



**FOR A THRIVING  
COMMUNITY SECTOR WORKFORCE**

In a sector described as “at breaking point,” **DoNOHarm is not just another training, it is a safeguard and a strategic investment in people.** By embedding trauma-informed, lived experience led communication across organisations, DoNOHarm empowers the workforce, protects wellbeing, and ensures quality service for those who need it most.

## Testimonials


“The training was excellent and very worthwhile for our staff, service users and support persons who engage with our organisation in formal, ongoing ways to help improve our programs and services. I highly recommend this training for staff, management and service users who are working in partnership to improve services and to co-design projects and programs”.


– Woden Community Services


“DoNOHarm is delivered with a care and subtlety that creates a safe space for education and development. The relevant content and contextual discussions encourage reflective practice, deepening the learning long after the session has been completed”.


– St Vincent de Paul

## Details

 Community sector / Not for profits

 Face-to-face OR online

 3 hours

 20 in person OR 15 online

Contact us to  
discuss tailoring  
the workshop to  
suit your needs



It's more than a training.  
It's a mindset. A skillset. A culture shift  
toward one of compassion, respect  
and accountability.

**DoNOHarm strengthens teams and  
drives better outcomes for staff,  
service users and communities.**

## Outcomes

DoNOHarm isn't just training, it is a safeguard and a strategic investment in people by:

### ▶ **Combatting Burnout and Psychological Injury**

Emotional exhaustion, unclear boundaries, and exposure to trauma are driving high turnover and low morale. DoNOHarm offers a framework that builds resilience, prevents vicarious trauma, and equips staff to navigate distress with confidence.

### ▶ **Building safe workplaces and stronger teams**

Providing shared language and clear boundaries for managing complex interactions; fostering psychological safety, reducing risk, and strengthening team culture.

### ▶ **Clarifying Roles and Elevating Professional Identity**

Reinforcing scope of practice, supporting boundary-setting, and empowering staff to remain compassionate and confident - enhancing team cohesion and driving better client outcomes.

### ▶ **Driving Workforce Sustainability and Retention**

With only 35% of organisations feeling resourced to ensure safety, retention is at risk, DoNOHarm embeds resilience, reflection, and peer-informed practice, reconnecting workers with purpose and laying the foundation for long-term sector capacity.



## Key principles

The following six principles guide participants toward more effective communication in a range of settings:



**Context & Purpose**



**Recovery Emphasis**



**Safe Talking**



**Limits to Helping**



**Respectful & Inclusive Language**



**Self Care**

## The community sector's biggest pain points:

- 1 60% of workers report burnout, vicarious trauma, compassion fatigue and moral injury.
- 2 Navigating high stakes situations and supporting those in distress.
- 3 Ever-increasing complexity of client needs.
- 4 Role confusion and scope creep.
- 5 70% of organisations feeling under-resourced.

## Delivering Impact Across Every Level

- 1 **For Executives:** Mitigates risk, aligns with national strategies and strengthens compliance.
- 2 **For Team Leaders:** Enhances supervision, wellbeing, and retention.
- 3 **For Frontline Workers:** Makes work safer, more sustainable, and more human.