



**Australian Government**

# **PUARCV001 Provide psychological first aid**

**Release: 1**

# PUARCV001 Provide psychological first aid

## Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

## Application

This unit of competency involves the skills and knowledge required to provide emotional and physical support, as well as practical assistance, to address the immediate needs of an individual who is in distress.

It includes preparing to engage in psychological first aid, identifying distress reactions after a significant event, determining who needs support and providing that support, maintaining self-care and concluding the support.

The unit is a psychosocial support activity intended for the purposes of providing initial human contact to support individuals in distress. This unit is not about diagnosing an individual's distress, or about professional counselling or therapy.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

## Pre-requisite Unit

Not applicable.

## Competency Field

Recovery.

## Unit Sector

Public safety.

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

#### **1 Prepare to engage in psychological first aid**

### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

#### **1.1** Crisis event information is accessed and reviewed in preparation for support engagement

- 1.2 Personal physical and mental ability to assist is considered before engaging in providing psychological first aid
  - 1.3 Potential safety and security aspects are identified and addressed before engaging with individuals impacted by an event
  - 1.4 Roles and responsibilities of the agencies involved in disaster response and community recovery are identified and confirmed
  - 1.5 Appropriate information on available services and supports are identified and provided to individuals impacted by an event
- 2 Identify potential distress reactions in a crisis event**
  - 2.1 Self-care and the care of others is identified and discussed with team members as necessary
  - 2.2 A range of potential reactions from affected individuals are identified
  - 2.3 Adverse psychosocial reactions associated with traumatic events are identified
  - 2.4 Support and assistance required to address potential distress reactions are identified
  - 2.5 Individuals are referred to additional or specialised support services in a timely way
- 3 Determine who needs support**
  - 3.1 Appropriate self-introduction is made, including helper's name and organisation represented
  - 3.2 Initial contact, rapport building and stabilisation techniques are used to determine support needs
  - 3.3 Needs of those experiencing psychological trauma are identified, assessed and prioritised
- 4 Provide support to individuals impacted by a significant event**
  - 4.1 Communication techniques are used in a non-threatening, non-intrusive way that respects the individuality of the person in distress
  - 4.2 Active listening techniques are used to communicate effectively with individuals who need support
  - 4.3 Courtesy, consideration and sensitivity are applied at

- all times
- 4.4 Safety and security of self and clients is maintained
  - 4.5 Connectedness with community and agencies is supported to ensure solutions are found to address immediate needs and problems
  - 4.6 Basic client needs and access to the resources needed to cope with their situation are provided
  - 4.7 Positive language is used and a strengths-based approach is adopted
  - 4.8 Accurate and useful information is provided in a timely and appropriate way
  - 4.9 Cultural needs of the individual are identified and support is provided in an appropriate manner by appropriate individuals
- 5 Maintain self-care**
- 5.1 Awareness of the importance of self-care when helping others is recognised
  - 5.2 Self-awareness and self-care are consistently maintained
  - 5.3 Risk factors to wellbeing, including personal limitations, are recognised and addressed
  - 5.4 Own strengths and weaknesses are acknowledged and support from others is accessed as required
- 6 Conclude the support**
- 6.1 Professional boundaries are identified and adhered to
  - 6.2 Services are delivered in a way that ensures equity and sustainability
  - 6.3 Privacy and confidentiality are maintained according to organisation policies and procedures
  - 6.4 People whose needs exceed own role and organisational resources are referred to another service

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the PUA Public Safety Training Package Companion Volume Implementation Guide.

## Unit Mapping Information

This is a new unit. No equivalent unit.

## Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>