



# Psychological First Aid

## FOR EMERGENCY SERVICES

Emergency Management Victoria have partnered with the Australian Red Cross for delivery of Psychological First Aid training at the Victorian Emergency Management Institute (VEMI).



### DURATION

One day (7 hours)



### DATES

- Tuesday 27th August 2019
- Wednesday 11th September 2019
- Monday 16th September 2019
- Thursday 17th October 2019
- Wednesday 30th October 2019
- Wednesday 11th December 2019



### LOCATION

VEMI  
601 Mount Macedon Road  
Mount Macedon  
03 5460 8600  
vemi@emv.vic.gov.au



### PROGRAM PRICE

\$150 per participant (incl. GST)  
Includes morning tea, lunch and  
afternoon tea

## LEARNING OUTCOMES

Participants in this program will develop the skills to:

- understand emergencies and their effects on people and communities.
- understand the benefits of psychological first aid in emergencies.
- identify a setting where Psychological First Aid is required.
- recognise the signs of distress and triage according to need.
- understand the five elements of first aid:
  - promote safety
  - promote calm
  - promote self and community efficacy
  - promote connectedness
  - instil hope.
- actively use psychological first aid principles of look, listen and link.

## WHAT DOES THE PROGRAM COVER?

The program will provide participants with knowledge and skills to:

- establish human connections in a non-intrusive and compassionate manner.
- enhance immediate and ongoing safety, providing physical and emotional comfort.
- calm and orient emotionally overwhelmed or distraught survivors, or anyone experiencing distress after exposure to an emergency, including emergency workers.
- help the person experiencing distress verbalise their immediate needs and concerns, and gather additional information as appropriate.
- offer practical assistance and information to help the affected person address their needs and concerns.
- connect affected people as soon as possible to social support networks, including family, friends, neighbours, and community resources.
- support adaptive coping, acknowledge coping efforts and strengths, and empower survivors;
- encourage adults, children, and families to take an active role in their recovery.
- provide information that may help affected people cope with the

psychological impact of disasters.

- normalise natural distress responses.
- be clear about availability, and (when appropriate) link the affected person to another member of a disaster response team or to local recovery systems, mental health services, public-sector services, and organisations.

## ABOUT PSYCHOLOGICAL FIRST AID

Psychological First Aid is the first step in assisting a person in their own recovery. It differs from Mental Health First Aid in that it focuses on immediate support.

This program is guided by Red Cross Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary Service Unity and Universality, providing a unique approach to connecting with community and community members in emergencies.

The program was developed by the Australian Psychological Society and Australian Red Cross in 2011 and is aligned with Psychosocial Support in Disaster, World Health Organisation, War Trauma Foundation, World Vision International (2011) Psychological first aid: Guide of Field workers.

## PLEASE SEE OVERLEAF FOR TERMS AND CONDITIONS AND TO REGISTER

## PSYCHOLOGICAL FIRST AID

### REGISTRATION FORM

Please ensure you have read, signed and returned the Terms and Conditions overleaf

#### WORKSHOP INFORMATION

<p><b>Dates</b></p> <ul style="list-style-type: none"> <li>• 27th August</li> <li>• 11th September</li> <li>• 16th September</li> <li>• 17th October 2019</li> </ul>	<ul style="list-style-type: none"> <li>• 30th October</li> <li>• 11th December</li> </ul> <p><b>Duration</b></p> <p>One day (7hours)</p>	<p><b>Location</b></p> <p>Victorian Emergency Management Institute 601 Mount Macedon Road Mount Macedon Vic 3441</p>	<p><b>Program Price</b></p> <p>\$150 per participant (including GST)</p> <p>Includes morning tea, lunch and afternoon tea.</p>
--	--	--	--

#### DELEGATE DETAILS

FIRST NAME: \_\_\_\_\_ SURNAME: \_\_\_\_\_

POSITION TITLE: \_\_\_\_\_

ORGANISATION: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

SUBURB: \_\_\_\_\_ POSTCODE: \_\_\_\_\_

PHONE: \_\_\_\_\_ MOBILE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

DIETARY REQUIREMENTS: \_\_\_\_\_

MOBILITY / SPECIAL REQUIREMENTS: \_\_\_\_\_

PLEASE SELECT (✓) YOUR PROGRAM DATE:  27 Aug     11 Sept     16 Sept     17 Oct  
 30 Oct     11 Dec

Once you have filled in the form, please return and we will contact you regarding payment:

**Email Us**

vemi@emv.vic.gov.au

**Call Us**

+61 3 5460 8600

**Mail Us**

Victorian Emergency  
Management Institute  
PO Box 126  
Mount Macedon Vic 3441

## VICTORIAN EMERGENCY MANAGEMENT INSTITUTE

### Delegate terms and conditions

#### 1. Important

1.1 Please read these terms and conditions carefully.

#### 2. Definitions

2.1 In these terms and conditions:

2.1.1 'Program' means a learning and development activity delivered by an organisation at the Victorian Emergency Management Institute (VEMI).

2.1.2 'Booking' means reserving a place in a program at VEMI.

2.1.3 'Delegate' means the person attending and participating in a program.

2.1.4 'Registration' means the process for registering a delegate's attendance at a program.

#### 3. Bookings

3.1 Enquiries about bookings at VEMI can be made by emailing [vemi@emv.vic.gov.au](mailto:vemi@emv.vic.gov.au) or phoning 03 5460 8600.

3.2 A booking will be confirmed once:

3.2.1 relevant registration forms have been completed and returned by email to [vemi@emv.vic.gov.au](mailto:vemi@emv.vic.gov.au).  
and

3.2.2 a 10% deposit or purchase order commitment for the full amount has been received within seven days of receipt of the registration form.

3.3 If no deposit has been received at least 21 days prior to the commencement date of the program, the booking will be released for re-sale.

#### 4. Prices

4.1 Program prices are current at the time of booking but are subject to change.

4.2 Should any new taxes or charges be introduced, or current taxes increased, they will be passed on as an additional charge.

4.3 Rates are expressed in Australian Dollars and are inclusive of Goods and Services Tax (GST).

#### 5. Payment terms

5.1 Payment in full is required at least 14 days prior to program commencement, unless alternative payment arrangements have been made.

5.2 Payment can be made by cheque, credit card, electronic funds transfer or through an official purchase order commitment.

5.3 VEMI will provide an appropriate tax invoice and receipt of payment.

#### 6. Withdrawal from a program

6.1 Should a delegate withdraw from a program, advice of this withdrawal must be made in writing to [vemi@emv.vic.gov.au](mailto:vemi@emv.vic.gov.au).

6.2 Delegates withdrawing from participation in a program:

6.2.1 less than 21 days prior to commencement, will be charged a cancellation fee equal to the full amount of the

program.

6.2.2 more than 21 days prior to commencement, will attract a cancellation fee equal to 10% of the full amount of the program.

6.3 Substitute registrations may be accepted.

6.4 Delegates who do not attend a booked program will not be entitled to a refund of monies paid. However, should illness or unforeseen circumstances prevent attendance at a program payment and an attempt is made to find another program they can complete

#### 7. VEMI closure or program cancellations

7.1 In the event that VEMI needs to cancel a program, and is unable to reschedule or relocate a program, delegates may withdraw and receive a refund of monies paid less reasonable expenses incurred by VEMI before the cancellation (such as catering costs and preparation of course materials). Alternatively, these monies paid can be used as credit towards participation in other VEMI programs.

7.2 VEMI is located in a bushfire prone area. To ensure the safety of guests, staff and the community, VEMI will close when days of Code Red or Extreme Fire Danger Rating are declared within the Macedon Ranges Shire Council area.

7.3 In the event that VEMI closes due to determination of a Code Red or Extreme Fire Danger Rating, delegates will be advised of VEMI's closure, and any arrangements for relocation or rescheduling of the program.

7.4 In the event of a possible bushfire threat to the facility, the facility will be closed as soon as possible. All persons on site will be required to leave or take refuge as directed by VEMI staff.

7.5 VEMI will not be liable for any non-performance of its obligations in event of a fire, riot, war, terrorist act, act of god, labour dispute, government regulation, flood, storm, or any other force majeure event.

#### 8. Accommodation

8.1 Accommodation check-in time is after 2.00pm and check-out time is no later than 9.30am.

8.2 Guests may request an earlier check in or later check-out if required.

8.3 A storage area is available for guest luggage once checked out.

8.4 Additional charges will apply to delegates requiring additional overnight accommodation to attend a program and will be subject to availability.

#### 9. Parking

9.1 Entry to VEMI is through the main entry at 601 Mount Macedon Road, Mount Macedon. Exit is through the main car park at 152 Waterfalls Road, Mount Macedon.

9.2 On-site parking is only permitted in designated parking areas at the rear of the facility and opposite the facility entry at 152 Waterfalls Road, Mount Macedon.

9.3 Vehicles are not to be driven or parked off any roadways.

#### 10. Catering

10.1 Catering services are provided by VEMI's hospitality provider.

- 10.2 No other food or beverage may be brought on to VEMI premises for consumption during a booked program or event, unless by prior arrangement with VEMI management.
- 10.3 Advice of any special dietary requirements should be provided to VEMI at the time of registration. The VEMI kitchen can cater for the following dietary requirements; Vegan, Vegetarian, Pescatarian, Gluten Free and Dairy Free. Additional costs will apply for special menu orders eg. special milks, Kosher / Halal and other special ethnic meals.

#### 11. Service of alcohol

- 11.1 Alcohol is supplied solely by VEMI's hospitality provider in strict adherence to the conditions of VEMI's liquor licence, including requirements for responsible service and consumption of alcohol.
- 11.2 Alcohol and drugs are strictly prohibited from being brought onto site.

#### 12. Smoking

- 12.1 Smoking is only permitted in designated smoking areas. Cigarette butts must be fully extinguished and disposed of in the containers provided.

#### 13. General responsibilities

- 13.1 The behaviour of delegates and their use of the facilities must not:
- 13.1.1 compromise the health, safety or welfare of any person.
  - 13.1.2 cause offence, discomfort, embarrassment, injury or damage to any person.
  - 13.1.3 cause damage to facilities or assets of VEMI.
  - 13.1.4 compromise or damage the reputation of VEMI and Emergency Management Victoria (EMV).
- 13.2 Delegates attending in a professional capacity on behalf of an organisation are obliged to behave in accordance with the terms and conditions contained herein and their own organisation's workplace policies.
- 13.3 VEMI reserves the right, without liability, to exclude or eject any or all objectionable persons from the facility.
- 13.4 Delegates are financially responsible for any damage they cause to VEMI's facilities and grounds, and property owned or in the care or custody of VEMI, the program organiser, attendees or guests. Persons involved in wilful damage or theft will be prosecuted.
- 13.5 Persons under the age of 18 can only be brought onto the site if they are under the constant supervision of an adult and with the express prior permission of VEMI management.
- 13.6 VEMI will not accept any responsibility for injury, loss or damage to any person, equipment, property or merchandise left on site prior to, during, or after a program, except to the extent that such injury, loss or damage is caused by the negligence of VEMI.
- 13.7 The delegate agrees to indemnify, and keep indemnified, VEMI in full, against all claims, actions, suits, proceedings, demands, costs, expenses and losses sustained or incurred by VEMI, including damage sustained by VEMI as a result of any breach by the delegate of the terms and conditions here

in or of any acts, omissions or neglect on the part of the delegate.

- 13.8 Safety or maintenance issues at VEMI that are identified by delegates must be immediately reported to VEMI staff.
- 13.9 The attachment of banners, signs, or posters to any wall surface, or the use of pins, adhesives, nails or tape is not permitted without prior approval from VEMI staff.
- 13.10 No indoor or outdoor fires may be lit on site. The use of naked flames of any sort (such as candles, oil burners, outdoor torches and similar) is strictly prohibited.
- 13.11 All users of the VEMI facilities must make themselves aware of emergency evacuation procedures and assembly points by reading the information displayed throughout site.

#### 14. Acceptance

- 14.1 In order to confirm your acceptance of the enclosed terms and conditions, we request that a copy is signed and returned by email to [vemi@emv.vic.gov.au](mailto:vemi@emv.vic.gov.au) within seven days.

#### ACCEPTED BY

Name: \_\_\_\_\_

Position: \_\_\_\_\_

\*I hereby sign and agree to the VEMI terms and conditions.

Signature: \_\_\_\_\_

Date: \_\_/\_\_/\_\_\_\_