




CARANICHE  
AT WORK

# Training Programs

March – November 2022





Caraniche at Work supports the learning and development needs of over 2,000 employees, across Australia, every year.

Our training is delivered by senior clinicians and facilitators, who are highly skilled in engaging meaningfully with participants, and are able to draw on real-life examples and applications.

Guided by best practice adult learning principles and developed in consultation with our Program Design and Evaluation Team, our training programs are constantly updated to meet the changing needs of the current workplace.

# Caraniche at Work Training Programs

## Critical Incident Response (CIR) - 1 and/or 2 days (Online or In Person)

**\$495 (1 day) - \$940 (2 day)**

A comprehensive CIR program to assist people in being able to mitigate the impact of critical (extraordinary) or traumatic incidents on those who have been affected, and to facilitate the recovery process of those experiencing distressing reactions. The CaW CIR training program has been developed as a modular program that can be facilitated as a 1-day foundational or 2-day comprehensive training. CIR gives a framework for appropriately supporting people in ways that respect their dignity, culture, and abilities, whilst also being cognisant of individual differences in responses and the recovery process.

### Participants can expect to learn:

- Common Reactions to Critical Incidents
  - Psychological First Aid
  - Skills for CIR
  - Supporting people through CIR
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## Peer Support Network (PSN) - 3 and/or 4 days (Online or In Person)

**\$1,410 (3 day) - \$1,881 (4 day)**

A comprehensive 3 or 4-day training program, dedicated to the role of a peer supporter within your organisation with content designed to target such issues as: family violence, mental health, EEO, bullying and inappropriate behaviours in the workplace and responding to critical incidents. This program can include an element of co-facilitation by the customer, where specific background and context as well as policies and procedures are being provided.

### Participants can expect to learn:

- Role of the Peer Support Officer
- Confidentiality and Boundaries
- Psychological First Aid (PFA)
- Communication Skills
- Understanding Mental Health
- Grief and Bereavement
- Risk of Harm and Suicide
- Referral Processes
- Substance Use and Disorder
- Disability and Diversity Awareness
- Critical Incident Response (CIR)
- Self Care

## Psychological First Aid (PFA) - 2hr (Online)

**\$260 (2hr)**

PFA assists providers in dealing with a critical incident, the objective being to stabilise the situation, re-establish control and return the situation to a level of normality.

PFA can assist to provide humane, supportive and practical help to fellow human beings suffering some form of distress. If you are in a position of helping others who have experienced distressing events or circumstances, it gives a framework for appropriately supporting people in ways that respect their dignity, culture and abilities.

### Participants can expect to Learn:

- What is Psychological First Aid
  - What NOT to say
  - Psychological First Aid in practice
  - Contact and Engagement
  - Understanding Suicide and Self Harm
  - Resilience and Self Care
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## Vicarious Trauma (VT) - 0.5 day (Online/In Person/Hybrid)

**\$370 (0.5 day)**

Repeated exposure to traumatic events and people can lead to feelings of rage, sadness and hopelessness as well as physiological symptoms like fatigue, poor sleep, anxiety and stress. This experiential program is designed to respectfully, and sensitively, explore the personal impact on people working with trauma, abuse, and crisis. This program can inform and support participants about the symptoms of vicarious traumatisation and assist them to develop effective strategies to protect themselves from associated effects.

### Participants can expect to learn:

- What is VT
- Understanding Stress and Challenging Behaviours
- Prevention and Management
- Boundaries
- Supporting Others
- Self-Care



## Compassion Fatigue (CF) - 2 hr (Online)

**\$260 (2hr)**

Emotional and physical exhaustion, as a result of working with victims of disasters, trauma and prolonged illness, especially for those who work in the helping profession. Often referred to as: *the cost of caring*, Compassion Fatigue can lead to lack of empathy, numbness, withdrawal and irritability. This program assists participants in recognising and preventing compassion fatigue as well as being able to recognise risk factors associated with CF.

### Participants can expect to learn:

- Understanding CF
- Preventing CF
- Responding to CF
- Protective Factors for CF

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## Introduction to Clinical Supervision and Reflective Practice – 1 day (Online/In Person/Hybrid)

**\$495 (1 day)**

This interactive program provides a practical and engaging introduction to providing clinical supervision, exploring the functions and process of Supervision, models of Reflective Supervision, with an opportunity to practice skills-building to support your role as a Clinical Supervisor.

### Participants can expect to learn:

- Defining supervision
- Tasks of supervision
- The process of supervision
- A reflective model of supervision
- Group supervision
- Purpose of supervision
- Skills to build and manage supervision
- Challenges in supervision
- Difference between supervision and operational management

### Please note:

Training modalities may alter due to circumstances outside CaW's ability to control. Depending on training length, not all modules will be included in the program.



Please [register here](#) for your preferred program and we will contact you once dates are confirmed.

## Looking for Training for your Organisation?

Caraniche at Work can work with your organisation to develop, design and deliver customised training programs specific to your organisational and employee needs. These include but are not limited to:

- Critical Incident Responses (CIR)
- Peer Support Network (PSN)
- Verbal Self Defence
- Understanding and Responding to Aggression
- Psychological First Aid (PFA)
- Vicarious Trauma
- Managing Stress
- Building Resilience
- Managing Through COVID
- Time Management for Wellbeing
- Developing Dynamic Teams
- Imposter Syndrome
- Occupational Wellness
- Case Notes and Documentation

## What our clients say

"I genuinely expected online training to be difficult to maintain attention and boring. This was not the case. I felt engaged the whole time."

"The trainer was brilliant. This is the best training/learning session I have ever done."

"The trainer was clearly experienced and passionate in the area which made the training incredibly engaging and relatable."

# Training Facilitators

## Cara Crossan

*MSc Addiction Psychology & Counselling, Dip Clinical Supervision*

Cara is a qualified and accredited trauma and addiction therapist, consultant and clinical supervisor. She has extensive experience providing training in all areas of trauma and addiction, having worked in private, not-for-profit and the criminal justice system in Ireland, United Kingdom, Holland and Australia.

## Priscilla Lund

*BInfoTech (Comp), BBus (Acc), MCounselling*

Priscilla is a registered Counsellor, skilled workplace coach and group facilitator. She has extensive experience focusing on the human element of organisational and leadership development, change management and change adoption. Priscilla works with individuals and organisational groups to uncover and ignite mindset and behavioural flexibility for long term personal growth, wellbeing, change resilience and professional development. Priscilla achieves this by harnessing her corporate consulting experience combined with evidence based cognitive and behavioural theories such as Acceptance and Commitment Therapy (ACT) and other solution focused modalities.

## Dr Alana Johnston

*DPsych (Forensic), BA & Sc (Hons)*

Alana Johnston is a registered forensic psychologist who has held a variety of roles in both a prison and community environment. This has included working as a clinician at a number of Victorian prisons, conducting assessments and delivering a range of treatments, including both individual and group therapy. Alana's community experience primarily comes from her long term role as the Senior Psychologist at Caraniche's Drug, Alcohol and Psychology Service where she supervised a large clinical team, as well as provided treatment to both voluntary and mandated clients.

## Mariani Lim

*M. International Communication, M. Counselling, M. Social Work, CIMA*

Mariani is a registered counsellor with certification to provide crisis intervention, disaster response, and management of traumatic exposure. Besides clinical work, Mariani is passionate about training delivery which includes Vicarious Trauma, Psychological First Aid, Verbal Self Defence, Resilience and Self Care and Safe Client Interactions, as well as organisational coaching and mentorship. Mariani believes that each individual has inherent resilience and utilises a strength-based approach to bring out the client's strengths and promote the client's self-reliance and self-efficacy.

## Jen Furby

*GradDip. Community Sector Management, GradCert. Alcohol and Drug Studies, Bachelor in Alcohol and Drug Studies*

Jen has over a decade of experience in the not for profit and private sector, predominantly in alcohol and other drugs and more recently in youth homelessness. Holding relevant qualifications, Jen's skill set includes managing teams and working with clients from diverse backgrounds with complex needs including people from CALD, LGBTI+ and Aboriginal and Torre Strait Island communities. Jen also sits on RMIT University's Industry Advisory Committee for Certificate IV and Diploma in Community Services.

## Brie Olaris

*Provisional Psychologist; MProfPsych; Postgrad-DipPsych; BA/BSc; Assoc MAPS*

Brie is a provisionally registered psychologist with over 20 years' experience in industry and has an in depth understanding of the joys and challenges of workplaces. Brie has a special interest in supporting physical wellness with psychological wellness. Brie engages clients with skills to adapt their thinking and behaviour, to achieve lasting improvement in mood, functioning and sense of well-being. Brie is a successful Training Facilitator in the delivery of: Critical Incident Response, Managing Challenging Behaviours, Vicarious Trauma, Compassion Fatigue and Burnout, Psychological First Aid, Time Management for Wellbeing, Peer Support Network, Motivational Interviewing.

## Bianca Fazzari

*PGradDipPsych, Dip Human Resources Management, BBSc (Psychology)*

Bianca is a registered psychologist, with experience working across clinical and organisational contexts. Bianca's passion is to support people, build their capacity and resilience, and facilitate their development to optimise both personal and organisational outcomes. Currently, she provides a number of workplace services within Caraniche including Employee and Manager Assist counselling, Critical Incident Debriefing, and training facilitation.

## Tracy Wang

*GradDipPsych(A), GradDipPsych, BBioMed*

Tracy is a registered psychologist and Training Facilitator, experienced in working with forensic populations and delivering group-based treatment programs for substance use and offending behaviour. Tracy is an authentic and warm and facilitator who builds rapport and trust quickly resulting in high levels of participant engagement. Tracy is also deeply passionate about working with clients from Culturally and Linguistically Diverse (CALD) backgrounds and speaks both English and Mandarin.



### More information?

Phone: 03 8417 0500

Email: [training@caraniche.com.au](mailto:training@caraniche.com.au)



### Venue

Caraniche Abbotsford



### Pricing

All our pricing is inclusive of GST.



### Course times

**One and two-day workshops run from**

9.30am – 4.30pm

**Half-day workshops run from**

9.30am – 1pm

**Two-hours workshops run from**

10am – 12pm

Meals, parking and lift access are all available.

**We offer a 10% discount on training costs for organisations that have an Employee Assistance Program (EAP), Supervision or Critical Incident Response (CIR) contract with Caraniche at Work. Please contact us for more details.**

## What our clients say

“I genuinely expected online training to be difficult to maintain attention and boring. This was not the case. I felt engaged the whole time.”

“Well facilitated, especially for an online forum.”

“The facilitator is the best online facilitator I have seen. He is engaging, builds rapport, incredibly knowledgeable, and gives people the space they need.”

“The trainer was brilliant. This is the best training/ learning session I have ever done.”

“The trainer was clearly experienced and passionate in the area which made the training incredibly engaging and relatable.”

## About Caraniche at Work

We help forward looking Australian organisations create thriving cultures of wellness and productivity.

Caraniche at Work has more than 20 years' experience delivering health, wellness and capacity building services that give employees the power to help themselves. From general counselling to EAP and critical incident response, we help businesses support their staff, personally and professionally.





Making people the priority