



Phoenix
AUSTRALIA

CENTRE FOR POSTTRAUMATIC
MENTAL HEALTH

Understanding trauma.
Renewing lives.

COVID-19 ONLINE PROGRAMS

SUPPORTING THE MENTAL
HEALTH OF VICTORIANS

An initiative of the Victorian Government's
COVID-19 Mental Health and Wellbeing Package

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 and communities.

Improved outcomes for everyone

Our reach is broad.

For individuals, families 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 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.

TRAINING & WORKFORCE DEVELOPMENT

Phoenix Australia's Training and Workforce Development provides engaging education and training programs to organisations, practitioners, individuals 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.



"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

COVID-19 ONLINE PROGRAMS

The Victorian Government has engaged Phoenix Australia to provide specialised training programs to help support the mental health needs of Victorians during COVID-19.

Designed for people with no, or minimal, mental health skills training, these self-paced online programs are available to eligible people, organisations, and communities in Victoria.

There are two introductory modules and two specialised courses:

INTRODUCTORY MODULES

Trauma Awareness in Psychological First Aid

Being Trauma Aware for Trauma-Informed Care

SPECIALISED COURSES

Psychological First Aid during COVID-19

Trauma-Informed Care during COVID-19

The programs are an initiative of the Victorian Government's COVID-19 Mental Health and Wellbeing Package and are available FREE to people, organisations, and communities in Victoria that have been greatly impacted by the pandemic.

These include but are not limited to, tourism and hospitality, education, arts and recreation, health, emergency, and protective services, culturally and linguistically diverse communities, Aboriginal and Torres Strait Islander communities, and Victorian Government and not-for-profit employees who provide support to these groups.

To check your eligibility, submit your details [HERE](#) and we'll be in touch.



INTRODUCTORY MODULES

If you are new to mental health training or are currently unable to undertake the COVID-19 online courses due to your circumstances, we recommend that you undertake introductory modules to gain insight into the key issues and learnings covered in each course. Upon completion of each module, you gain **credit toward completion** of the corresponding course.

Duration

Approximately 90 minutes each

TRAUMA AWARENESS IN PSYCHOLOGICAL FIRST AID

Introductory module for: Psychological First Aid during COVID-19

Psychological First Aid is the recommended approach to helping people in the aftermath of trauma and includes a set of techniques and skills to guide you in helping others.

This 90-minute introductory module will provide you with an understanding of trauma and the way it can impact people and introduces you to the principles of **Psychological First Aid** and how they help to provide immediate relief and support.

Completion of this introductory module gains credit toward completion of the **Psychological First Aid during COVID-19** course.

For more information or to register:

training.phoenixaustralia.org/offerings/cov-pfa-ta



BEING TRAUMA AWARE FOR TRAUMA-INFORMED CARE

Introductory module for: Trauma-Informed Care during COVID-19

Trauma-Informed Care is a framework for service delivery that aims to ensure that people with a history of trauma have safe and positive experiences of service delivery and that care is provided in ways that create opportunities for healing and growth.

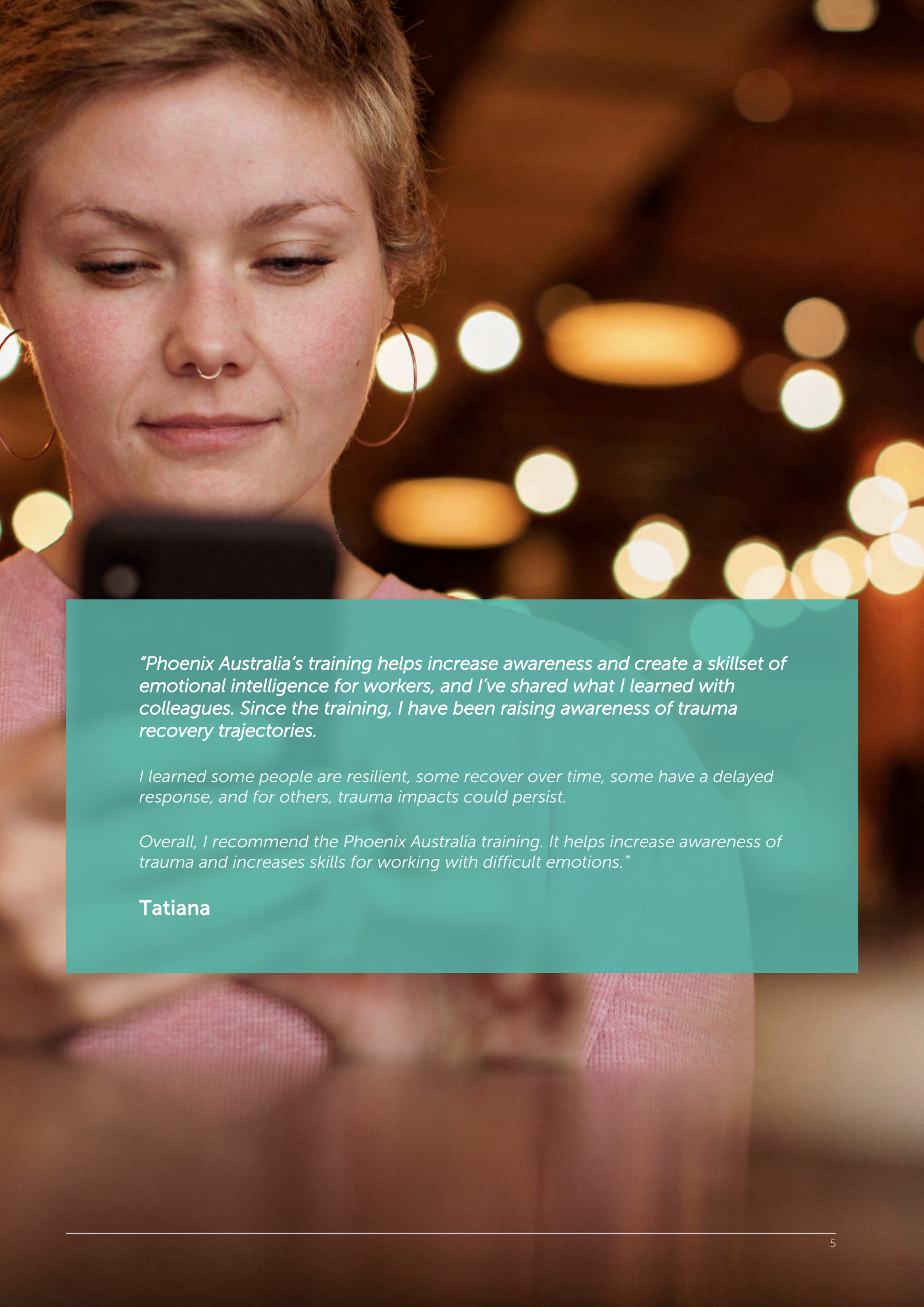
This 90-minute introductory module will provide you with an understanding of trauma and the way it can impact people and introduces the principles of **Trauma-informed Care** and how they can be applied to support wellbeing.

Completion of this introductory module gains credit toward completion of the **Trauma-Informed Care during COVID-19** course.

For more information or to register:

training.phoenixaustralia.org/offerings/cov-tic-ta





“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

SPECIALISED COURSES

If you are looking to improve your mental health literacy in trauma awareness and management, our COVID-19 courses will teach you the necessary knowledge and skills to help support others better.

PSYCHOLOGICAL FIRST AID

during COVID-19

Would you know how to help someone who is showing signs of distress?

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 provide immediate relief and support a person's 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 for COVID-19** course has been developed by mental health clinical experts in the context of the pandemic, to help you understand the recommended techniques of **Psychological First Aid** and give you the confidence to support people who are at increased risk of mental health issues.

Course content

In this course, you will learn the recommended techniques and skills of **Psychological First Aid** including how to identify typical responses to trauma, provide emotional comfort and support, deliver assistance and practical advice safely and effectively, and ensure your own wellbeing and that of others.

Who should do this course?

If you work with people who are at increased risk of mental health issues, this course will give you the skills you need to provide immediate relief and help support recovery from trauma and adversity.

This course is designed for people with no, or minimal, mental health skills training and does not require a previous qualification.

Duration

Approximately 4 hours

For more information or to register:

training.phoenixaustralia.org/offerings/pfa-cov-19





"I was not originally keen to do the training online as it can be hard to teach very practical skills for mental health, but it was done really well.

There was a good mix of written content and a lot of interactive videos that showed Psychological First Aid conversations and what they should look like. It was easy-to-understand language and there was extra content you could add in if you wanted, like evidence-based material which was useful for me but maybe wouldn't matter to someone else.

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 for the team in a more casual space."

Brett

TRAUMA-INFORMED CARE

during COVID-19

How can you create opportunities for healing and growth in your organisation or community?

Our flexible, self-paced online course will help you to build organisational and community wellbeing.

About this course

If you work or volunteer in an environment in which your colleagues, community members, or service users have been impacted by traumatic events, you may notice changes in behavior and performance that are harmful to the individual, their colleagues, or fellow community members; and consequently, to organisational or community 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 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 team members.

Phoenix Australia's **Trauma-Informed Care during COVID-19** course has been developed by mental health clinical experts and informed by research, practice knowledge, and input from trauma survivors and teaches the Principles of **Trauma-Informed Care** and how these can be applied to support organisational and community wellbeing in the context of the pandemic.

Course content

In this course, you will learn the Principles of **Trauma-Informed Care** and how you can apply them in your interactions with colleagues, clients and others - along with the skills necessary to develop and implement the policies and procedures that will help to create a safe environment and support wellbeing in your organisation or community.

Who should do this course?

If you have responsibility for staff or team members, volunteers, service users, customers, or clients, our flexible, self-paced online Trauma-Informed Care during COVID-19 course will teach you the skills to you build organisational or community wellbeing.

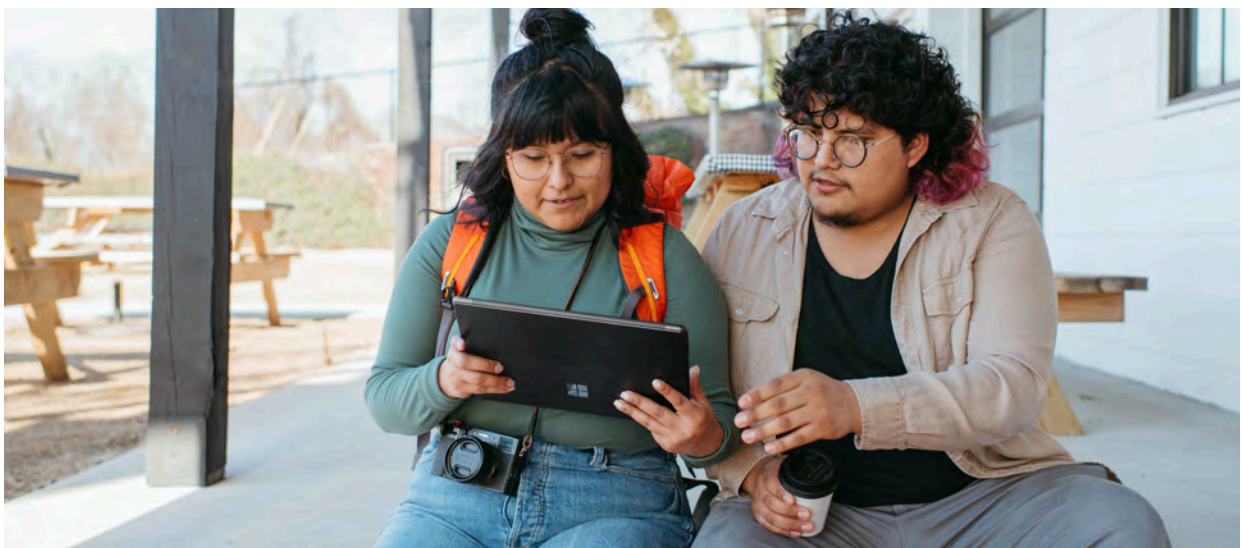
This course is designed for people with no, or minimal, mental health skills training and does not require a previous qualification.


Duration

Approximately 5 hours

For more information or to register:

training.phoenixaustralia.org/offerings/cov-tic



A close-up photograph of a woman with dark hair pulled back into a bun, smiling warmly at the camera. She is wearing a grey and black top. In the foreground, her hands are visible, holding a basketball. The background is a blurred indoor setting, possibly a gymnasium, with wooden floors and windows.

"The most valuable thing I learned was knowing what to say when someone is in a crisis. I liked the self-care that accompanies the training and it's transferable to multiple aspects of your life. I have recommended the training to colleagues and supervisors, and it's been very valuable for me in my personal life. I even use it with my kids, helping them express their feelings and articulate themselves.

I'm so happy working in an era where there is more recognition of dealing with trauma and it's becoming more proactive than reactive. I have more confidence in how to handle a situation and peace of mind that I am saying and doing the right thing."

Sarah



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A U S T R A L I A

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Renewing lives.

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SUPPORTING THE MENTAL
HEALTH OF VICTORIANS

To check your eligibility, submit your
details [here](#) and we'll be in touch.

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