

Crisis Support and Response (2 Day)

Mental health issues are becoming more and more common and First Aiders are being called upon to help colleagues, friends, family, and members of the public.

This course equips individuals with the skills and knowledge required to assess and respond effectively to people experiencing crises. It focuses on ensuring safety, providing immediate support, and referring individuals to appropriate services. This unit is relevant for those working in community services, health, or similar fields, where crisis intervention is part of their role.

COURSE DURATION:

St John offers the following delivery options:

- 2 days face to face workshop: This is full face to face course and participants are required to attend both the days.

CERTIFICATE:

On successful completion of this course, you will be issued a statement of attainment in:

- **CHCCCS019** Recognise and respond to crisis situations

COURSE OUTLINE:

This course covers the following:

- Identify imminent crisis situations
- Address immediate safety concerns
- Provide referral for crisis intervention support
- Principles of self-care

ASSESSMENT METHODS:

A successful outcome for this statement of attainment will be determined by a range of different methods including written assessment, observation of simulated and practical activities etc.

You will be required to demonstrate CPR on a manikin on the floor.

LOCATIONS:

St John delivers first aid courses nationally and across many locations in Australia. Choose the location to suit your needs.

- PUBLIC (at a venue near you)
- ONSITE (at a venue of your choice)

DELIVERY BY ST JOHN'S RTO PARTNERS:

St John Ambulance Australia's courses are delivered by way of partnership agreements (e.g. with State or Territory St John Ambulance organisations). Our partners are authorised to deliver training on behalf of St John Ambulance Australia Ltd. (TOID 88041). Contact details for our partner organisations are available from www.stjohn.org.au or call 1300 ST JOHN.

PARTICIPANT'S HANDBOOK:

Download the *Participant's Handbook* from www.stjohn.org.au for more information about completing a course with St John Ambulance Australia. This includes information about complaints, appeals and privacy information.

We actively tailor training to meet the needs of people from diverse backgrounds and abilities and encourage all to apply.

For more information on this course,
contact the Training Office in your area
1300 ST JOHN (1300 785 646) WWW.STJOHN.ORG.AU

