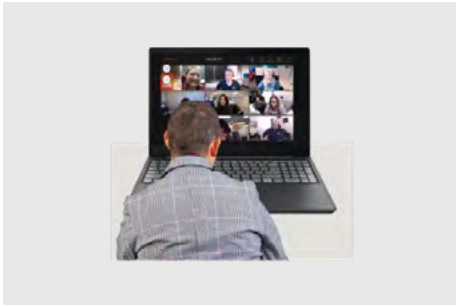
We want to support you to feel safer.



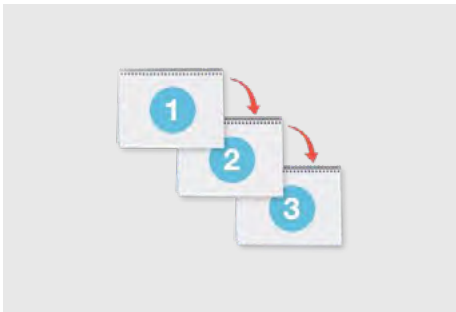
We made **The Trust Guide**.

A **guide** has ideas for people to follow.

What is the Trust Guide?

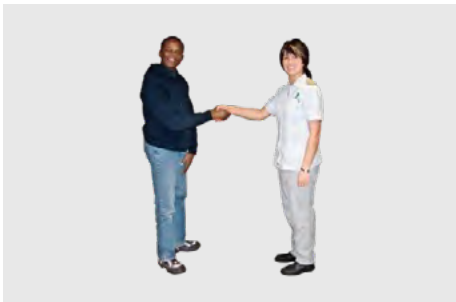


The Trust Guide has ideas about what your health care should look like.



There are ideas for 3 groups:

- Health workers
- Health services
- Health systems

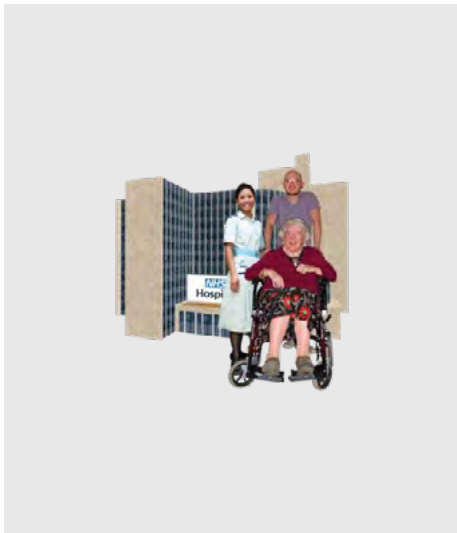


Health workers are the people involved in your health care.



They include:

- Doctors
- Nurses
- Allied health
- Admin staff



Health services are places you go for health care.

They include:

- Hospitals
- GPs
- Therapists



Health systems are everyone who works together to do health care.

They include:

- Health workers
- Health services
- Leaders and managers

Ideas for what health workers should do



Ask if you need extra support.



Support you to get ready for your appointment.



Listen to you.



Support you to make your own choices.



Let you communicate in the way that works for you.



Allow time for you to speak.



Make sure you feel as safe as possible.



Spend time getting to know you.



Focus on your needs.



Ask if you want family or a support person involved.



Make sure everyone works together.

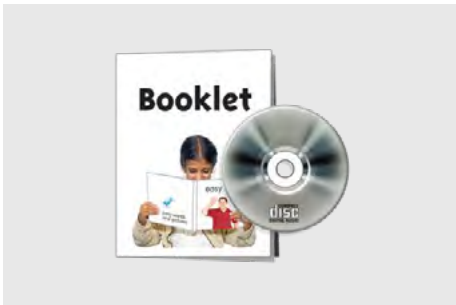


Give everyone a chance to speak.

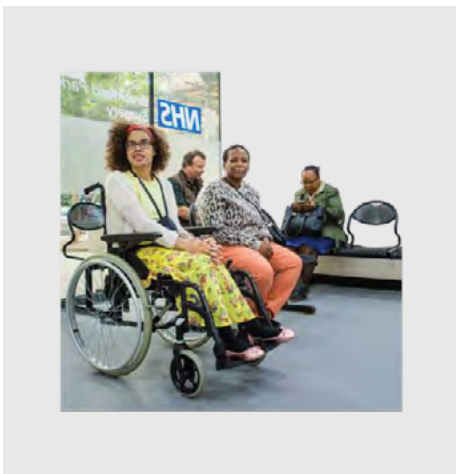
Ideas for health services to do



Train health workers to give you safer care.

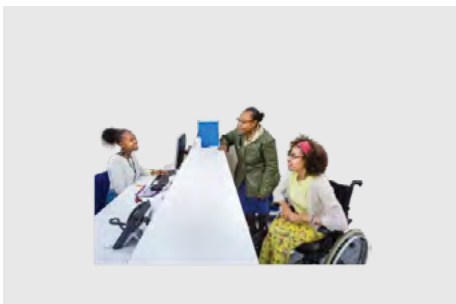


Give health workers what they need to support you better.



Make sure **everyone** feels valued and as safe as possible.

Everyone includes you, your family, support people, and other health workers.

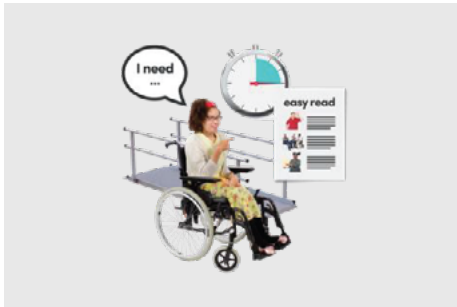


Make sure you always feel supported.

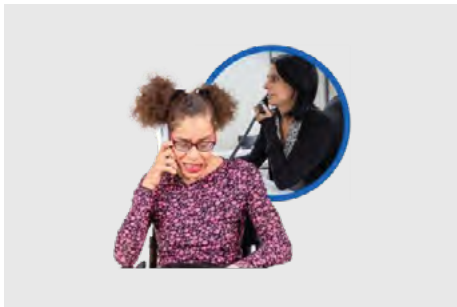


Ask if you want changes at your appointment like:

- Lights or sounds in the room.



- The way health workers communicate with you.



- Where they meet you.

Ideas for health systems



Make sure everyone is communicating with each other.



Make sure everyone is working together.



Make sure leaders know how to support everyone.



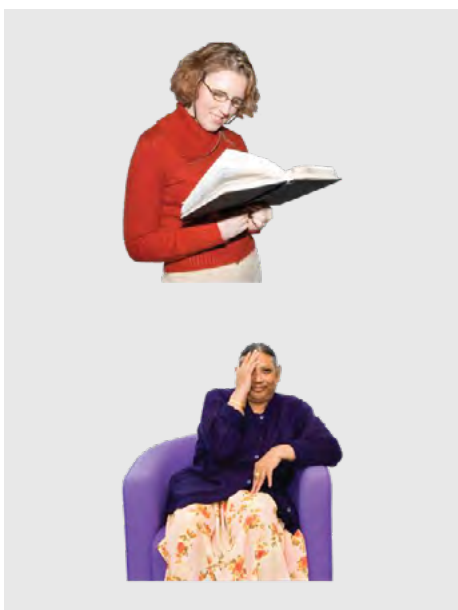
When you go to a different health service the health workers there should know about you.



They should ask if you want to give them your **health folder**.



Your **health folder** has your health history and preferences.



Health workers can read your health folder if you do not feel like talking.

Ideas for everyone



Treat each other with respect.



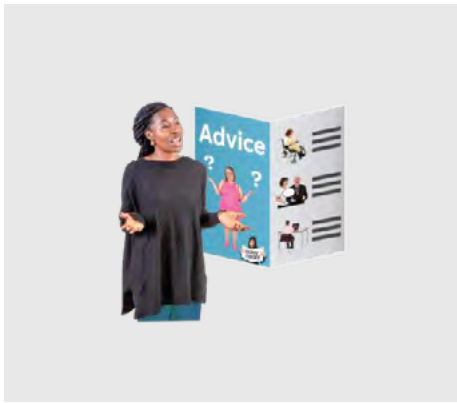
Be kind and caring to each other.



Be friendly and use open body language.



We hope these ideas help you feel safe and supported.



The next part is about how we made the Trust Guide.

You do not have to read it if you do not want to.

How we made the Trust Guide



We had meetings with 2 **expert advisory committees**.



An **expert advisory committee** is a group of people with knowledge and experience.



The 2 committees included:

1. People with intellectual disability and their support people.



2. Professional health workers, and researchers.



They gave advice to **co-design** the Trust Guide.



Co-design means working together to make something.



We asked people with intellectual disability:



- What makes them feel safe?



- What makes them feel heard?



- What should health workers do?



They told us how to make health care better.



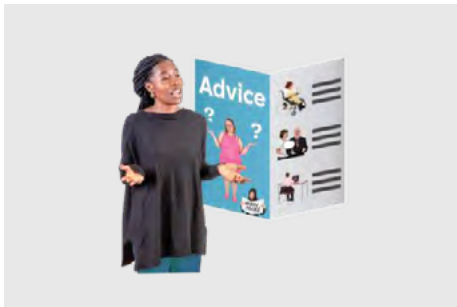
They told us stories about their health care.



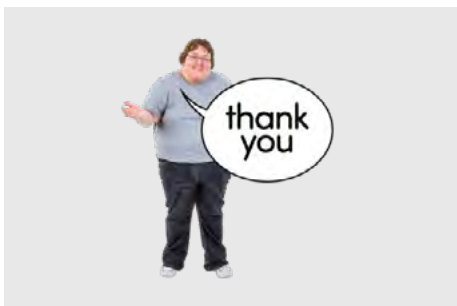
The health workers and researchers group also told us how to make health care better.



They helped us look at other guides for ideas.



We used all this information to create the Trust Guide.



Thank you for reading!



www.nceidh.org.au

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