GUIDE

MENTAL HEALTH FIRST AID

5-STEP GUIDE

1 GREET & ASSESS

- Approach with warmth.
- Assess for immediate safety risks.
- If unsafe, prioritise safety and seek professional help.

2 UNDERSTAND AND LISTEN

- Offer a safe space to share.
- Listen without judgement.
- Use open-ended questions to encourage openness.

3 INFORM AND BREATHE

- Share information about mental health resources.
- Guide them through simple breathing exercises.

4 DIRECT AND CONNECT

Help them access support:

- Connect with a support line, mental health professional or online resources.

Beyond Blue
Call 1300 22 4636
Chat online
beyondblue.org.au

Lifeline
Call 13 11 14
Chat online at
lifeline.org.au

5 ENCOURAGE AND DEBRIEF

- Praise their courage.
- Discuss current feelings and coping strategies.
- Encourage self-care and plan for ongoing support.

Argent Training
www.argenttraining.com.au

0404883145
contact@argenttraining.com.au