



Phoenix
AUSTRALIA

CENTRE FOR POSTTRAUMATIC
MENTAL HEALTH

Understanding trauma.
Renewing lives.

TRAINING & WORKFORCE DEVELOPMENT ONLINE PROGRAMS

Psychological First Aid

Trauma-Informed Care

Vicarious Trauma

We are Phoenix Australia

We understand trauma and renew lives

Any one of us can be affected by trauma

Australian lives have and will be devastated by traumatic events. Three in four Australians will experience an event that can cause psychological trauma in their lifetime, that's nearly 19 million people living in Australia today. Psychological trauma comes in many forms and impacts people from all walks of life.

The impact is deep and complex

The problems that arise can be complex and impair our physical and emotional wellbeing. The way we see ourselves, our relationships and activities, and our ability to feel safe in the world can be turned upside down. People need help moving beyond harrowing events. Help and support take many forms, but recovery and renewal are always possible.

We are trusted experts

Phoenix Australia is expert in trauma-related mental health and wellbeing. For more than 25 years we have been Australia's National Centre of Excellence in Posttraumatic Mental Health and are internationally recognised leaders in our field. We are committed to driving forward the mental health agenda, both at home and abroad.

Building evidence and translating knowledge into action

High quality research is at the heart of everything we do. The cutting-edge approaches and treatments we develop are based on the latest science and evidence. Our world-leading program of research and knowledge translation has led to improved treatment options and workplace management of traumatic stress, as well as greater support for trauma-affected individuals, families, workplaces and communities.

Improved outcomes for everyone

Our reach is broad.

For individuals, families, workplaces and communities we provide advice, information, self-help tools and support in addressing their needs.

For practitioners who work with those affected, we provide best practice education and training and the tools they need to deliver evidence-based support and treatment.

For organisations whose employees, through the work that they do, are at risk of psychological trauma, we provide advice and training on ways to better support their staff and build resilience in the workplace.

For organisations who fund or provide services to trauma-affected populations, we help them improve the way they provide those services, to ultimately achieve better outcomes for the populations they serve, while protecting their staff.

TRAINING & WORKFORCE DEVELOPMENT

Phoenix Australia's Training and Workforce Development provides engaging education and training programs to organisations, practitioners, and communities to build knowledge and skills in trauma awareness and management.

Our commitment to evidence-informed content and pedagogies backed by extensive expertise in mental health sets us apart from other training services. Our programs are informed by our research and policy expertise and are available as digital, face-to-face or blended training and implementation solutions.

We have developed several publicly available flexible, self-paced online courses that can be easily accessed at any time through our website. Each is structured as a set of interactive and engaging modules that can be completed at a pace that suits the learner, with online support from Phoenix Australia experts available throughout the learning journey. Discussions boards are also available for participants to share thoughts and reflections with others.

Our online courses are relevant to a wide range of industries, organisations and professions, and will help you build the skills you need to support people in distress, provide essential training to support staff and client wellbeing, and show you how to develop healthy individual and work practices to build workplace resilience.

Our online courses include:

- Psychological First Aid
- Trauma-Informed Care
- Vicarious Trauma



"More than 6,000 people from many walks of life have benefited from our online training programs recently, including from emergency services, law enforcement, health and aged care, education, the resources sector, legal and professional services - and importantly, from communities that have been directly impacted by disaster events.

And while most people undertake our courses for learning and development in their professional or volunteer roles, we are proud that so many tell us they also learn valuable lessons about themselves and gain skills to support their families and friends better."

Professor David Forbes, Director of Phoenix Australia



"From the training, I got a better and stronger understanding of how people respond to traumatic situations and different ways people may respond to different events. When someone's behaviour may seem odd, it might actually be in response to earlier trauma.

I also learned really practical ways to help, and approaches for responding to people going through different forms of trauma. That includes being able to give immediate help to someone having a stress-based response - like having just lost their home in a fire - versus helping someone with longer-term trauma who is still dealing with that. I now have awareness of everything I am doing and am constantly thinking about how I am responding to people when trauma is acute, such as stress, anxiety, or depression. We face that all the time.

I enjoyed the training. It was paced to be done at our own speed. I'm doing a Ph.D. so I was able to fit it in gaps of time outside of my work and life. It was broken into modules that were easy to complete in a relatively short time, which allowed me to break it up into chunks. Being able to do it online was helpful. I'd recommend the training. It's very relevant for emergency services, but it can be valuable to anybody. At some point, we all go through traumatic events or know someone who has."

Simon, Ph.D. Student & SES Volunteer

PSYCHOLOGICAL FIRST AID

Calm. Connect. Cope.

Would you know how to help a friend or colleague showing signs of distress? As a manager or team leader, how can you best support your staff and clients through trauma?

Our flexible, self-paced online course teaches the skills you need to provide immediate relief and help support recovery from psychological trauma.

About this course

Just as we can apply First Aid to provide immediate relief and support a person's recovery from physical trauma, we can also apply **Psychological First Aid** to support recovery from psychological trauma.

Knowing what to do can make a world of difference following an incident, accident, assault, or other emergency – not just in the immediate aftermath – but also many months or years later, when even seemingly small adverse events can have a compounding effect, and traumas of the past can resurface and reduce someone's ability to cope.

Phoenix Australia's **Psychological First Aid** course has been developed by mental health clinical experts to help you understand the recommended techniques of **Psychological First Aid** and give you the confidence to support people who have experienced a traumatic event.

Our course takes a practical approach to teaching the skills you need to help a person in distress, including how to: create a sense of safety, provide emotional comfort, deliver practical advice and assistance to create calm, connect with others, and help someone cope in those immediate moments and beyond.

Who should do this course?

If your job involves working with people who have experienced trauma, or you simply want to be well-equipped and confident to support others in need, our flexible, self-paced online course will give you the skills you need to provide immediate relief and help support recovery from psychological trauma. This course is designed for people with no, or minimal, mental health skills training and does not require a previous qualification.

Mode of delivery

Online - flexible, self-paced

Duration

Approximately 4 hours

Course content

In this course you will learn the recommended techniques and skills of **Psychological First Aid**, including: how people respond to trauma, providing psychological first aid safely and effectively, listening and communication, skills to help calm and support others, and looking after yourself.


Pricing

AUD \$220 (inc. GST)

For more information or to register:

training.phoenixaustralia.org/offerings/pfa-2022





"I did Psychological First Aid to help look after my own members, who are regularly exposed to potentially traumatic material. I found it particularly helpful and good for dealing with 'right here, right now'. As a leader, I like being able to have that initial conversation with my team members to be able to bring things back a step.

What I'm doing differently now is having 'casual' chats and conversations with our volunteers. When people are in crisis but not in immediate harm, I can guide them to resources they can look at in their own space, which is empowering the person themselves to get into a much better space.

There's still so much stigma in the community for men dealing with mental health. Psychological First Aid gives me a nice halfway point. It gives me the ability and extra skills to be beneficial to the team in a more casual space. I'm still helping them without them feeling 'psyched'.

I absolutely recommend Psychological First Aid. It's best practice and the most evidence-based training for mental health support, especially after traumatic events."

Brett, Occupational Psychiatrist & volunteer firefighter

TRAUMA-INFORMED CARE

Supporting Workplace Wellbeing

How can you enhance staff wellbeing, client satisfaction, and organisational productivity in a safe and positive way? What can you do to create opportunities for healing and growth in your community?

Our flexible, self-paced online Trauma-Informed Care course is essential training for community leaders and for people who have responsibility for workplace wellbeing.

About this course

If you work in an environment where your colleagues or clients have been impacted by traumatic events, you may notice changes in behavior and performance that are harmful to the individual, their colleagues, organisational productivity; and consequently, workplace wellbeing. The impacts of trauma can vary greatly between individuals. Some people may appear outwardly affected, while in others, the signs may not be immediately obvious - but over time, can become evident.

A **Trauma-Informed Care** organisation promotes workplace wellbeing by ensuring that its policies, procedures and environments are mindful of people's trauma histories and support the physical, psychological and emotional safety of its workforce.

Phoenix Australia's **Trauma-Informed Care** course has been developed by mental health clinical experts and informed by research, practice knowledge, and input from trauma survivors. Our course teaches the Principles of **Trauma-Informed Care** and how they can be applied to support wellbeing in your workplace. Our course also helps to build the skills necessary to develop and implement policies and procedures, and create a safe environment that supports those affected by trauma and ensures the overall wellbeing of your workforce and organisation.

Who should do this course?

Our flexible, self-paced online **Trauma-Informed Care** course provides essential training for community leaders and for people who have responsibility for staff, clients or workplace wellbeing. This course is designed for people with no, or minimal, mental health skills training and does not require a previous qualification.

Mode of delivery

Online - flexible, self-paced

Duration

Approximately 5 hours

Course content

In this course you will learn the 6 Principles of **Trauma-Informed Care**, including trauma-awareness, promotion of safety, rebuilding control, focusing on strengths, promoting connection, and belief in recovery. This course will also teach you the skills necessary to develop and implement policies and procedures that create a safe environment and support workplace wellbeing

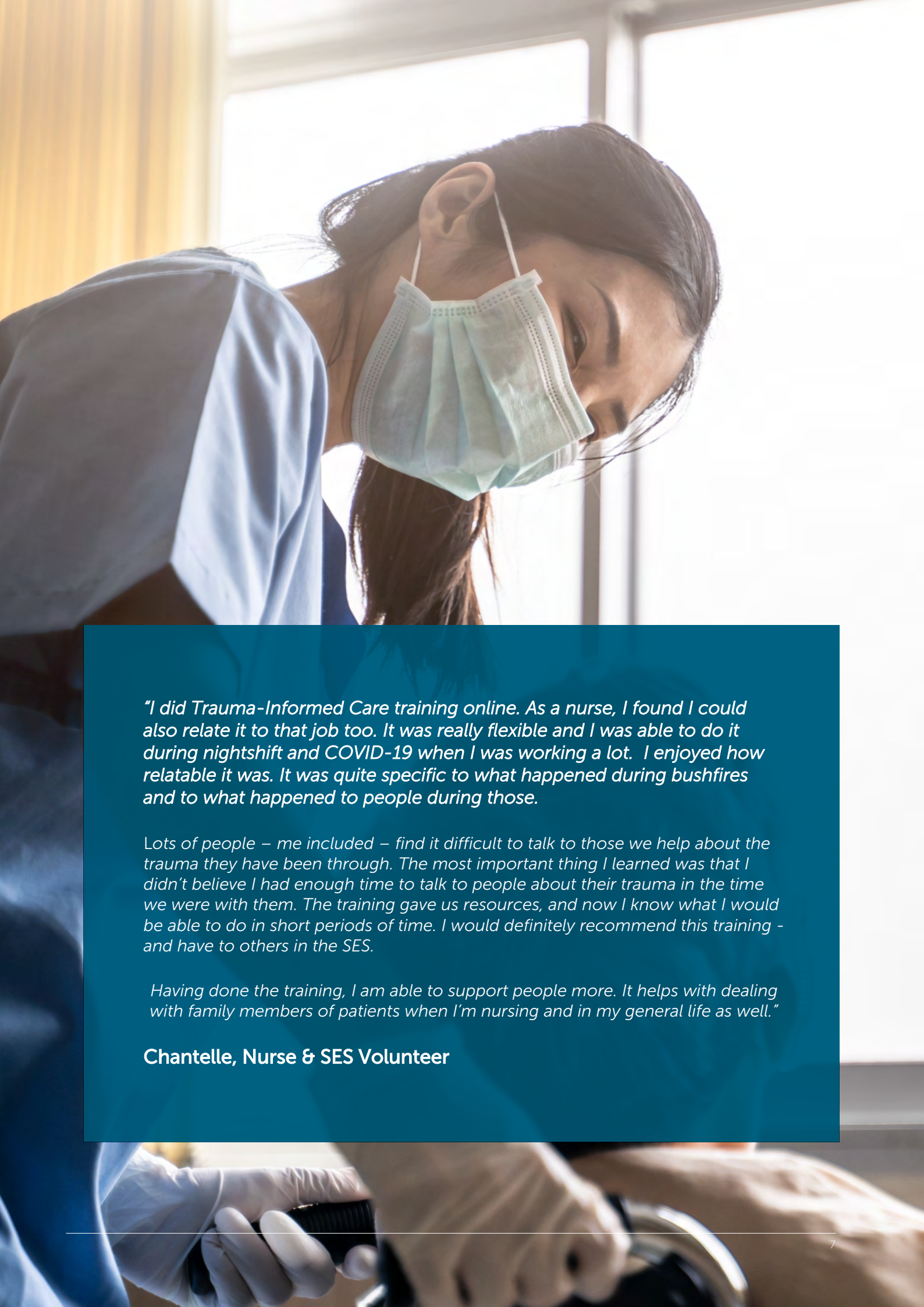
Pricing

AUD \$275 (inc. GST)

For more information or to register:

training.phoenixaustralia.org/offerings/tic-2022





"I did Trauma-Informed Care training online. As a nurse, I found I could also relate it to that job too. It was really flexible and I was able to do it during nightshift and COVID-19 when I was working a lot. I enjoyed how relatable it was. It was quite specific to what happened during bushfires and to what happened to people during those.

Lots of people – me included – find it difficult to talk to those we help about the trauma they have been through. The most important thing I learned was that I didn't believe I had enough time to talk to people about their trauma in the time we were with them. The training gave us resources, and now I know what I would be able to do in short periods of time. I would definitely recommend this training - and have to others in the SES.

Having done the training, I am able to support people more. It helps with dealing with family members of patients when I'm nursing and in my general life as well."

Chantelle, Nurse & SES Volunteer

VICARIOUS TRAUMA

Building workplace resilience

How can you optimise your organisational environment and build workplace resilience?
Do you know how to mitigate the risk of vicarious trauma in your organisation?

Our flexible, self-paced online course provides a practical framework to guide the development of healthy individual and work practices that will help you build workplace resilience.

About this course

Experiencing stress and adversity can have direct consequences on mental health and impact every aspect of our lives. Indirect exposure to other people's trauma, including through repeated exposure to written or visual details of traumatic events, can also have the same harmful effects. This is referred to as **Vicarious Trauma**, and although it can occur in all sorts of occupations, some workers by the nature of their jobs, are at increased risk.

Emergency services workers, law enforcement officers, health workers, legal professionals, and claims staff in insurance agencies, for example, may be more prone to **Vicarious Trauma**; particularly when there are additional challenges at home or in the workplace. Some people may appear outwardly affected, while in others, the signs may not be immediately obvious - but over time can negatively impact organisational culture and productivity.

Phoenix Australia's **Vicarious Trauma** course has been developed by mental health clinical experts to help optimise organisational resilience and minimise the risk of vicarious trauma for your workforce. Resilience, like physical strength, can be built and maintained with regular evidence-based practices - at home and in the workplace. Our **Vicarious Trauma** course introduces a framework to help guide you in the development of healthy individual and work practices that will build resilience and mitigate risk.

Our course takes a practical approach to teach you the organisational framework to guide the development of policies and procedures that promote best practice before, during, and after exposure to potentially distressing materials or events to help build workplace resilience, and the strategies to target wellbeing and encourage the development of self-care plans for your workforce.

Who should do this course?

If your job involves working with people who have or are likely to experience trauma or you are routinely exposed to objectionable materials, our flexible, self-paced online course will provide you with a framework to guide the development of healthy individual and work practices that will help you build workplace resilience. This course is designed for people with no, or minimal, mental health skills training and does not require a previous qualification.

Mode of delivery

Online - flexible, self-paced

Duration

Approximately 4 hours

Course content

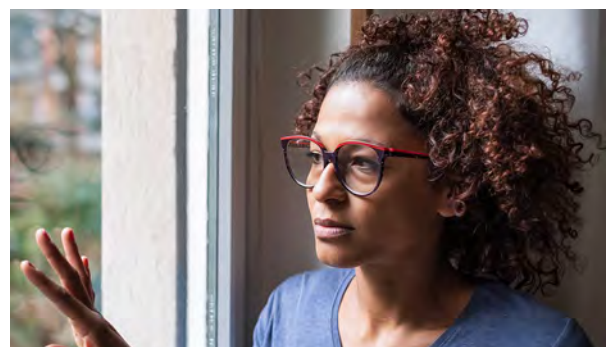
In this course you will learn about an organisational framework and the necessary strategies that you can implement to help optimise organisational resilience and minimise the risk of vicarious trauma for your workforce. The course will cover a range of topics including: trauma and its impacts, risk factors and signs of vicarious trauma, strategies for fostering resilience and mitigating the risk of vicarious trauma, the 'prepare, respond, recover' framework, and how to develop a self-care plan.


Pricing

AUD \$220 (inc. GST)

For more information or to register:

training.phoenixaustralia.org/offerings/vt-2022





"Phoenix Australia's training helps increase awareness and create a skillset of emotional intelligence for workers, and I've shared what I learned with colleagues. Since the training, I have been raising awareness of trauma recovery trajectories.

I learned some people are resilient, some recover over time, some have a delayed response, and for others, trauma impacts could persist.

Overall, I recommend the Phoenix Australia training. It helps increase awareness of trauma and increases skills for working with difficult emotions."

Tatiana, Recovery Caseworker



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Supporting Workplace Wellbeing

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VICARIOUS TRAUMA

Building workplace resilience

training.phoenixaustralia.org/offerings/vt-2022

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