



WINDANA

Life. Changing.

Training & Development

Course Guide

Learning areas:

- Alcohol and Other Drugs
- Mental Health First Aid
- Suicide and Non-Suicidal Self Injury
- Violence and Aggressive Behaviours



Welcome to Windana Training & Development

Windana provides services across Victoria for adults and young people experiencing alcohol and other drug harms, family violence, mental health challenges and social disadvantage. We're excited to share our 40 years of experience on the leading edge of service delivery through our professional development courses.

Why Windana?

Supporting communities

We provide wraparound services to promote healthy lives, relationships and communities. When you book a course with us, you are supporting our mission of helping people rebuild their lives.

Learning from experts

We are leaders in direct delivery of services for alcohol and other drugs, mental health and family violence. In our courses, you benefit from genuine insight and the latest expert knowledge.

Professional impact

We respond to what's happening in the community - designing and delivering courses that provide valuable skills to people working across diverse sectors and industries.

Key trainers



Erin Crockett

BCtyMentalHlth&AOD, DipHlthSci, DipComWelf, CertProtectiveCare, CertTrain&Assessment
Licensed Instructor: Mental Health First Aid and LivingWorks

Erin has a wealth of experience in developing and delivering courses reflecting the needs of modern workplaces. Erin's background in working with people facing complex challenges enhances her ability to deliver training that empowers diverse professionals to manage their clients, patients and customers.



Sally Fountas






BYthAffairs, CertAOD, DipTrain&Assessment
Licensed Instructor: Mental Health First Aid

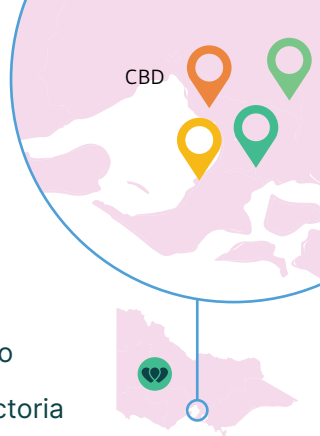
Sally's expert skills in training - including developing other trainers - alongside her advanced accreditation renders her a leader in adult education and professional development. Sally is passionate about ensuring each individual and team who trains with Windana leaves with the capacity to take their work to the next level.

Key Trainers Erin and Sally lead a diverse team of highly-skilled Facilitators and Education Administrators.

Courses on a page

Learn where it suits

-  **Windana Bentleigh:** 421 South Road
-  **Windana Cranbourne:** 2/7–9 Bakewell Street
-  **Windana Frankston:** 31 Playne Street
-  **Cockatoo Community House:** 23 Bailey Road, Cockatoo
-  **Your workplace:** Our Trainers can travel anywhere in Victoria



Our training sites are on the lands of the Bunurong People and Wurundjeri People. We acknowledge the Traditional Owners of this Country - and Traditional Owners around Australia - and pay our respects to their Elders past and present.

Alcohol and Other Drugs

| Page | Name | Length | Core outcome |
|------|--------------------------------------|---------|--|
| 4 | Foundations of Alcohol & Other Drugs | 4 hours | Understand substance use and how to work with people experiencing issues |
| 5 | Alcohol & Other Drugs in Practice | 4 hours | Deepen experience, knowledge and skills around substance issues |

Mental Health First Aid

| | | | |
|---|--|-----------|---|
| 6 | Standard Mental Health First Aid | 12 hours | Become an accredited Mental Health First Aider |
| 7 | Standard Mental Health First Aid Refresher | 4.5 hours | Extend your Mental Health First Aider accreditation |

Suicide and Non-Suicidal Self Injury

| | | | |
|---|--|-----------|---|
| 8 | Applied Suicide Intervention Skills Training (ASIST) | 15 hours | Learn how to help save lives (LivingWorks course) |
| 9 | Conversations about Suicide | 4.5 hours | Build confidence and skills to engage with someone in conversations about suicide |
| 9 | Conversations about Non-Suicidal Self Injury | 4.5 hours | Build confidence and skills to help people and reduce risk |

Violence and Aggressive Behaviours

| | | | |
|----|--|---------|---|
| 10 | Family Violence 101 | 4 hours | Learn techniques needed to effectively help people facing family violence |
| 11 | Dealing with Challenging & Aggressive Behaviours | 6 hours | Learn practical skills to reduce risks associated with challenging behaviours |

Learning area: Alcohol and Other Drugs

Foundations of Alcohol and Other Drugs

4 hours over one day

Learn to work with people experiencing substance issues, and understand motivations for substance use.

Learning outcomes:

- ✓ Gain understanding of why people use substances
- ✓ Understand drug categories
- ✓ Understand effects of substances on the brain and body
- ✓ Develop understanding of tolerance
- ✓ Understand stigma and stereotyping
- ✓ Learn about drug treatment types
- ✓ Bust myths - address common misconceptions.

Our experience delivering comprehensive, person-centred care across the client journey allows us to share unique insight through these courses - so you come away with proven knowledge and skills. We are key service providers in Victoria's alcohol and other drug treatment system - delivering withdrawal, rehabilitation and Behaviour Change programs, and a wide range of community services.

Photo: Our residential rehabilitation facility in Barwon





Alcohol and Other Drugs in Practice

4 hours over one day

Deepen your experience, knowledge and skills around substance issues.

This course builds on knowledge and competence gained in Foundations of Alcohol and Other Drugs.

Learning outcomes:

- ✓ Increase capacity to identify problematic substance use
- ✓ Gain tools for engaging in conversations around substances
- ✓ Understand complex substance use and its related impacts on mental health and wellbeing
- ✓ Demonstrate a deeper understanding of Harm Reduction
- ✓ Understand motivational interviewing (a counselling technique to help people find the motivation to make behaviour changes)
- ✓ Gain tools and techniques for having conversations about positive change
- ✓ Build a toolbox of resources to help people access local pathways for support.

Book:



Learning area: Mental Health First Aid

Standard Mental Health First Aid

12 hours over two days

Become an accredited Mental Health First Aider.

Learning outcomes

- ✓ Gain official three-year Mental Health First Aider accreditation
- ✓ Develop skills for assisting adults (until professional help is received) facing mental health issues including:
 - Depression
 - Anxiety
 - Psychosis
 - Substance use problems
 - Eating disorders.
- ✓ Develop skills for assisting adults facing a mental health crisis, including:
 - Suicidal thoughts and behaviours
 - Non-suicidal self-injury
 - Panic attacks
 - Traumatic events
 - Severe effects of drug or alcohol use
 - Severe psychotic states
 - Aggressive behaviours.



Standard Mental Health First Aid Refresher

4.5 hours over one day

This course allows people who have previously completed the Standard Mental Health First Aid course to refresh their knowledge and skills.

Learning outcomes:

- ✓ Extend Mental Health First Aider accreditation by three years
- ✓ Understand aspects of the latest research in mental health
- ✓ Learn three key actions for helping someone who is suicidal
- ✓ Work through complex mental health first aid interactions
- ✓ Practice mental health first aid skills.



**MENTAL HEALTH
FIRST AID®**
Australia

Licensed Instructor

Our trainers are licensed with Mental Health First Aid Australia - a global, purpose-driven provider of mental health first aid education that equips individuals with the knowledge and skills to provide support when it matters most. To become licensed, our trainers have completed an intensive course to deliver Mental Health First Aid courses to other adults. This means you can trust us to receive high-quality Mental Health First Aid training that reflects the most up-to-date industry standards.

Book:



Learning area: Suicide and Non-Suicidal Self Injury

Applied Suicide Intervention Skills Training (ASIST)

15 hours over two days

Learn how to help save lives through this LivingWorks course.

Learning outcomes:

- ✓ Understand complex issues of suicide and related interventions
- ✓ Learn skills for guiding and supporting an at-risk person to meet their individual safety needs
- ✓ Increase capacity to identify key elements of a suicide safety plan - and what is required to implement the plan
- ✓ Gain knowledge of resources and professional supports available to people who may be at risk of suicide
- ✓ Increase capacity and confidence to support individuals who are presenting with suicidal behaviours
- ✓ Understand broader aspects of suicide prevention, including self-care.



The ASIST workshop is a leading global suicide intervention skills training program, led by LivingWorks - and endorsed by the World Health Organisation. We are LivingWorks Registered Trainers - requiring expert training and ongoing quality controls. This ensures we are able to train you with the latest, evidence-based course content to help build your willingness, confidence, and capacity to provide suicide first aid - and save lives.

Learn more at www.livingworks.com.au.



**MENTAL HEALTH
FIRST AID®**
Australia

Licensed Instructor

We are licensed to run
the two Mental Health
First Aid Australia
courses below.



Conversations about Suicide

4.5 hours over one day

Build confidence and skills to engage with someone - including a client or personal contact - in conversations about suicide.

Learning outcomes:

- ✓ Build capacity to identify warning signs that someone may be thinking about suicide
- ✓ Learn skills required for having safe conversations with a person experiencing suicidal thoughts
- ✓ Build confidence in providing support to a person facing a crisis.

Conversations about Non-Suicidal Self-Injury

4.5 hours over one day

Build confidence and skills to help people and reduce risk.

Learning outcomes:

- ✓ Understand why people engage in self-injury
- ✓ Increase capacity to talk to someone about their self-injury
- ✓ Gain tools to help keep people safe and reduce risk
- ✓ Gain knowledge about professional pathways for support
- ✓ Increase capacity to assess for suicidal thoughts and behaviour.

Book:



Learning area: Violence and Aggressive Behaviours

Family Violence 101

4 hours over one day

Learn techniques needed to effectively help people facing family violence.

Learning outcomes:

- ✓ Understand what 'family violence' encompasses
- ✓ Gain insight into the gendered nature of family violence
- ✓ Grasp the Family Law Act and the categories of family violence described by the Act
- ✓ Understand the intersection between child abuse and family violence
- ✓ Understand the intersection between substances and family violence
- ✓ Examine the 'Red Flags' used in risk assessment
- ✓ Grasp the Family Violence Multi-Agency Risk Assessment and Management (MARAM) Framework and Information Sharing Schemes
- ✓ Grasp family violence Intervention Orders and the policing/ justice responses
- ✓ Understand appropriate referral pathways.

Dealing with Challenging and Aggressive Behaviours

6 hours over one day

Learn practical skills to reduce risks to workplace safety, culture and productivity associated with challenging behaviours, and to de-escalate situations when they occur.

Learning outcomes:

- ✓ Understand different challenging behaviours and communication styles
- ✓ Identify when behaviours may cause a workplace hazard
- ✓ Learn mitigation strategies
- ✓ Gain skills and build confidence in responding to aggressive behaviour
- ✓ Gain de-escalation skills.



We can customise this course to ensure content is relevant to your unique work and the people you serve - including tailored content for law enforcement, justice, education, medical, hospitality and retail settings.

Book:





Grow your knowledge, skills and confidence

To see course dates, pricing and book your training today, visit:

www.windana.org.au/services/training-and-development/



Or, reach out to our Training & Development Team for more information (including about Custom Training)

Phone: 03 9532 3478

Email: education@windana.org.au

It's important to know that there are services you can reach out to 24/7 for support relating to the issues addressed in this Course Guide.

LifeLine - Crisis support and suicide prevention

PH: 13 11 14

DirectLine - Alcohol and other drug support and referrals

PH: 1800 888 236

Safe Steps - Domestic and family violence crisis support

PH: 1800 015 188