

TRAINING *at* LIFELINE WA



Awareness Sessions

Mix and Match Workshops

SUPPORTING YOURSELF AND OTHERS

1.5 hours (F2F or virtual)

Covers key steps to recognise general signs of poorer mental wellbeing, check in with a colleague on how they're travelling, listen in the moment, and find support for yourself and others.

TALKING ABOUT MENTAL HEALTH

1.5 hours (F2F or virtual)

An interactive exploration of mental health. Differentiate facts from myths about mental illnesses and identify a range of appropriate supports.

TALKING ABOUT SUICIDE

1.5 hours (F2F or virtual)

This introductory session looks at misunderstandings about suicide, signs to look out for, how to ask if someone is thinking about suicide, and supports if they say 'yes'.

TALKING ABOUT SEXUAL ASSAULT

1.5 hours (F2F or virtual)

Sexual assault is a major health and welfare issue in Australia. How others respond to a person who has experienced sexual trauma is one of the most important aspects of recovery. Gain a better understanding of the facts, take away practical things you can say and do to support someone, and know where to go for further help.

RUOK DAY CONVERSATIONS

1 hour (F2F or virtual)

RUOK day promotes regular, meaningful conversations. Help colleagues feel more confident to ask someone if they're okay and know what to do next if they're not.

Effective Communication

ACCIDENTAL COUNSELLOR

5 hours (1.5 hours eLearning + 3.5 hours F2F or virtual)

Provides basic skills and a structure (recognise, respond, refer) to support friends, family, colleagues, and strangers who are in distress or experiencing a crisis.

MANAGING CHALLENGING INTERACTIONS

4 hours (F2F or virtual)

Designed for frontline staff exposed to challenging interactions in the workplace including call centre, customer service, retail, complaints and escalations staff. Provides practical skills and knowledge to deal with challenging, abusive, or aggressive behaviour. Includes basic steps to respond to a caller with thoughts of suicide.

RESPONDING TO CALLS ABOUT SUICIDE

3 hours (F2F or virtual)

This workshop is designed for roles that require further depth and practice in this area. Recognise potential warning signs, ask relevant questions, and work together with the caller on immediate safety and appropriate next steps.

WHAT TO SAY AND HOW TO HELP

1 day (F2F)

A colleague, client, friend, or family member is going through a tough time. You want to respond supportively but aren't sure what to say. This workshop provides a toolkit of active listening skills and opportunity to practice in a supportive setting.

Mental Health and Mental Illness

STANDARD MENTAL HEALTH FIRST AID

2 days (F2F, blended and virtual options available)

Learn how to assist an adult who may be experiencing a mental health problem or crisis, until appropriate professional help is received. Apply a practical, evidence-based action plan. Led by an accredited MHFA Instructor and participants can become accredited MHFAiders on completion of requirements.

STANDARD MENTAL HEALTH FIRST AID REFRESHER COURSE

4 hours (F2F or virtual)

Refresh the knowledge and skills learnt during the Standard Mental Health First Aid course. Available for people accredited as Mental Health First Aiders within the last three years. Attendance provides opportunity to extend accreditation for a further three years.

BETTER MENTAL HEALTH AT WORK

1 day (F2F)

A mentally healthy workplace includes people managers with the skills and confidence to address mental health in the workplace. Understand responsibilities and identify and reduce psychosocial hazards.

Suicide Intervention and Prevention

LIVINGWORKS SAFETALK

3.5 hours (F2F)

Suicide alertness training that helps participants to recognise a person with thoughts of suicide and connect them with resources who can help.



safeTALK

LIVINGWORKS ASIST

2 days (F2F)

Applied Suicide Intervention Skills Training (ASIST) is trusted by professionals yet learnable by anyone. Participants learn how to recognise signs that someone may be thinking of suicide, intervene and work with them to create a plan to support their immediate safety.



ASIST



Family and Domestic Violence Workshops

DV-AWARE

2 hours and a 1 day option

An introduction to understanding domestic and family violence. You'll learn the different signs and forms of abuse, and what to do if you know someone experiencing violence.

DV-ALERT*

2 days

Lifeline Australia's nationally accredited training program that enables health professionals and community frontline workers to recognise the signs of domestic and family violence, respond with care, and refer appropriately.

TAILORED DV-AWARE

Half day

The awareness session plus tailored information on recognising, responding and referring within the workplace for public sector and higher education organisations. Includes discussion of implementation guidelines and FDV leave.



*Training delivered by Lifeline Australia RTO 88036. Funded by the Australian Government Department of Social Services.



Contact us for your training needs

Email

education@lifelinewa.org.au

For more information visit
wa.lifeline.org.au/training

For crisis support

 **13 11 14**
24/7 Crisis Support

Reach out and give us a call any time of the day or night, from anywhere in Australia. If the line is busy, please hold to talk with one of our highly-skilled crisis supporters.

If your life is in immediate danger, call 000.

 **Chat online**
24/7 Crisis Support

Sometimes you may not feel like talking on the phone, so why not chat online?

Visit lifeline.org.au to chat to an online crisis supporter.

