

Program Overview

Mental Health Responsiveness Training

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ICG's Mental Health Responsiveness (MHR) Training equips staff with the skills and confidence to recognise early signs of mental health challenges, respond appropriately, and promote wellbeing in frontline service delivery environments.

This program is designed for both **face-to-face (7.5-hour)** and **virtual (2 x 4-hour)** delivery formats, supported by dual facilitators and virtual moderators to maximise engagement, cultural safety, and participant support.

The training integrates evidence-based practice, cultural responsiveness, and trauma-informed principles, drawing on the **LOOK, LISTEN, LINK** framework.

- **Program Features**

Topics and Key Themes

- Understanding stigma, myths, and facts about mental health.
- Social and Emotional Wellbeing (SEWB) frameworks and mental health continuums.
- Risk and protective factors impacting mental health.
- Recognising early warning signs, symptoms, and maladaptive coping strategies.
- Communication skills: active listening, respecting silence, and trauma-informed dialogue.
- Cultural understandings of healing, including traditional supports.
- Referral pathways and resource linkage.
- Vicarious trauma, burnout, and professional resilience.
- Practical action planning and personal wellbeing strategies.

Specialised key themes upon request

- Understanding and managing aggressive behaviours
 - Response following traumatic events
 - Trauma-informed care
 - Suicidal thoughts and behaviours
 - Recognise and respond to self-harm
 - Alcohol and substance use issues
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Program Features

- **Delivery Mode:** Face-to-face or Virtual (Zoom, MS Teams)
 - **Session Size:** 12–25 participants per cohort
 - **Duration:** 7.5 hours (face-to-face) or 2 x 4 hours (virtual)
 - **Facilitators:** Accredited MHFA/AMHFA Instructors, culturally safe and trauma-informed
 - **Support:** Virtual moderator for online sessions, dedicated to technical support and participant engagement
 - **Customisation:** Training content can be tailored to integrate Services Australia's policies, language, and examples
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Pre- and Post-Session Activities

- Self-assessment questionnaires
 - Reflection activities
 - Participant feedback surveys to measure learning impact
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Certification

Participants will receive a Certificate of Attendance upon completion.

For more information or to discuss customisation options, please contact:

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