



BUILDING **STRONGER,**
SUPPORTIVE WORKPLACES



Awareness Sessions

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 that can help if they say 'yes'.

TALKING ABOUT SEXUAL HARASSMENT

1.5 hours (F2F or virtual)

Identifies what workplace sexual harassment is and what we can do if we witness disrespectful or harassing behaviours. The workshop also covers how to provide support to a worker who discloses they're experiencing sexual harassment and how to link them up to options for help.

TALKING ABOUT SEXUAL ASSAULT

1.5 hours (F2F or virtual)

Discusses consent, coercion, and key myths about sexual assault. Know how to provide an appropriate first response to a disclosure of sexual assault, help the person to understand their options, and link them with further supports.

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

4.5 hours (1 hour 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.

RESPONDING TO CALLS ABOUT SUICIDE

3 hours (F2F or virtual)

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.

PSYCHOLOGICAL SAFETY IN THE WORKPLACE

4 hours (F2F)

What is psychological safety? Imagine a team climate characterised by interpersonal trust and mutual respect. A managers' inclusive leadership

behaviours can make positive impacts.

This course provides knowledge and practical skills for your frontline managers to create more psychological safety within their teams. It also explores identifying and addressing psychosocial hazards and risks.

Mental Health & 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 completing the requirements.

ABORIGINAL & TORRES STRAIT ISLANDER MENTAL HEALTH FIRST AID

2 days (F2F, blended and virtual options available)

Learn how to assist an Aboriginal or Torres Strait Islander adult who may be experiencing a mental health problem or mental health crisis, until appropriate professional help is received. Apply a practical, evidence-based action plan. This course is based on evidence from the expert consensus of Aboriginal mental health professionals and those with lived experience of mental health problems.

YOUTH MENTAL HEALTH FIRST AID

2 days (F2F, blended and virtual options available)

This course teaches adults about adolescent development and the signs and symptoms of common mental health problems in young people, including crisis situations. Topics covered include depression, anxiety, panic attacks,

eating disorders and suicidal thoughts and behaviours. You will learn how and where to get help when a young person is developing a mental illness, what help research has shown to be effective and how to provide first aid in crisis situations.

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.

Suicide Intervention & 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.

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.

Family and Domestic Violence Workshops

DV-AWARE

2 hours or 1 day

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 recognised 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.

FDV IN THE WORKPLACE

3.5 hours

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 and approved third parties on behalf of 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 24/7 Crisis Support:

Call
13 11 14

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0477 13 11 14

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lifeline.org.au/crisis-chat

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