

JOINT SELECT COMMITTEE ON AUSTRALIA'S IMMIGRATION DETENTION NETWORK

Q195

Question: Is there anything in the program that requires refresher training?

Answer: The department's Psychological Support Program (PSP) policy is detailed at Chapter Six of the *Detention Services Manual*.

The policy states that all personnel who work with persons in detention should have annual refresher training. An excerpt from the policy is quoted below:

10 STAFF TRAINING

All personnel who work with persons in detention, including the DSP, the department and the HSP, must be trained to recognise and respond to the warning signs and risk factors of self-harm and suicide.

Training should include:

- *awareness of the key risk and protective factors associated with self-destructive behaviour*
- *cultural awareness issues as they relate to mental state, expression of distress and self-harm*
- *recognising signs and symptoms and events that would trigger an evaluation (or re-evaluation) of risk*
- *routes and processes for referral to health services for those experiencing distress*
- *PSP processes, including periodic updates as a result of continuous quality improvement.*

Training for DSP personnel must also address the specific skills required to conduct self-harm risk assessment interviews at reception and to perform monitoring and engagement as described in this policy.

Training should be nationally consistent and delivered in an ongoing format (initial training and an annual refresher), with further, ongoing specialist support by the health services manager and supervision by a senior independent mental health clinician. This may involve audits of knowledge and competence in the PSP process outlined in this instruction.