

Progressive Crisis & Care Framework

Therapeutic training for frontline youth workers and residential care staff



What is PCCF?

The Progressive Crisis & Care Framework (PCC) is a sequential, ten-module training program built for residential care. Grounded in trauma-informed, child-centred practice and aligned with Queensland child protection legislation, it takes frontline staff from foundational engagement skills through to crisis response, de-escalation and reporting with every module built around real shift-floor scenarios.

The Learning Pathway

Ten modules, four stages — each one building the skills the next stage relies on.

1 Knowing Your Professional Self	2 Understanding the Young Person	3 Preventative Practice	4 Foundations of De-escalation	5 Repair & Recovery
6 Managing Motivated Aggression	7 Staff Safety	8 Complex Scenarios & Role Play	9 Reporting & Legal Obligations	10 Reflections, Resilience & Growth

Stage 1 — Foundations (1–3) → Stage 2 — Responding to Behaviour (4–6) → Stage 3 — Practice Under Pressure (7–8) → Stage 4 — Sustaining Practice (9–10)

Why PCCF?

Modular & customisable Build a package that fits your team. From a single refresher session to the full ten-module pathway. Sequential by design Each module builds on tools introduced earlier, so skills compound rather than repeat. Ready to deliver Activities, scenarios and participant handouts included.	Grounded in Queensland legislation Child Protection Act 1999, mandatory reporting obligations and HSQF service standards. Trauma-informed & child-centred Every framework starts from the same idea: the behaviour is the message. Built for the real shift floor Practised through realistic scenarios. Not abstract theory.
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Build a training package for your team

Run the full ten-module pathway, or choose individual modules — we'll help you build the package that fits.

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