



The role of Mental Health First Aid in the workplace

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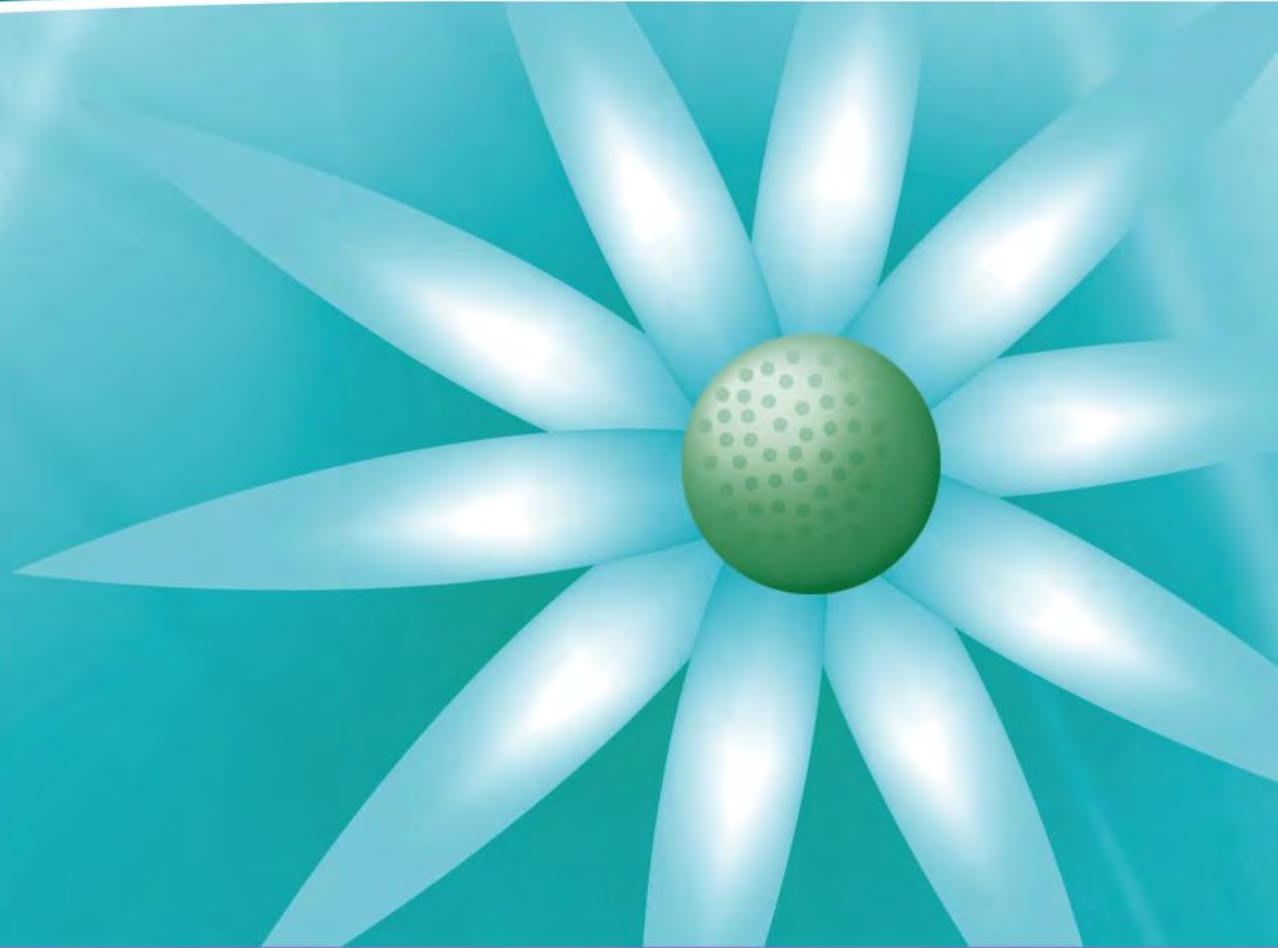


Session Overview

1. Overview of the Mental Health First Aid Program
2. Why is MHFA relevant for workplaces?
3. Guidelines for providing MHFA to a co-worker
4. Workplace mental health first aid officer strategy
5. Available training options.



Overview of MHFA Program





How did the MHFA Program begin?

- 1997: National Mental Health Literacy Survey indicated need.
- 2000: Betty Kitchener AM and Prof Tony Jorm developed course for local Canberra community.
- 2001: First evaluation published
- 2012: Dedicated independent non-for-profit health promotion charity set up 'Mental Health First Aid Australia'.
- 2017: Founding CEO Betty Kitchener steps down.



What is MHFA?

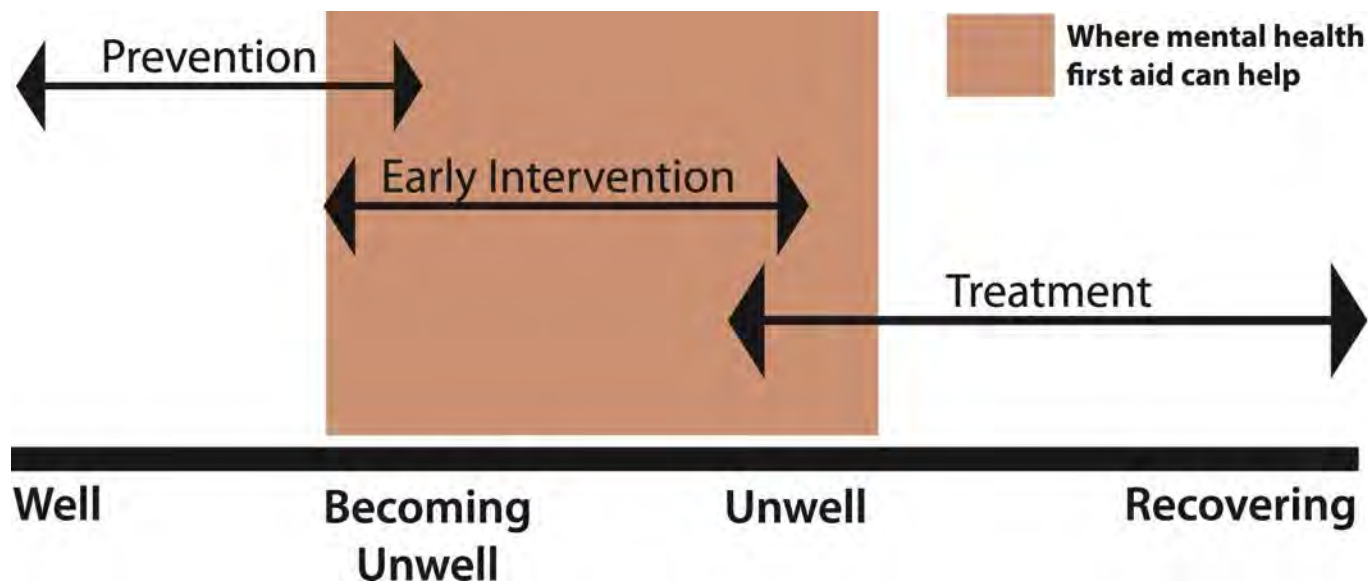
- **Mental health first aid** is the help provided to a person developing a mental health problem, experiencing a worsening of an existing mental health problem or in a mental health crisis.
- The first aid is given until appropriate professional treatment is received or until the crisis resolves.



Mental Health First Aid Action Plan

- **A**pproach, assess and assist with any crisis
- **L**isten and communicate non-judgmentally
- **G**ive support and information
- **E**ncourage appropriate professional help
- **E**ncourage other supports

Where MHFA training fits in



Reach of the MHFA Program

More than 22 overseas countries have adopted the MHFA Australia Program



Over 4,000 MHFA Courses are run by accredited MHFA Instructors in Australia each year



Over half a million Australians have completed a MHFA Course since 2001



Over 2 million trained, thanks to more than 15,000 MHFA Instructors across the world





International spread of MHFA Program



MENTAL HEALTH COMMISSION OF CANADA
Mental Health First Aid



Basis of MHFA Course Curriculum



The collage displays several key MHFA course curriculum pages, each featuring the Mental Health First Aid Australia logo and a decorative starburst graphic. The pages include:

- DEPRESSION FIRST AID GUIDELINES**: Focuses on recognizing depression, its signs and symptoms, and how to support someone who is experiencing it.
- HELPING SOMEONE WITH GAMBLING PROBLEMS: MENTAL HEALTH FIRST AID GUIDELINES**: Discusses what gambling problems are, motivations for gambling, and how to help someone with a gambling problem.
- PSYCHOSIS FIRST AID GUIDELINES**: Explains how to know if someone is experiencing psychosis, common symptoms, and how to help someone who is experiencing it.
- HELPING SOMEONE WITH MENTAL HEALTH PROBLEMS AND FINANCIAL DIFFICULTIES: GUIDELINES FOR THE SUPPORT PERSON**: Provides guidelines for support persons on how to help someone with mental health problems and financial difficulties.
- TRAUMATIC EVENTS FIRST AID GUIDELINES FOR ASSISTING CHILDREN**: Defines traumatic events and provides guidelines for assisting children who have experienced them.
- EATING DISORDERS FIRST AID GUIDELINES**: Describes eating disorders, their signs and symptoms, and how to help someone with an eating disorder.
- SUICIDAL THOUGHTS & BEHAVIOURS FIRST AID GUIDELINES**: Explains how suicidal thoughts and behaviors can be prevented, signs to look for, and how to help someone who is feeling suicidal.
- COMMUNICATING WITH ADOLESCENTS: GUIDELINES FOR ADULTS ON HOW TO COMMUNICATE WITH ADOLESCENTS ABOUT MENTAL HEALTH PROBLEMS AND OTHER SENSITIVE TOPICS**: Provides guidelines for adults on how to communicate with adolescents about mental health problems.
- NON-SUICIDAL SELF-INJURY FIRST AID GUIDELINES**: Defines non-suicidal self-injury, its signs and symptoms, and how to help someone who is experiencing it.
- HELPING SOMEONE WITH ALCOHOL USE PROBLEMS: MENTAL HEALTH FIRST AID GUIDELINES**: Explains what alcohol use problems are, signs and symptoms, and how to help someone with an alcohol use problem.
- TRAUAMATIC EVENTS FIRST AID GUIDELINES**: Defines traumatic events and provides guidelines for assisting someone who has experienced one.
- ANXIETY FIRST AID GUIDELINES**: Explains what anxiety is, its signs and symptoms, and how to help someone who is experiencing it.
- MENTAL HEALTH FIRST AID GUIDELINES**: The foundational guide for all MHFA interventions.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING CHILDREN**: Provides specific guidelines for assisting children with mental health problems.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING YOUNG PEOPLE**: Provides specific guidelines for assisting young people with mental health problems.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING ELDERLY PEOPLE**: Provides specific guidelines for assisting elderly people with mental health problems.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH DISABILITIES**: Provides specific guidelines for assisting people with disabilities who have mental health problems.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE FROM CULTURAL AND ETHNIC DIVERSITY**: Provides specific guidelines for assisting people from cultural and ethnic diversity who have mental health problems.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH SUBSTANCE USE PROBLEMS**: Provides specific guidelines for assisting people with substance use problems who have mental health problems.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH CO-MORBID CONDITIONS**: Provides specific guidelines for assisting people with co-morbid conditions who have mental health problems.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH ACUTE MENTAL HEALTH PROBLEMS**: Provides specific guidelines for assisting people with acute mental health problems.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH CHRONIC MENTAL HEALTH PROBLEMS**: Provides specific guidelines for assisting people with chronic mental health problems.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH MENTAL HEALTH PROBLEMS AND FINANCIAL DIFFICULTIES**: Provides specific guidelines for assisting people with mental health problems and financial difficulties.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH MENTAL HEALTH PROBLEMS AND LEGAL DIFFICULTIES**: Provides specific guidelines for assisting people with mental health problems and legal difficulties.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH MENTAL HEALTH PROBLEMS AND SOCIAL ISOLATION**: Provides specific guidelines for assisting people with mental health problems and social isolation.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH MENTAL HEALTH PROBLEMS AND STIGMA**: Provides specific guidelines for assisting people with mental health problems and stigma.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH MENTAL HEALTH PROBLEMS AND SUICIDAL THOUGHTS & BEHAVIOURS**: Provides specific guidelines for assisting people with mental health problems and suicidal thoughts and behaviors.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH MENTAL HEALTH PROBLEMS AND SELF-HARM**: Provides specific guidelines for assisting people with mental health problems and self-harm.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH MENTAL HEALTH PROBLEMS AND ADDICTION**: Provides specific guidelines for assisting people with mental health problems and addiction.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH MENTAL HEALTH PROBLEMS AND CHRONIC PAIN**: Provides specific guidelines for assisting people with mental health problems and chronic pain.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH MENTAL HEALTH PROBLEMS AND DISABILITY**: Provides specific guidelines for assisting people with mental health problems and disability.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH MENTAL HEALTH PROBLEMS AND HOMELESSNESS**: Provides specific guidelines for assisting people with mental health problems and homelessness.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH MENTAL HEALTH PROBLEMS AND HOMElessness**: Provides specific guidelines for assisting people with mental health problems and homelessness.
- MENTAL HEALTH FIRST AID GUIDELINES FOR ASSISTING PEOPLE WITH MENTAL HEALTH PROBLEMS AND HOMElessness**: Provides specific guidelines for assisting people with mental health problems and homelessness.

What do evaluations show?

- Over **20 research MHFA trials** have been conducted, including a meta-analysis
- As a result of MHFA training, participants demonstrate:
 - **Increased knowledge** of how to provide MHFA
 - More **positive attitudes** to appropriate treatments
 - **Decreased stigmatising attitudes**
 - More **supportive behaviours** to others
 - More **confidence** in providing support
 - When measured, studies also **find improved mental health** in participants.

Swedish Meta-Analysis Findings

- Highly statistically significant improvements in knowledge, attitudes and behaviour.
- Changes in mental health knowledge effect size of 0.56 (medium).
- Changes in stigmatising attitudes effect size of 0.28 (greater than small). *This is the same effect size as found in a recent Australian meta-analysis of all interventions specifically designed to reduce stigma.*
- Changes in helping behaviour effect size of 0.25 (greater than small).

International Review of Psychiatry, August 2014; 26(4): 467–475

informa
healthcare

Mental Health First Aid is an effective public health intervention for improving knowledge, attitudes, and behaviour: A meta-analysis

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Abstract

Mental Health First Aid (MHFA) is a standardized, psychoeducational programme developed to empower the public to approach, support and refer individuals in distress by improving course participants' knowledge, attitudes and behaviours related to mental ill-health. The present paper aims to synthesize published evaluations of the MHFA programme in a meta-analysis to estimate its effects and potential as a public mental health awareness-increasing strategy. Fifteen relevant papers were identified through a systematic literature search. Standardized effect sizes were calculated for three different outcome measures: change in knowledge, attitudes, and helping behaviours. The results of the meta-analysis for these outcomes yielded a mean effect size of Glass's $\Delta = 0.56$ (95% CI = 0.38 – 0.74; $p < 0.001$), 0.28 (95% CI = 0.22 – 0.35; $p < 0.001$) and 0.25 (95% CI = 0.12 – 0.38; $p < 0.001$), respectively. Results were homogenous, and moderator analyses suggested no systematic bias or differences in results related to study design (with or without control group) or 'publication quality' (journal impact factor). The results demonstrate that MHFA increases participants' knowledge regarding mental health, decreases their negative attitudes, and increases supportive behaviours toward individuals with mental health problems. The MHFA programme appears recommendable for public health action.

Background

Mental health problems are major contributors to the global burden of disease, with mental and substance abuse disorders accounting for 7.4% of the total disease burden in 2010, as measured by disability-adjusted life years (DALYs) (Whiteford et al., 2013). In the European Union (EU) alone, this number was more than 25% in 2010 for mental and other brain disorders, which are also the largest contributors to the morbidity burden (Wittchen et al., 2011). The most frequent mental disorders are depression, anxiety and substance abuse (Whiteford et al., 2013). These mental disorders further represent one of the most important risk factors for suicide, and constitute one of the largest public health problems in the world (Ferrari et al., 2014).

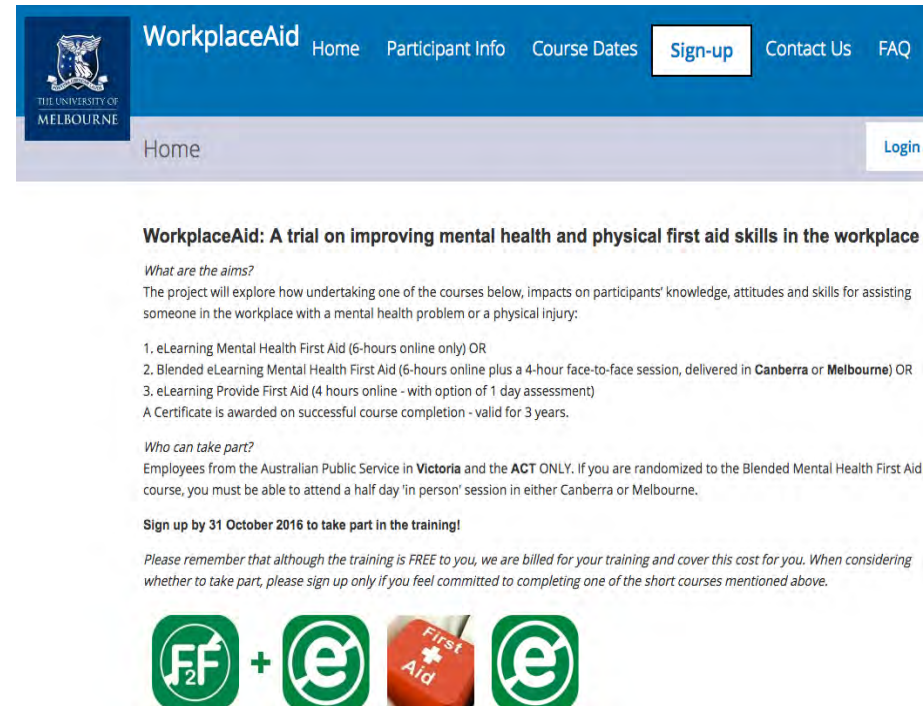
Although treatment for these disorders exists, only a minority of individuals experiencing mental health

diagnosable and treatable condition, or in regions where professional care is available, they may be unaware of how it can be accessed. The general public could be an important asset in these situations. Social contacts could inform or refer afflicted individuals to professionals and may even provide actual support during mental health crises. However, stigmatized attitudes and a general lack of knowledge regarding mental ill-health, including causes, determinants and treatment options for various illnesses, or how they might be expressed by affected individuals, constitute serious obstacles to the prospective benefits of social support (Ahmedani, 2011; Baumann, 2007; Hatzenbuehler, 2013; Henderson et al., 2013; Kelly et al., 2007; Rickwood & Thomas, 2012). Thus, it can be assumed that improving the quality and frequency of social support may facilitate earlier detection and referral, which in turn could increase the odds of successful

WorkplaceAid Trial

- Randomised controlled trial of MHFA in public servants.
- Compares eLearning and blended MHFA with online Red Cross Apply First Aid as the control.
- Looks at supportive behaviours towards colleagues and self-care for mental health problems over 2 years.

www.workplaceaid.net.au



The screenshot shows the WorkplaceAid website interface. At the top, there is a blue navigation bar with the University of Melbourne logo on the left and links for Home, Participant Info, Course Dates, Sign-up, Contact Us, and FAQ. Below this is a light blue header with 'Home' and a 'Login' button. The main content area features the title 'WorkplaceAid: A trial on improving mental health and physical first aid skills in the workplace'. It includes a section 'What are the aims?' with a paragraph and a list of three course options. Another section 'Who can take part?' specifies eligibility for employees in Victoria and the ACT. A 'Sign up by 31 October 2016 to take part in the training!' banner is present, followed by a note about the training being free. At the bottom, there are four icons: a green circle with 'F2F', a plus sign, a green circle with 'e', a red circle with 'First Aid', and another green circle with 'e'.

WorkplaceAid Home Participant Info Course Dates **Sign-up** Contact Us FAQ

Home Login

WorkplaceAid: A trial on improving mental health and physical first aid skills in the workplace

What are the aims?
The project will explore how undertaking one of the courses below, impacts on participants' knowledge, attitudes and skills for assisting someone in the workplace with a mental health problem or a physical injury:





1. eLearning Mental Health First Aid (6-hours online only) OR
2. Blended eLearning Mental Health First Aid (6-hours online plus a 4-hour face-to-face session, delivered in **Canberra** or **Melbourne**) OR
3. eLearning Provide First Aid (4 hours online - with option of 1 day assessment)

A Certificate is awarded on successful course completion - valid for 3 years.

Who can take part?
Employees from the Australian Public Service in **Victoria** and the **ACT** ONLY. If you are randomized to the Blended Mental Health First Aid course, you must be able to attend a half day 'in person' session in either Canberra or Melbourne.

Sign up by 31 October 2016 to take part in the training!

Please remember that although the training is FREE to you, we are billed for your training and cover this cost for you. When considering whether to take part, please sign up only if you feel committed to completing one of the short courses mentioned above.

 +   



Research: 'Exploring the role of Mental Health First Aid Officers'

Project Aims

Exploring how Mental Health First Aid Officers are:

- selected and supported in their organisation
- fit into an overall strategy on workplace mental health
- benefits and challenges experienced.

Goal of project

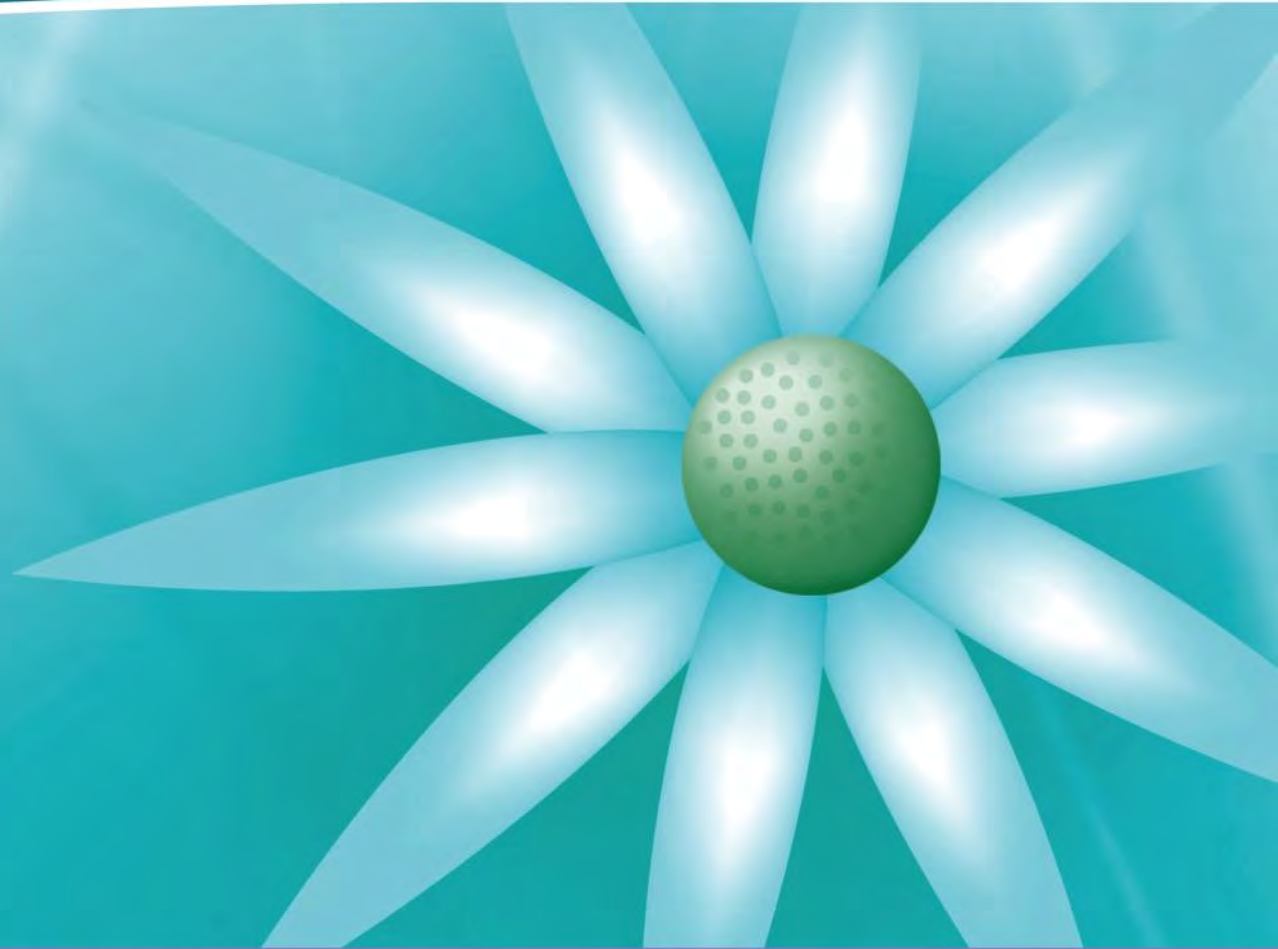
Recommendations for other workplaces when appointing Mental Health First Aid Officers.

Project Methods

- At least 6 organisations or worksites anywhere in Australia that have a current Mental Health First Aid Officer appointed for at least 6 months.
- Aim to interview multiple individuals within each organisation to gain insights from different staff involved.
- Data collection complete.



Why is MHFA relevant for workplaces?



Mental health problems are common in the workplace



1 in 5



The symptoms can affect work performance and productivity

Mental health problems often develop gradually...



The workplace is where the early signs and symptoms can first be noticed

Providing mental health first aid early can assist workers in returning to their usual performance quickly and avoid the problem worsening or a crisis emerging.

\$2.3

Australian workplaces can expect a return on investment of \$2.3 for every \$1 invested in mental health first aid training for staff.¹

MHFA a recommendable action in workplaces

“... Australian businesses will receive an average return of **\$2.30 for every \$1** they invest in effective workplace mental health strategies.”

MHFA training is recommended being delivered **minimum of twice a year** in the workplace.

Table 4: Score of

Creating a mentally healthy workplace Return on investment analysis

C. W.

Well health

Encour... employee involvement



- The action uses a web-based psychological assessment survey to assess measures relating to job control, health, absence and acceptance
- The survey is provided to **all employees** in the organisation and reviewed on an individual level and on an aggregate basis

... of action

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1 provides a supervisory training

... of-organisation basis
... provided to **~20% of employees**

MHFA training part of a mentally healthy workplace

SIX KEY AREAS AND STRATEGIES FOR CREATING MENTALLY HEALTHY WORKPLACES

The research shows that there are six domains which workplaces need to address to maximise the mental health and wellbeing of their workforce. A number of evidence-based strategies have also been identified.

MENTALLY
HEALTHY
WORK
PLACE
ALLIANCE



SMARTER WORK DESIGN

- ✓ Create flexibility around working hours and where, when and how work is performed
- ✓ Create more opportunities for individuals and teams to be involved in decision-making processes
- ✓ Meet WHS requirements to reduce risks to mental and physical injury

BUILD RESILIENCE

- ✓ Provide stress management and resilience training for those in high risk jobs
- ✓ Provide stress management and resilience training which use evidence-based approaches such as cognitive behavioural therapy
- ✓ Create a workplace that provides opportunities for regular physical activity
- ✓ Provide mentoring and coaching

SUPPORT RECOVERY

- ✓ Provide training programs for leaders and supervisors on how to support workers' recovery from mental illness and during stressful life events
- ✓ Facilitate flexible sick leave arrangements
- ✓ Provide return-to-work programs
- ✓ Modify job/work schedule/duties where appropriate
- ✓ Ensure that those with a history of mental illness (and their carers) are not discriminated against

BUILD BETTER WORK CULTURES

- ✓ Provide training programs for leaders and supervisors including workplace mental health education
- ✓ Ensure senior staff are engaged in mental health promotion and ensuring a safe and positive climate
- ✓ Develop, implement and monitor a mental health policy including zero tolerance of bullying and discrimination
- ✓ Ensure that change is managed in an inclusive manner with open and realistic communication

EARLY INTERVENTION

- ✓ Promote and facilitate staff to seek help early
- ✓ Consider providing a peer support program for staff

✓ Provide mental health training so all staff can help support each other

INCREASE AWARENESS

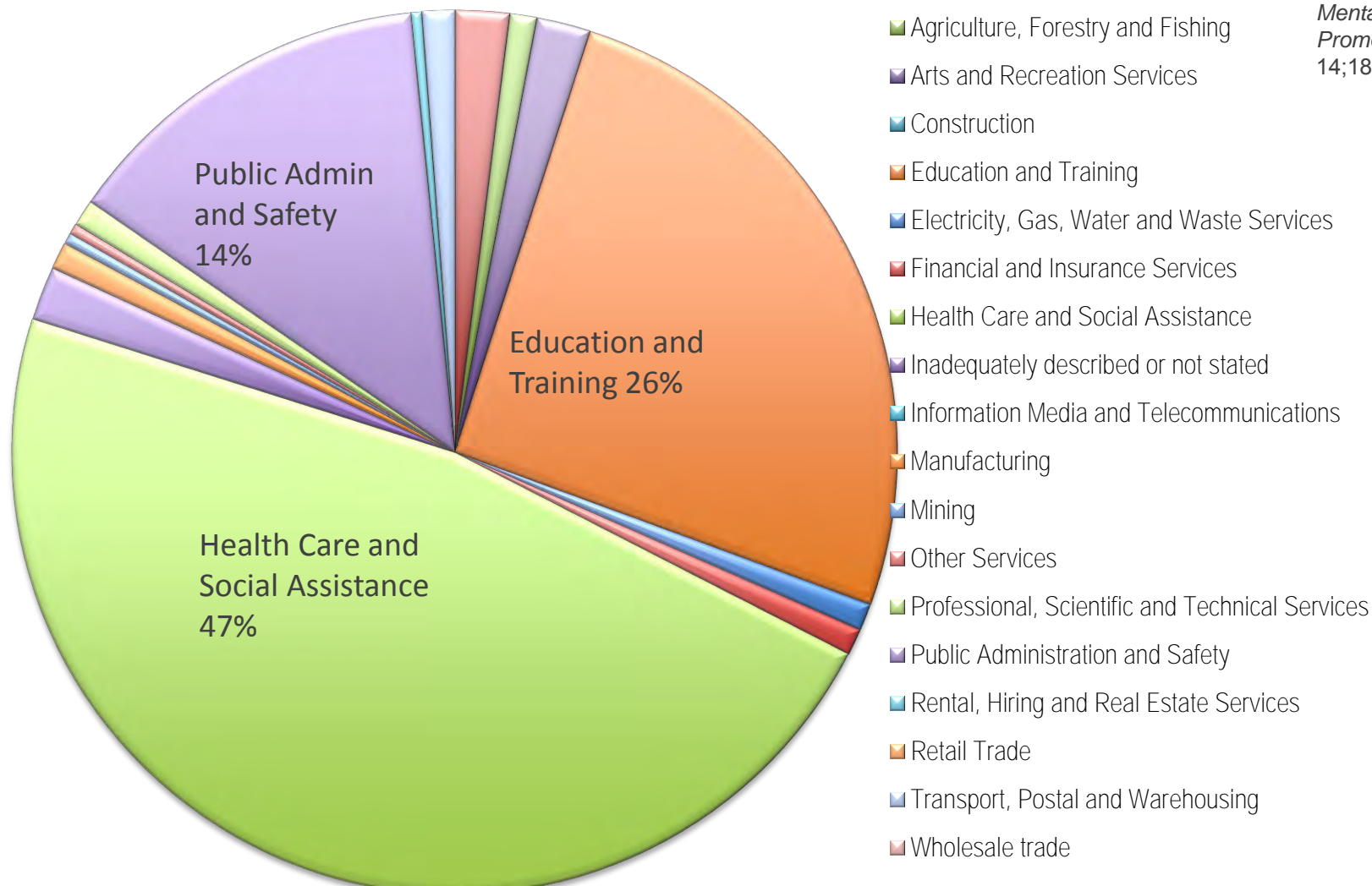
✓ Conduct regular mental health awareness programs and training

- ✓ Include mental health in staff induction development
- ✓ Actively engage in R U OK? Day and World Mental Health Day

Harvey, B., et al. "Developing a mentally healthy workplace: A review of the literature." *UNSW Australia, Psychiatry Medicine, Australian School of Business, Black Dog Institute & National Mental Health Commission* (2014)

Snapshot: What industries have taken up MHFA?

MHFA Courses in last 12 months (%)



Bovopoulos N, et al
*International Journal of
Mental Health
Promotion*. 2016 Mar
14;18(2):65-82.

Which industries are at higher risk?



Anxiety Disorders higher in:

- IT
- Medical
- Financial
- Insurance

Depression higher in:

- Accommodation
- Food services
- Professional
- Technical
- Services industries



Substance Use Disorders higher in:

- Mining
- Construction
- Accommodation
- Food services



Support by leadership



SA's Mental Health Commissioner Chris Burns has said:

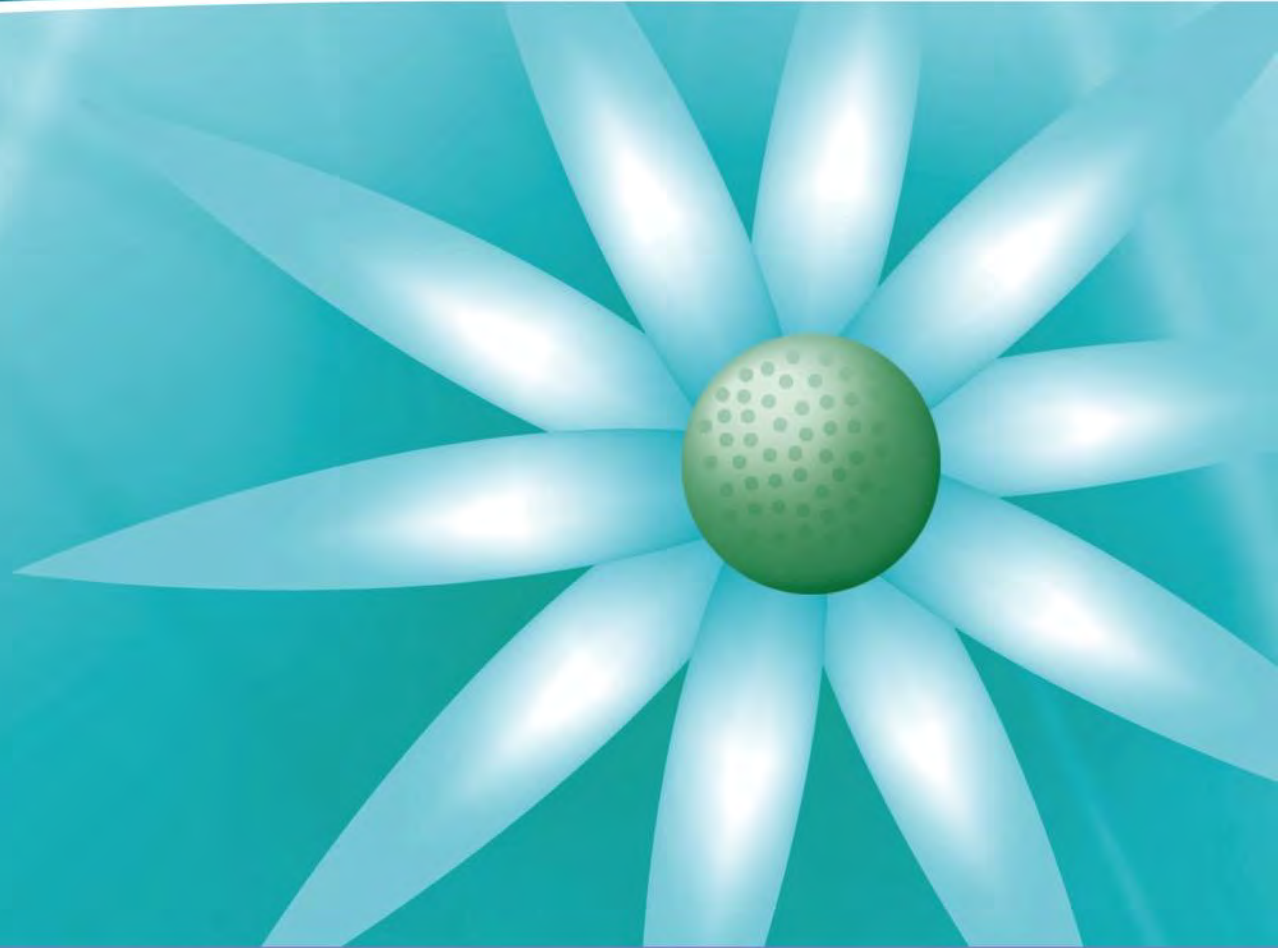
It was “the most powerful to days I’ve had [in the job]...it empowers you. How can you, as a non-clinician ... help a person who is demonstrating signs of, potentially, mental illness?”

He says the course gave him the tools to respond appropriately to a colleague or friend revealing that they are struggling with mental ill-health.

“It’s not wrong to ask a person if they were having thoughts of suicide...Before I’d done the course I would never had done that – but I felt empowered as a result of the course. They may just need to sit down for a coffee to talk it through with you.”



Guidelines for workplaces



Guidelines for managers and co-workers

PROVIDING MENTAL HEALTH FIRST AID TO A CO-WORKER

MENTAL HEALTH FIRST AID GUIDELINES

Mental health problems are common in the workplace and the symptoms can affect performance, e.g. due to problems with concentration, memory, decision-making and motivation. While some people with mental health problems manage their symptoms without impact on their workplace supports, others may require short-term or ongoing treatment. Most people with mental health problems who receive treatment respond with improved work performance. Investing time and support to retain an experienced and skilled employee with a mental health problem is usually more cost-effective than recruiting and training a new person.

Work can be beneficial or harmful to mental health depending on the circumstances. If a person has a mental health problem, being at work in a supportive workplace can assist in their recovery. The level of support needed will fluctuate, as the symptoms of most mental health problems come and go over time.

Providing mental health first aid when a worker is showing the early signs and symptoms of a mental health problem is important, as it can assist the person to return to their usual performance quickly. Failing to provide mental health first aid can lead to the problem worsening or a crisis emerging.

Mental health first aid is defined as 'the help offered to a person developing a mental health problem, experiencing a worsening of an existing mental health problem or a mental health crisis. The first aid is given until appropriate professional help is received or until the crisis resolves'.

Box 1: Signs and symptoms of a mental health problem at work

Behaviours

- Not getting things done
- Erratic behaviour
- Emotional responses
- Complaints about a lack of management support
- Fixation with fair treatment issues
- Complaints of not coping with workload
- Appearing withdrawn
- Reduced participation in work activities
- Increased consumption of caffeine, alcohol, cigarettes and/or sedatives
- Inability to concentrate
- Being indecisive
- Difficulty with memory
- Loss of confidence

- Unplanned absences
- Conflict with team members/manager
- Use of grievance procedures
- Increased errors and/or accidents.

Physical/physiological signs

- Tired all the time
- Sick and run down
- Headaches
- Persistent/resistant musculo-skeletal complaints
- Reduced reaction times
- Difficulty sleeping
- Weight loss or gain
- Dishevelled appearance
- Gastro-intestinal disorders.

Source: <http://resumetowork.workplace-mentalhealth.net.au>

All MHFA guidelines can be downloaded from mhfa.com.au

Developed using the Delphi expert consensus methodology using the consensus of experts from developed English-speaking countries who were:

- **People with lived experience of working whilst having symptoms of mental health problems**
- **Managers with experiencing supervising employees with MHPs or training in MH**
- **Workplace mental health professionals.**

Guidelines for co-workers and managers

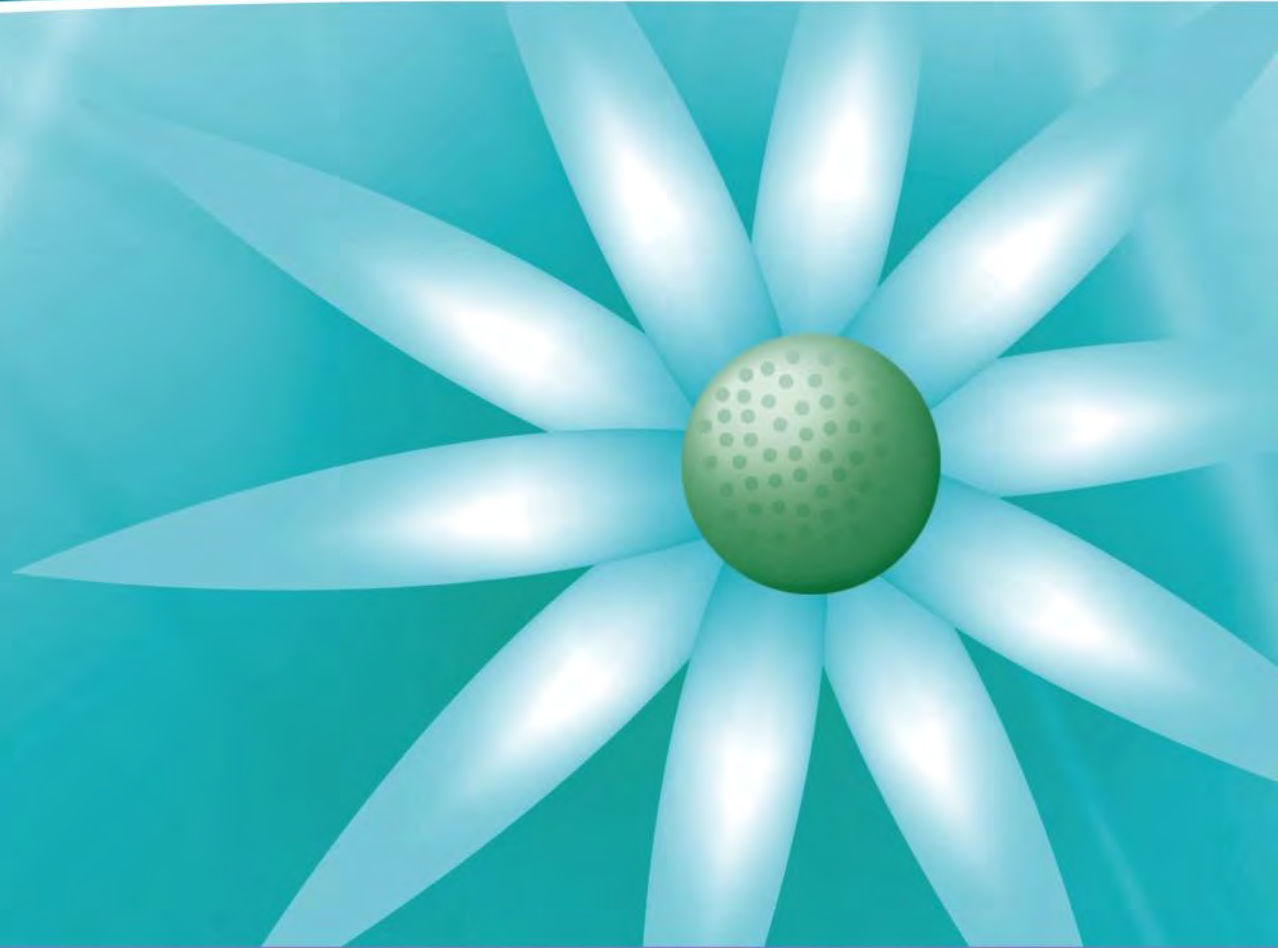
What a worker and manager should do to help a co-worker, including:

- Signs and symptoms of a mental health problem at work
- How work contributes to mental health problems
- How to approach and talk with the person in a caring and non-judgmental way
- Guidance for managers including reasonable adjustments or performance management
- Strategies for managing crisis situations, like acute distress and intoxication in the workplace.





Implementing a mental health first aid workplace strategy





What is a Mental Health First Aid Officer?

A Mental Health First Aid Officer is an **Accredited Mental Health First Aider** appointed in their workplace to:

- Provide mental health first aid within their worksite as needed, at their level of competence and training.
- Escalate any matters if required in a prompt and appropriate fashion according to their relevant organisational policy and procedures.



Who can be a Mental Health First Aid Officer?

The Mental Health First Aid Officer must:

- Hold a current Mental Health First Aid certificate endorsed by Mental Health First Aid Australia and be available for any additional training as required
- Spend the vast majority of their working hours on site at the workplace for which they are nominated
- Be able to be called away from their normal duties at short notice if required
- Be able to maintain confidentiality as appropriate
- Demonstrate an ability to relate well to other workers.



What about employer responsibilities?

It is the responsibility of the employer to:

- Allow MHFA Officers to undertake appropriate training as required
- Advise MHFA Officers of psychological hazards
- Clearly communicate to workers how to access MHFA Officers in suitable public areas
- Provide a space accessible and suitable for private conversations
- Ensure workers have access to MHFA Officers at all times
- Instruct MHFA Officers not to provide help outside scope of mental health first aid
- Ensure workers know what to do in a mental health crisis situation
- Provide funding and time for MHFA Officers to maintain their accreditation.

Case study: Norton Rose Fulbright Australia



- In response to statistics that lawyers are higher risk of mental health problems
- 20% of MHFA Officers are in leadership
- Strong leadership support
- Aim to have a MHFA officer in every team
- Have a *MHFA room* in every worksite
- Promote through intranet, pop ups on computers and internal LCD screens, noticeboards and social events
- Training MHFA officers globally with tailored blended MHFA for the Legal Profession Course.



Benefits for recipient of MHFA

“.....this is when I really realised that things had turned around is a guy from a small site [in] regional NSW...a man in his late 40s and...he had a panic attack at work and his team huddled around him got him support made sure he got to the doctor, gave him a few days off...but then what he did was he posted his story on the shared message board...and he explained what happened to him, and he said part of his recovery was that he wanted to speak about it so that if it ever happened to someone else they would know it was normal and I thought that was so powerful because if you looked he was a man in his 40s from regional Australia generally those may not be the ones that open up the most that share a mental health experience.”

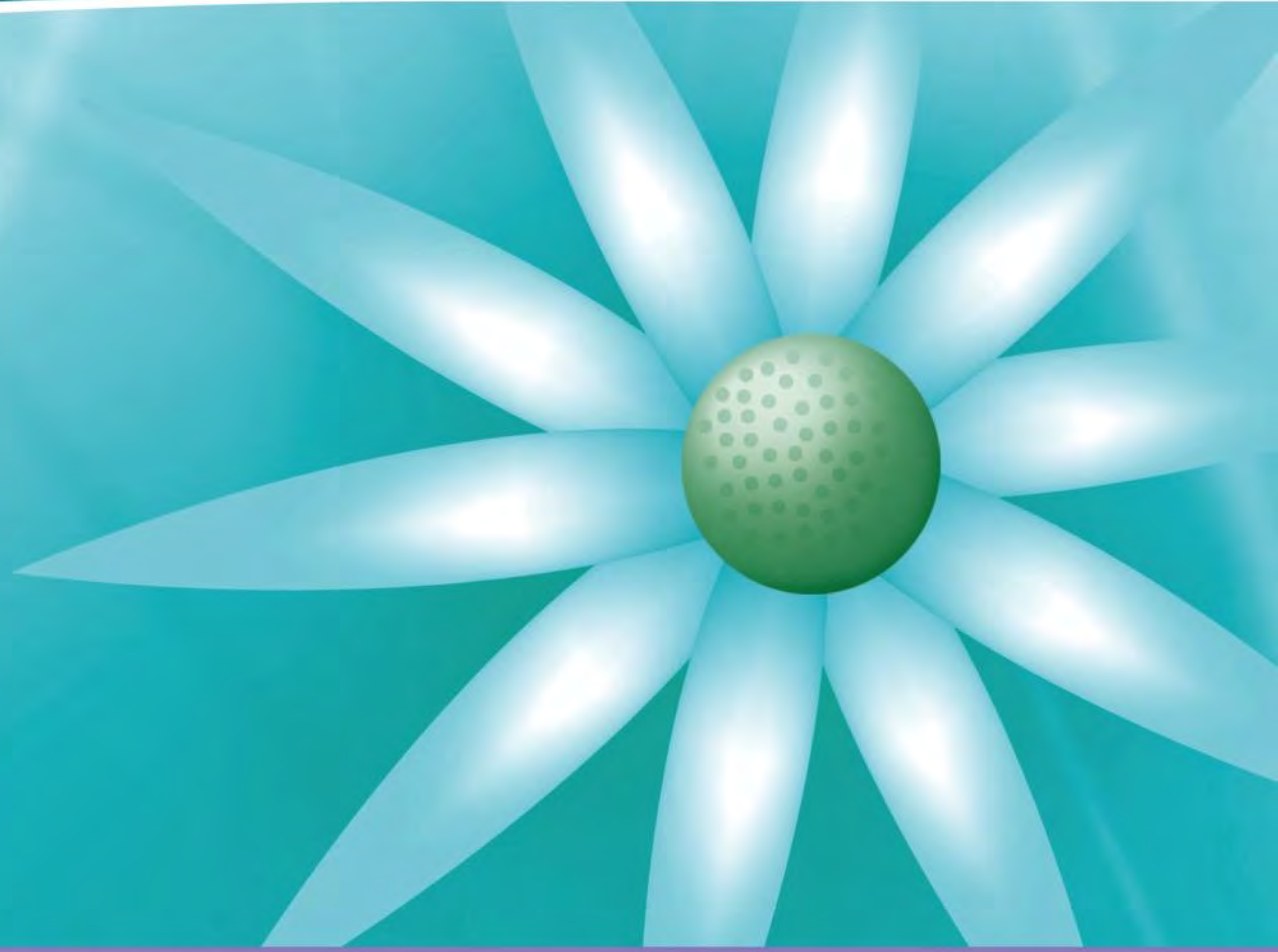


Benefits for MHFA Officers

"I found that it's been excellent ...in terms of any conversations or advice I give out to managers particularly around performance management or behavioural concerns or whatever it might be, my line of questioning first is "Have you had a conversation with this individual and determined that there aren't any factors outside of the work environment that maybe causing X,Y and Z?"



Available training options





MHFA Course Content

- Mental health problems in Australia
- Mental Health First Aid Action Plan
- Depression
- Anxiety problems
- Psychosis
- Substance use problems
- Eating disorders *
- Suicidal thoughts or behaviours
- Non-suicidal self-injury
- Panic attack
- After a traumatic event
- Acute psychotic state
- Severe effects from alcohol or other drug use
- Aggressive behaviour

Accredited MHFAiders

- Course participants who complete 12-14 hour MHFA courses or Blended MHFA Courses are eligible to become Accredited MHFAiders
- After completing their training, participants can complete a standardised online Accreditation Assessment and become an **Accredited MHFAiders for 3 years.**
- Eligible to complete half-day Refresher training 3 years later.
- Over 50,000 people have become Accredited MHFAiders since program launched in mid 2015.



Standard MHFA Course

- **12 hour face-to-face course** can be delivered over 2-days or 4 separate modules of 3 hours each.
- Directed at adults helping other adults, suitable for delivery in workplaces and in the community.
- 4th Edition Standard MHFA launched 2017
- Eating disorders and gambling problems covered in manual.
- **tailored Blended training** also available for the workplace, legal professionals, tertiary students, pharmacy staff and later this year, financial professionals.



Specialised courses

- **4-hour** MHFA for the Suicidal Person specialised standalone training
- **90-minute** session for senior leaders and managers to be launched later in 2017.



Training to deliver MHFA Courses

- Instructors attend a 5-day training course and receive ongoing support.
- Instructors sign an agreement they will teach with fidelity to the curriculum.
- A range of backgrounds, but must fulfill:
 - Knowledge of mental health problems
 - Personal or professional experience
 - Background knowledge of services
 - Favourable attitudes
 - Teaching and communication skills
 - Interpersonal skills
 - Business plan or organisational support.



Skilled Workplaces Initiative

- Recognises and rewards workplaces rolling out MHFA Courses to employees.
- Workplaces can apply for recognition for bronze, silver or gold status if they maintain a certain percentage of staff with a current MHFA certificate.
- Currently being re-developed to help workplaces develop action plans to help guide them towards larger goals around building capacity in their workforce.



The MHFA website

- Find an instructor or course in your area
- Enrol in eLearning
- Download guidelines, policy template and apply to be a skilled workplace.

www.mhfa.com.au



The screenshot shows the MHFA Australia website. The top navigation bar includes links for 'About', 'Courses', 'Find an Instructor', 'Be an Instructor', 'Resources', 'Research', and 'Shop'. A dropdown menu is open under 'Courses', listing 'Courses Calendar', 'Face-to-face', 'Blended', 'eLearning', 'MHFAider Accreditation', and 'FAQs'. The main content area features a banner for a new course: 'Do you help a suicidal person? The specialised course "MHFA for the Suicidal Person" is now available!'. Below this, it states: 'Based on our "Suicidal Thoughts and Behaviours: First Aid Guidelines". This course is taught by accredited MHFA Instructors over 4 hours face-to-face training. Content is evidence-based and has been developed by mental health professionals, researchers and consumer advocates.' Below the banner is a 'Latest news' section with three items: 'MHFA CEO nominated for Australian Mental Health Prize', 'Rugby Unite raise funds to deliver MHFA to rugby clubs in QLD', and 'In Australia there's a Mental Health First Aid Course for everyone, everywhere'.