



NON-ACCREDITED

Training Workshops

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PROFESSIONAL DEVELOPMENT TRAINING (Non-Accredited)

Workshop Name	Length	Learning Outcomes
Applied Suicide Intervention Skills Training (Livingworks, ASIST)	2 Days	<ul style="list-style-type: none">• Identify people who have thoughts of suicide• Understand how attitudes can affect interventions• How to give space for the persons story• How to recognise the turning point in an intervention• How to connect the person to life• How to keep the person safe for now• How to develop a safe plan for the person at risk• Where to find most useful resources and referrals
SafeTALK	½ Day	<ul style="list-style-type: none">• Identify people who have thoughts of suicide• Understand how attitudes can affect interventions• How NOT to miss, dismiss and avoid• How to connect with them• How to link them to resources
T.A.L.K.	1 Day	<ul style="list-style-type: none">• Raise your awareness of trends, definitions and myths around suicide• Be able to identify people at risk of suicide• Have an increased awareness of the impact of your own attitude and beliefs when responding to a person at risk of suicide• Use effective skills to respond to a person at risk of suicide• Have an awareness of the importance of your own self-care
Understanding Suicide Contacts	½ Day	Ideal for telephone operators: <ul style="list-style-type: none">• Increased awareness of the impact of our attitude and beliefs in responding to a person at risk of suicide• Skills to respond effectively and confidently
Mental Illness and Bereavement	½ Day	<ul style="list-style-type: none">• A discussion of the grief associated with the diagnosis of mental illness• Information about how the suicide of someone with mental illness can impact on bereavement• A review of new models of grief• Viewing of a DVD with personal stories of people who are bereaved

Mental Health First Aid - Standard	2 Days	<ul style="list-style-type: none"> • The potential risk factors and warning signs for a range of mental health problems, including: depression, anxiety/trauma, psychosis, eating disorders, substance use disorders, and self-injury • An understanding of the prevalence of various mental health disorders in Aust. and the need for reduced stigma in the community • A 5-step action plan encompassing the skills, resources and knowledge to assess the situation, to select and implement appropriate interventions, and to help the individual in crisis connect with appropriate professional care • The evidence-based professional, peer, social, and self-help resources available to help someone with a mental health problem.
Mental Health First Aid - Youth	2 Days	<ul style="list-style-type: none"> • The potential risk factors and warning signs for a range of mental health problems. An understanding of the prevalence of various mental health disorders in Aust. and the need for reduced stigma in the community. • A 5-step action plan encompassing the skills, resources and knowledge to assess the situation, to select and implement appropriate interventions, and to help the individual in crisis connect with appropriate professional care. • This evidence-based program is delivered world-wide and incorporates acknowledged best practice strategies throughout. All statistics quoted are from reliable sources and each participant receives the 150 page fully bound handbook.
Mental Health Awareness – Inform	½ Day	<ul style="list-style-type: none"> • Depression and Anxiety • Substance Use Disorder • Bi-Polar • Schizophrenia • Prevalence in age groups and gender • Myths and misconceptions • How attitudes can affect communication
Mental Health Awareness – Explore	1 Day	<ul style="list-style-type: none"> • The potential risk factors and warning signs for a range of mental health problems • An understanding of the prevalence of various mental health disorders in Aust. • The myths and misconceptions • Steps you can take to assess the situation and implement appropriate interventions • How to de-escalate uncooperative behaviour • The importance of healthy boundaries • How to take care of your own self-care • Useful resources and support
Intellectual Disability and Mental Health	1 Day	<ul style="list-style-type: none"> • Specific syndromes linked to particular behavioural patterns • Difficulties diagnosing a Mental Illness for those with an intellectual disability • The clinical assessment process • The differences between Intellectual Disability and Mental Illness • The impact of mental illness for those with an intellectual disability

		<ul style="list-style-type: none"> • Biological, psychological and social factors that contribute to mental health problems • What to consider when working with people with an Intellectual Disability and Mental Illness • An overview of depression, anxiety, PTSD, Psychosis, Bi-polar and BPD • How to respond to self-harm and suicidal ideation • What you can do that is helpful
Mental Health Awareness for the Elderly	1 Day	<ul style="list-style-type: none"> • The prevalence of mental illness for older adults • What contributes to mental wellbeing • What are the risk factors • How does depression affect an older person • What are the signs of anxiety, and what can you do • What would you do if you thought someone was thinking about suicide? • Why SUDs is often unrecognised and goes untreated in older adults • Communicate effectively
DEMENTIA Awareness	1 Day	<ul style="list-style-type: none"> • The prevalence in Australia, parts of the brain and their function, what signs to look for, how dementia effects other people in their lives. • The effects on communication and how you can effectively communicate, what to avoid and therapies that facilitate understanding and help improve behaviours. • Behaviours of concern • Important factors that need to be considered
Bipolar Awareness	½ Day	<ul style="list-style-type: none"> • Bipolar 1 and bipolar 2 – what are they? What is the difference? • What are the common symptoms and definition of terms- mania, hypomania, depression, major depressive disorder, psychotic episode. • Psychotic episodes in people with bipolar. • Risk factors for developing bipolar. • Drugs/alcohol and bipolar. • Observable behaviours of a person with bipolar. • Communication and the effects of bipolar. • Outcomes for people with bipolar
Aboriginal Cultural Awareness	1 Day	<ul style="list-style-type: none"> • Explore culture and cultural awareness • Examine events and policies that lacked cultural awareness and now impact on Indigenous health • Understand the social determinants of Aboriginal & Torres Strait Islander (ATSI) emotional & social wellbeing • Reflect on how to become a culturally competent professional
Alcohol and Other Drugs	1 Day	<ul style="list-style-type: none"> • What is a drug and do they affect people • Why do people take drugs • The benefits of motivational interviewing • Making choices • Defining Substance Dependency and Misuse • Available AOD services and options

		<ul style="list-style-type: none"> • Responding to Dual diagnosis • Overview of the 'Stages of Change' model • Overview of the emergence of new substances
Dual Diagnosis & Trauma	1 Day	<ul style="list-style-type: none"> • New and emerging drugs • An overview of depressants, stimulants and hallucinogens • What is Substance Dependency • The chemistry of addiction • How drugs impact the central nervous system • Complexities and the affect on the brain • Current approaches to treatment • An understanding of the 'Stages of Change' model • The benefits of using motivational Interviewing • Understanding the process of relapse • Developing a Relapse Prevention Plan • What is trauma, what are the symptoms • Tips on managing trauma
AOD School Program	1 Hour	<ul style="list-style-type: none"> • Alcohol and drug awareness • Focusing on effects • Tobacco, alcohol and cannabis • Making informed choices
Raising Drug Resistant Kids	1 Day	<ul style="list-style-type: none"> • Current research and statistics • The effects of different alcohol and drugs • The impact of all forms of media on young people • Developing parenting skills • Stages of development for adolescents • Supports and interventions
Parents Under Pressure <i>(Alcohol & Drug Use Amongst Teenagers)</i>	Six 2 Hour sessions over a 6 week period.	<ul style="list-style-type: none"> • Drug use impact on other members of the family • Developing a family strategy • Myths and misconceptions • Understanding dependence, grief and mental illness • 'Where did we go wrong?' • How to set boundaries • Self-care for all the family members
Safe Home Visiting	1 Day	<ul style="list-style-type: none"> • The different definitions of a 'home' visit • Identifying your clientele and conducting home assessments • Clarifying risk factors and safety concerns • The 5 step risk management process • Employees responsibility and clients responsibility • Reviewing organisation policy and procedures • Complex client needs and work environments • Planning the initial visit • Examples of internal documentation • Specific areas of Hazard include: Manual Tasks; Aggressive Behaviour; Workplace Violence; Psychological Stress, Vehicle & Driver Safety; Infection Control; Domestic Squallor; Isolated work; Slips, trips and falls. • The blurring of boundaries • What to do when in an emergency situation • Solutions for known hazards • Actions to take if you feel threatened or unsafe

Professional Boundaries	1 Day	<ul style="list-style-type: none"> • Making an assessment on your professional boundaries • What defines a professional boundary • Why are they sometimes difficult to maintain • How to recognise a 'drama triangle' & deal with it • The effects of co-dependency, narcissism and transference • When violations occur • Why professional boundaries are important • Signs of boundary problems • What role legislation plays • The consequences of poor boundaries • How to listen, respond and be assertive • How communication 'blockers' effect our interactions • How to de-escalate a situation • How to be clear about your role and set limits • Simple rules for keeping healthy boundaries • Taking care of yourself and preventing burn-out
Building Resilience and Managing Stressful Situations	1 Day	<ul style="list-style-type: none"> • What is resilience, what effects it • Recognise your own level of resilience • Strategies to reduce stress and build resilience • Assertiveness and stress management • Handle a situation – whatever life throws at you • Manage challenges that may trigger stress • Restore your energy, motivation and enthusiasm
Responding to Agitated Callers	½ day	<ul style="list-style-type: none"> • Effective communication, including active listening skills • How personal attitudes, values and beliefs impact responses
The Accidental Counsellor	1 Day	<ul style="list-style-type: none"> • How to manage strong emotions • Don't take it personally • The benefit of using an assertive style of communication • Communication blockers and how to avoid them • Top 6 ways to de-escalate an angry caller • Tips for managing conflict • Recognising the signs of a mental health issue or illness • What you can do that is helpful • How to tell if a caller is at risk of self-harm/suicide • How to respond to callers at risk • Skill practice using various 'caller' scenarios
Call Centre Key Skills	1 Day	<ul style="list-style-type: none"> • Effective communication, including active listening skills • How personal attitudes, values and beliefs impact responses • How to manage strong emotions • Don't take it personally • The benefit of using an assertive style of communication • Communication blockers and how to avoid them • Top 6 ways to de-escalate an angry caller • Tips for managing conflict • Recognising the signs of a mental health issue or illness • What you can do that is helpful

		<ul style="list-style-type: none"> • How to tell if a caller is at risk of self-harm/suicide • How to respond to callers at risk • Skill practice using various 'caller' scenarios
Prevent Workplace Bullying	1 Day	<ul style="list-style-type: none"> • What is defined as workplace bullying • What does it look like • The impact on the employee • What bullying is 'not' • Factors contributing to workplace bullying • What can <i>you</i> do about it – who's responsible for stopping it • Bullying and the law • How to be a supportive bystander • How to prevent bullying • Where to go to get help
Child Safety Awareness & Reporting	1 Day	<ul style="list-style-type: none"> • The role of a mandated notifier, • Knowledge of the Governments National Framework for Protecting Children, • Legislative requirements, • Child focused practice • A viewpoint of whole community responsibility, • Brain development for abused and neglected children • Why it's discounted and goes unreported • The legal definition of Harm • Infants at risk • What is considered abuse and neglect • Responding to the child • What to expect when deciding to report • Moving a child to a safe place • Investigation and assessment outcomes
Challenging Behaviours and Conflict Resolution	1 Day	<ul style="list-style-type: none"> • Recognise potential conflict • 6 easy steps to get angry clients to back down • How to de-escalate unwelcome behaviour • Develop positive interactions • Resolve emotive situations • Respond professionally to achieve a win-win' • Know your own triggers • Don't things personally • Effectively use assertive skills • What makes a good listener • Recognise communication blockers • Deal with difficult telephone calls • An overview of common mental illnesses • What's helpful when working with mental health problems • Being aware of self-harm and suicide • Taking care of yourself in the face of difficult work • Why professional boundaries are important • Avoiding burnout • The powerfulness of 'Mindfulness'

All of the above programs can be tailored to meet and reflect the specific needs of your organisation. This will occur through a consultative training needs analysis process with one of our qualified trainers.