TrackSAFE Foundation

Mental Health First Aid Training

TrackSAFE Foundation can facilitate the delivery of the Mental Health First Aid (MHFA) Standard Workplace course and reaccreditation course in-house for any organisation connected to the rail industry.

The courses are delivered by an Accredited Mental Health First Aid Instructor.

Delivery Modes: The Standard Workplace course can be delivered in 1 of 3 ways:

1. **Face to Face**: 2 x 6-hour sessions over 2 days (Participants: minimum 6 - up to 25)
2. **Blended Face to Face**: Self-paced eLearning (5-7 hours), followed by a 4-hour face to face session (Participants: minimum 6 - up to 25)
3. **Blended Online**: self-paced eLearning (5–7 hours), followed by 2x2.5-hour videoconferencing sessions (Participants: minimum 6 - up to 15).

Participants can choose to complete a short assessment at the end of the course to become an Accredited Mental Health First Aider. Accreditation is valid for 3 years.

All course participants will be provided with a hard copy manual.

Those undertaking a blended course will receive a voucher (via email) providing access to the eLearning.

The reaccreditation course is delivered online by an Accredited Instructor as either 1x5-hour session or 2x2.5-hour sessions over 1 or 2 days, (Participants: minimum 6 - up to 15).

Information about Mental Health First Aid courses available to the public, including accessing available courses for individuals (or groups of less than 6 people) are available here.

The TrackSAFE course facilitation process is outlined below, together with a list of other issues for consideration by the rail organisation interested in training.

About the course

Upon completion of the MHFA Standard Workplace course participants will be able to:

- Recognise the signs and symptoms of mental health problems in adults
- Use an evidence-based action plan to initiate a mental health first aid conversation
- Know the barriers to help-seeking and how to overcome these
- Assess for a range of crisis situations and provide initial support
- Understand the prevalence and impact of mental illnesses, risk factors and treatments and supports available
- Apply self-care practices as a Mental Health First Aider.

The course covers common and disabling mental health problems and crisis situations. Participants learn how to apply mental health first aid to adults across a range of situations, including:

- Depression
- Anxiety
- Psychosis
- Substance use problems

- Suicidal thoughts and behaviours
- Panic attacks
- Non-suicidal self-injury
- Traumatic events.



Other considerations:

1. Accredited Instructor fees are set by the Instructor and vary in price..
2. Indicatively, the total cost of training can range between $2,000-$6,000 depending on delivery mode, numbers and location.
3. If the delivery mode of the Standard course is Blended and includes self-paced e-Learning, the rail organisation must provide the Instructor with a list of participants **3 weeks prior** to the scheduled Face to Face or video-conference sessions, to ensure participants have sufficient time to complete the eLearning module
4. The Instructor will email each participant with a voucher providing access to the eLearning. These vouchers are non transferable, cannot be withdrawn and are valid only until the start of the Instructor facilitated session. The organisation will be charged for the number of eLearning vouchers issued, regardless of whether the participant completes the eLearning module.
5. Participants must complete the eLearning at least 24 hours before the face to face or online session with the Instructor, otherwise the participant cannot continue the course.
6. If the delivery option includes an online/videoconference component, it is expected that each participant connects via a suitable individual computer/tablet(not phone), is not participating as a group and has a stable internet connection.
7. If the delivery option includes an online/videoconference component, it will be expected that participants keep their video camera turned on for the duration of the training but mute themselves when they are not speaking.
8. Many participants feel more alert in the morning with morning online sessions preferred
9. Cancellation or postponement fees may be charged if the training is cancelled or postponed once the Instructor has been confirmed (these costs will vary depending on the Instructor's terms and conditions)

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Steps to organising Mental Health First Aid Trainingwith TrackSAFE.

The TrackSAFE Foundation coordinates Mental Health First Aid training for rail organisations, working with Accredited Instructors to arrange course delivery.

The steps below outline how to organise training and organisational requirements.

Step 1 – Request training

Contact TrackSAFE via email with the following information:

- Your preferred training dates and times
- Your preferred course delivery mode (from the three available options)
- The training location, if face-to-face delivery is required
- The estimated number of participants.

Email: hneil@tracksafefoundation.com.au

Step 2 – Receive and accept a quote

TrackSAFE will acknowledge receipt of your email and obtain a quote from one or more available Accredited Instructors, providing it to your organisation.

The quote will include:

- Accredited Instructor's Fee
- Mental Health First Aid Australia Learner Access Pass for each participant
- eLearning access vouchers, where applicable
- estimated Instructor travel and accommodation expenses, where required.

Your organisation must confirm acceptance of the quote via email with TrackSAFE before arrangements proceed.

Step 3 – Nominate a training contact and confirm arrangements

Once the quote has been accepted, your organisation will need to:

- Nominate a key contact person to coordinate the training. For face-to-face courses, this should preferably be someone based at the training location.
- Book a suitable venue, arrange catering, be aware of any site access or other requirements if delivery mode is face-to-face.
- Communicate training details to participants.

TrackSAFE will introduce your nominated contact person to the Accredited Instructor by email.

Your contact person and the Instructor will then liaise directly to confirm the session start and finish times, breaks and other practical arrangements.

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Step 4 – Provide participant details

Your organisation must provide the **names and email addresses of all participants directly to the Accredited Instructor**.

For blended learning courses, these details must be provided **at least three weeks before the Instructor-led session**, allowing participants sufficient time to complete the required eLearning.

Step 5 – Prepare for training

The Accredited Instructor will coordinate the following arrangements, depending on the course delivery mode.

Blended learning courses

- The Instructor will email participants their vouchers and instructions for accessing the eLearning.
- Participants must complete their eLearning **at least 24 hours before the Instructor-led session**.

Online training sessions

- The Instructor will email participants a Microsoft Teams, Zoom or equivalent meeting link the day before the session.

For all training sessions

- The Instructor will arrange for Mental Health First Aid Australia participant manuals to be delivered to the nominated contact person in advance or may bring the manuals to the training session if Face to Face.

The organisation contact may again communicate training details to participants.

Step 6 – Attend training

The Accredited Instructor will deliver the training in accordance with the agreed arrangements.

For blended learning courses, participants must have completed their required eLearning at least 24 hours before attending the Instructor-led session.

Step 7 – Invoicing

Following delivery of the training, **TrackSAFE will invoice your organisation** for the agreed course costs.

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Important timeframes

When	Action required	Responsibility
Before training arrangements proceed	Accept the quote	Rail organisation
At least 3 weeks before the Instructor-led session (blended courses)	Provide participant names and email addresses directly to the Instructor	Rail organisation
At least 24 hours before the Instructor-led session (blended courses)	Complete the required eLearning	Participants
Day before an online session	Email the online meeting link	Accredited Instructor
Following training	Issue the invoice	TrackSAFE

Contact

- **TrackSAFE:** For initial training enquiries, quotes and booking coordination.

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  Accredited Instructor: For participant details, eLearning access, session times and practical training arrangements, following the introduction by TrackSAFE.

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