

Training Courses

Western Australian Association for Mental Health



WAAMH

**Western Australian Association
for Mental Health**

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About WAAMH

The Western Australian Association for Mental Health (WAAMH) is the peak body of the community-managed mental health sector in Western Australia, with more than 150 members.

Community-managed organisations provide a critical network of services that support people affected by mental illness and their families and help them live valued lives in their community.

WAAMH has been engaged in the mental health sector for more than 50 years. We advocate for effective public policy on mental health issues, deliver workforce training and sector development, and promote positive attitudes to mental health.

WAAMH

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WAAMH acknowledges the Whadjuk Noongar people as the original custodians of the land on which this resource was developed and other Aboriginal Nations around Western Australia.

We pay our respects to their elders past, present and future.



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De-escalation Skills

Available
Face to face
or Online

Increase confidence to safely de-escalate an event

Sometimes people respond to circumstances and triggers in ways that can be challenging for workers to manage. Often this is as a result of the person's distress or frustration and can be exacerbated by environmental factors. This course is designed to support workers to recognise when a person is becoming distressed or when their behaviour is escalating, and it provides a set of tools and strategies to respond in ways that are likely to result in positive outcomes.

This course will support participants to develop:

- An increased knowledge of the stages of the escalation curve;
- A deeper understanding of the escalated brain and body and its on behavior and cognition
- Situational factors and triggers that can lead to escalated behaviour (including the impact of trauma);
- Practical strategies to use the S.A.F.E model for de-escalation;
- Confidence in the participants "de-escalator's "response;
- Integrating self-care strategies to their practice.

Suitable for workers in a wide range of front-line service delivery roles

De-escalation Skills for Youth

Available
Face to face

Increase confidence to safely de-escalate an event

The development of the adolescent brain may impact on their decision making and the escalated behaviours of a young person. This course is designed to assist in the understanding of emotional escalation, triggers, distress, sense of the adolescent self and coping strategies to effectively de-escalate an adolescent.

This course supports participants to have an increased knowledge and understanding of:

- Adolescent brain development, cognition and consequence;
- How to effectively communicate with an adolescent during and after the escalation curve
- Triggers including social media, self-image, peer groups, relationships, education, and family issues;
- Effective and evidence-based De-escalation tools;
- Practical strategies to use the S.A.F.E model for de-escalation;
- Developing confidence in the participants "de-escalator's "response;
- Integrating self-care strategies to their practice.

Suitable for anyone who work with, or cares for an adolescent

Everyday Counselling Skills

Available
Face to face
or Online

Increase confidence using safe everyday counselling tools

Many non-counselling professionals find themselves in day-to-day situations where they are called to support another person emotionally, such as responding to someone experiencing distress, anger, confusion, anxiety or fear.

The Everyday Counselling Skills course provides participants with the opportunity to practice using a range of tools that can be applied to a wide range of issues, in their practice as well as in their daily lives.

Participants will learn how to establish and build safe and positive relationships and provide solution focused responses, as well as providing brief interventions and understanding when to refer.

This course will support participants to:

- Understand what is meant by 'everyday counselling' as distinct from formal counselling;
- Have a working knowledge of the Stages of Change model and understand when to refer;
- Build skills including relationship-building, communication, strategic questioning and feedback;
- Provide solution-focused responses and strategies and encourage help-seeking where appropriate;
- Engage in brief interventions using the Frames model to support clients;
- Integrate their learning from this course into their practice and/or their own lives.

Suitable for staff who want to be emotionally supportive in their work role or in their personal roles

Grief and Loss

Available
Face to face
or Online

Respond to situations of grief and loss with greater skills and a sensitivity

Most people will experience loss at some point in their lives. Grief is a reaction to any form of loss and can encompass a range of feelings from deep sadness to anger. The process of adapting to a significant loss can vary dramatically from one person to person. It often depends on a person's beliefs, culture and relationship to what was lost.

Emotions in relation to loss are often surprising in their strength or mildness. They can also be confusing. Increasing our understanding of the human response to loss allows us to be more compassionate with ourselves and others at times of great need.

The course will support participants to:

- Know what to do and not do for a grieving person;
- Understand J. William Worden's Grief and Loss Model (4 Tasks of Mourning);
- Identify normal grief reactions and warning signs of depression.

Suitable for staff working with clients experiencing loss. Suitable also for individuals who would like to learn how to use the grief and loss model in their own lives.

Mental Health, Alcohol and Other Drugs (AOD)

Available
Face to face
or Online

Develop skills using practice tools with real-life scenarios

People often experience both mental health challenges and alcohol and other drugs (AOD) issues. The intersection of mental health and AOD use is recognised as presenting complex challenges across both domains. This course examines each challenge and its interrelationship with the other. The course facilitates an understanding of how and why they frequently occur together, as well as strategies for working holistically and collaboratively to support people in their recovery.

Participants, in the context of mental health and AOD, will have:

- Increased knowledge of AOD use and mental health challenges;
- Increased understanding of the relationships between co-occurring issues;
- Developed practical, evidence-based strategies for assessment and support;
- Increased knowledge of additional resources, services and referral pathways;
- Increased confidence to support people with these issues.

Suitable for staff working across a variety of services including care services, housing, mental health, alcohol and other drugs, disability, first aid, aged care and education.

Mental Health Challenges

Available
Face to face
or Online

Increase confidence to support people with mental health challenges

This course is an introduction to the broad spectrum of mental health challenges and is a good foundation for workers who need a solid understanding in this area and who want to develop their skills using practice tools to respond to real-life scenarios.

Stigma and discomfort around mental health challenges continues to be an issue in our communities today. Some signs of mental illness can be unsettling, especially when workers are unsure of how to support people they are working with. This course will look at how to recognise signs and the practical strategies to use to support people seeking help who are experiencing mental health challenges, both at work and in their lives. By demystifying the mental health spectrum and looking at strategies for working holistically and collaboratively to support people in their recovery, health workers are empowered.

Participants will gain:

- Greater understanding of the mental wellness and illness on the mental health spectrum;
- Increased appreciation of the biopsychosocial influences on mental health and the role of vulnerability and stressors;
- Increased knowledge of what some of the most prevalent mental health challenges are and the range of impact these may have;
- Increased confidence in being able to recognise and support people with various mental health challenges.

Suitable for staff working across a variety of services including mental health, alcohol and other drugs, disability, first aid, care services, housing, aged care and education.

Increase confidence and knowledge to respond to a situation involving dual disability

The prevalence of mental health issues and psychological distress is higher in people with a disability than in the general population. This means that often, a person who has both a physical, intellectual or neurological disability is also dealing with mental health challenges.

There can be complexities in distinguishing mental health issues from intellectual or neurological disability and this can lead to mental health challenges not being recognised or identified.

This course provides tools in helping to identify potential anxiety, depression and psychosis in persons with physical or intellectual disabilities. Participants will explore concepts of recovery, trauma and strength-based approaches to working with people with complex needs. They will use a recovery and bio-psychosocial approach to meet their client's needs.

This course will support participants to have:

- Increased knowledge of the types of disabilities in the NDIS context and the impact of stigma on citizenship;
- A better understanding of the risk factors for dual disability;
- Further appreciation for the significant barriers to access services;
- Increased confidence in recognising and responding to anxiety, depression and psychosis in people with disability;
- Increased confidence in putting principles into practice and using of observation and communication tools to make adjustments for people with disability.

Suitable for staff in a variety of settings who work with clients with disability in therapeutic, supportive or caring role.



Mental Health First Aid - Standard

Available
Face to face
or Online

The standard 12-hour course Mental Health First Aid (MHFA) course is for any interested adult and will teach participants how to assist people who are developing a mental health problem, experiencing a worsening of an existing mental health problem or in a mental health crisis, until appropriate professional help is received or the crisis resolves.

Mental Health First Aid (ATSI)

Available
Face to face
or Online

The 14-hour Aboriginal and Torres Strait Islander Mental Health First Aid Course (AMHFA) is for any interested adult. It teaches participants how to assist Aboriginal or Torres Strait Islander adult who may be experiencing a mental health problem or in a mental health crisis until appropriate professional help is received or the crisis resolves, using a practical evidence based action plan.

Mental Health First Aid Refresher

Available
Face to face

Formal MHFA Accreditation lasts three years. For people who have previously completed the full standard course, the Refresher Course is a 4 hour face-to-face session that allows people who have previously completed the Standard MHFA course to refresh their knowledge and skills. For people who are accredited MHFA aiders, this course offers an opportunity to extend their accreditation for a further 3 years.



**MENTAL
HEALTH
FIRST AID**
Australia

Mental Health in the Workplace

Available
Face to face

Create a supportive workplace culture for staff

One in four Australians will experience a mental illness at some point in their lives. That means that at any given point, a proportion of your workforce is either experiencing, heading towards or recovering from a mental health disorder.

This positive and practical workshop is designed for those who supervise and support others in the workplace and will help you achieve the best outcomes for both individual staff and the organisation as a whole.

In this course participants will learn the following:

- Develop an understanding mental health;
- Be able to identify vulnerable staff;
- Understand the principles of prevention;
- Recognise the Legal responsibilities of employers;
- Understand how to protect yourself and your organization;
- Understand how to building a supportive workplace culture;
- Be able to use communication tools and tips
- Understand where to access further support

Suitable for Managers, Leaders, HR staff and Supervisors

Mental Health 101

Available
Face to face

Increase confidence to intervene when a person is in distress

This two-day workshop is about building our confidence as first responders to support someone experiencing a mental health challenge. It prepares participants to know how to recognise signs of mental health issues and how to respond in an effective way.

Participants explore the 5 Rs and apply the ASK Framework to guide mental health conversations.

This course will support participants to:

- Be familiar with terminology and language to describe mental health challenges;
- Be able to recognise the common signs and symptoms of mental health issues;
- Develop the skills to respond to mental health issues and refer appropriately;
- Understand and be able to apply the **ASK** framework and **4 R's** framework;
- Understand and recognise the importance of boundaries, be mindful of their own wellbeing and explore how to use the **Self-ASK** framework to establish effective self-care strategies;
- To be mindful of their own wellbeing and explore how to use effective self-care strategies.

Suitable for staff in front-line roles and the broader community wanting to know how to help someone experiencing mental health challenges.
the community.

Positive Psychology Tools

Available
Face to face
or Online

Increase your knowledge and understanding of positive wellbeing, resilience and mental health strategies using positive psychology practices

This course was developed to provide participants with practical tools that they can use in their work as well as in their daily lives to build and maintain resilience and a sense of wellbeing. The course blends theory/practical activities to provide a pathway to an improved sense of wellbeing.

Positive Psychology is an emerging area of psychology that was founded by psychologist Martin Seligman. It is an evidenced-based approach to creating wellbeing by building a satisfying life through positive emotions engagement, positive relationships, meaning and accomplishment. It promotes 'human flourishing' and considers the strengths and strategies that enable individuals, communities and organisations to thrive.

Participants will learn the following:

- Develop an understanding of Positive Psychology and the evidence upon which it is based;
- Understand and be able to apply Positive Psychology tools including the "PERMA" model (**Positive Emotion, Engagement, Relationships, Meaning, Achievement**)
- Practice a range of positive psychology strategies;
- Be mindful of their own wellbeing and how to use effective self-care strategies;
- Integrate their learning from this course into their work and/or their own lives.

Suitable for staff who work in empowering, strengths-based and creative ways with consumers as well as individuals who would like to learn how to use positive psychology tools in their own lives.

Recovery and Recovery Plans

Available
Face to face
or Online

Build safe and person-centred relationships

Participants will learn from this course how to develop strength-focused relationships and learn about practical strategies to support their clients with their recovery goals. Recovery is a key concept in mental health care and participants will be introduced to its origins, as well as its application as both a treatment philosophy and a guide to policy. Recovery will be positioned in the context of the bio-psycho-social model of understanding mental health. Participants will also learn about the importance of language in recovery-oriented practice, fostering a recovery alliance and will explore how to effectively engage in recovery planning with consumers.

The course provides participants with:

- A deeper understanding of what recovery is and is not;
- The relevance of recovery principles and the CHIME framework to recovery planning;
- Practical recovery planning strategies to support a person to identify goals that align with SMART principles;
- Confidence to use recovery planning tools in a collaborative, person-centred way that ensures that individuals are fully involved the recovery planning process.

Suitable for staff working in service areas involved in helping clients create recovery plans.

Safe Professional Boundaries and Selfcare

Available
Face to face
or Online

Understanding boundaries, their types and why they matter

Professional boundaries are the borders that help establish professional relationships between frontline health workers and their clients. Boundaries are established within an ethical and legal context to protect each party from developing unprofessional, unethical, or confusing relationships.

This course examines the nature of boundaries and how to work within boundary frameworks while maintaining care and compassion. Participants are encouraged to reflect on their current model of practice identifying aspects of their work that can be improved through the theory and practical strategies presented.

In this course participants will:

- Understand professional and personal boundaries are key in the recovery alliance and why they matter;
- Understand dual relationships and how this makes the recovery alliance more complex;
- Have increased confidence in using an ethical engagement framework to navigate boundary complexities;
- Understand how to respond to breaches of boundaries;
- Have additional strategies for managing their own wellbeing and the boundaries between their work and non-work lives.

Suitable for work places providing services to a client base

Available
Face to face

Selfcare in a Time of Change

Recognise the importance of boundaries and personal self-care

The course explores the concept of change - including but not limited to global changes such as COVID - and considers its impact on our work and our wider environment.

During 2020 we learnt new ways of doing things; how resilient we are; how important connection is to each of us and how things can change dramatically in a short period of time. We also learnt that we can be overstretched, overworked, and knocked off balance. We learnt that fundamentally we are all human, and we each have reactions and responses to the world around us.

In this course participants will learn:

- What is meant by self-care and why it is important;
- How to recognise signs that they need support;
- To understand how effective communication can help them to ask for and get the support, they need;
- Explore a range of self-care strategies, including effectively setting and maintaining boundaries.

Suitable for community workers and anyone with an interest in self-care.

Supporting older people to maintain or return to good better mental health

Australia has an ageing population and like people of all ages, older people may experience a range of mental health challenges in their lives. There are specific life events and contributing factors that may impact older people's mental health. These include retirement, grandparenthood, physical health issues, grief and loss, financial stress, cognitive issues, changing living arrangements and changing levels of independence and isolation.

The Older People and Mental Health course explores the common mental health challenges faced by older people, key risk factors, the signs of symptoms of mental health challenges and the co-occurrence of mental health and other issues, including cognitive and physical health difficulties. The course will provide staff who work with older people and for people who have caring responsibilities for older people with a range of practical strategies.

This course will support participants to:

- Develop knowledge and understanding of mental health challenges and the prevalence and presentation of these challenges in older people;
- Recognise why and when an older person may be experiencing mental health challenges;
- Build their skills in raising and responding to mental health concerns in older people using a range of strategies;
- Integrate their learning from this course into their role of caring for an older person.

Suitable for workplaces that offer aged-care services and the general public who provide support services to older people in



Sexual Gender and Diversity

Available
Face to face

Develop an understanding of diverse needs and how to support people who identify as LGBTQIA+

Sexual and gender identity is an integral part of each person – it is part of who we are. However, people who identify as lesbian, gay, bisexual, transsexual, gender diverse, intersex, queer, asexual and questioning (LGBTIQA+) often experience stigma and discrimination that is linked to their sexual and gender identity. This stigma and discrimination often has a negative impact on people's mental health.

Drawing on a strong evidence base, along with the direct experiences of mental health service users, this course is designed to support mental health and community workers to understand diverse needs and to support service delivery for LGBTQIA+ individuals and communities. Participants will use a range of case studies to consider the links between inclusive and respectful service delivery and recovery-oriented practice.

On the completion of this training course participants will have:

- Increased understanding of the terms used to describe sexuality and gender diversity;
- Increased understanding of the discrimination and stigma that can be experienced by people who identify as LGBTQIA+;
- Increased knowledge of rates of mental health challenges amongst people who identify as LGBTQIA+ and an understanding of the reasons for this;
- Increased ability to integrate their learnings into recovery-oriented practice;
- Considered strategies for enhancing equity of access and inclusion in service provision.

Suitable for mental health and community support workers

Supervision skills

Available
Face to face

Increase confidence with skills to carry out supervision

This two-day course will look at how effective supervision plays a strong role in attracting, retaining, and providing ongoing support to a motivated and highly skilled workforce.

Participants will learn how to create and sustain a safe supervision space that nurtures a strong working alliance between supervisor and supervisee, and how to continually reflect on their own supervision practice so that the supervision experience is mutually beneficial and empowering.

On completion of this course participants will understand:

- What is meant by supervision, its context, and how it supports practice;
- Principles underpinning effective supervision, how to implement these processes, including administrative and evaluation processes and different models and modalities of supervision;
- How reflecting on their own practice and what recognize what they bring to the supervision space and consider key competencies required to be an effective supervisor;
- How to develop strategies to support mutual engagement in supervision processes;
- Recognise the practice challenges and potential conflicting demands within a work environment and how to respond to these.

Suitable for individuals seeking to build their skills in providing supervision

Trauma Informed Practice

Available
Face to face
or Online

Increase confidence to work in a trauma informed way

In this course participants will learn how to establish and build safe and person-centred relationships and practical strategies their clients with their recovery goals.

Trauma informed practice is based on the knowledge and understanding of how trauma affects peoples' lives and their service needs. Given traumatic experiences are common and the effects can be profound, an ability to recognise trauma and work in a trauma informed manner has a significant impact on both the worker's and client's experience.

On completion of this training course participants will have:

- Understand what trauma informed practice is;
- Know how trauma impacts people's lives and their service needs;
- Apply the principles of Trauma Informed Practice;
- Use practical strategies to support clients with their recovery goals;
- Work with increased confidence in a trauma-informed manner

Suitable for staff working across a variety of services including care services, housing, mental health, alcohol and other drugs, disability, first aid, aged-care and education, where understanding trauma will positively impact mental health outcomes.

Understanding Self-harm

Available
Face to face

Build capacity to support others who self-harm

"Self-harm includes cutting, burning or hitting oneself, binge-eating or starvation, or repeatedly putting oneself in dangerous situations. It can also involve abuse of drugs or alcohol, including overdosing on prescription medications." Sane Australia

Dealing with self-harm can be confronting, as it can be an extreme way of trying to cope with distressing or painful feelings. Workers who can identify, understand and support a person who self-harms can make a significant difference to their outcome. As well as the knowledge component, participants will develop their practical skills by using practice tools to respond to real-life scenarios.

This course will give participants:

- A deeper understanding of what self-harm is and how to identify it;
- Increased knowledge of how self-harm serves a short-term purpose but is not helpful in the long run;
- Practical strategies to help somebody who is self-harming including safety planning;
- Increased confidence in supporting both the person and their families in dealing with self-harm;

Suitable for workers in a wide range of mental health and front-line roles.



WAAMH

**Western Australian Association
for Mental Health**



Sector Development

Supporting your mental health practice through training and consultation.



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Join a network which influences mental health priorities and community attitudes.



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