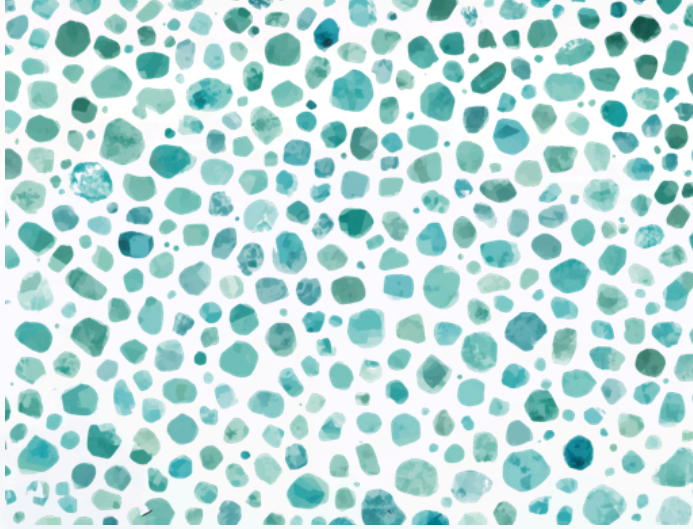
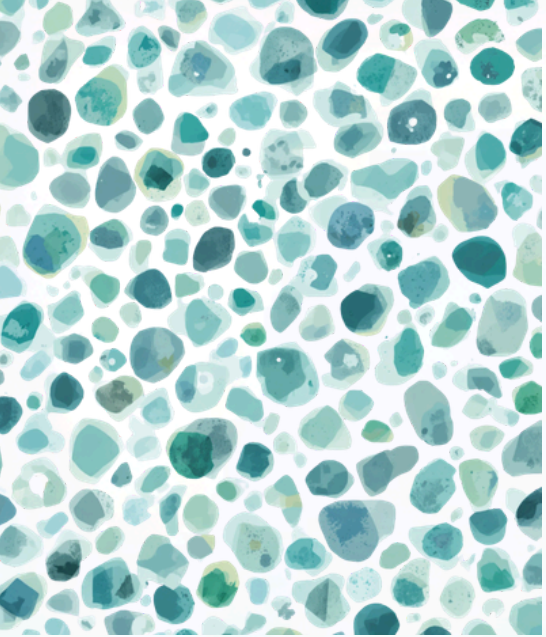
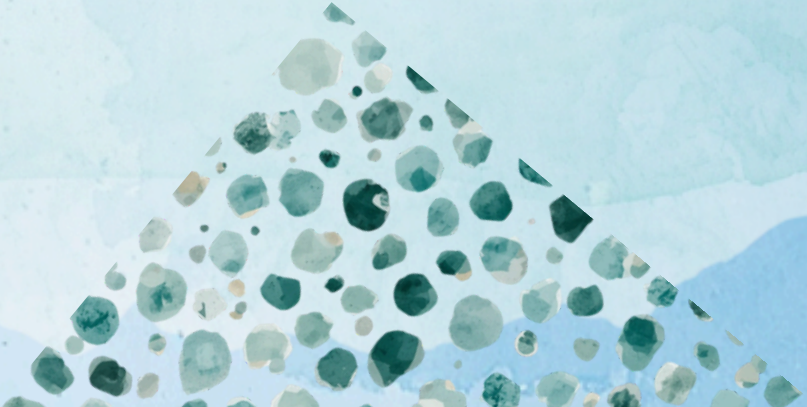




MtHFA Combined Course

Psychological First Aid • Crisis
Response • Suicide Safety •
Cultural Safety
Trainer Delivery Slides





Course Overview



Understanding Mental Health



Psychological First Aid (PFA)



Crisis Recognition & Response





Course Overview



Suicide Safety



Recovery Oriented Support



Cultural Safety



Course Overview

Legal & Ethical
Responsibilities
Duty of care,
confidentiality,
mandatory
reporting & scope
of practice

Self Care for
Helpers
Burnout
awareness,
compassion
fatigue, boundaries
& debriefing

Your Learning
Journey
Recognise,
respond & support
with confidence
and compassion

Learning Outcomes

Recognise signs of distress

.....

Provide PFA using LOOK-LISTEN-LINK

.....

Respond safely to crises

.....

Ask directly about suicide

.....

Apply cultural safety

.....

Maintain boundaries

.....

Document and report appropriately

.....

Respond with clarity and compassion

.....

MHFA Principles

LOOK

Observe the situation, assess safety, and check the environment for risks.

LISTEN

Connect with compassion, validate feelings, and provide calm, non-judgmental support.

LINK

Assist with next steps, connect to appropriate supports, and facilitate referrals.

Understanding Mental Health



The mental health continuum ranges from thriving wellbeing to severe illness.



Mental illness and poor mental health are not the same – one is clinical, one is universal.



Stigma and misconceptions create barriers to help-seeking and recovery.



Biological, psychological, social, and cultural factors all influence wellbeing.



Everyone sits somewhere on the mental health spectrum – it shifts across our lifetime.

Early Warning Signs

Emotional

Sadness, anxiety, mood swings

Behavioural

Withdrawal, isolation, changes in routine

Cognitive

Confusion, poor concentration, negative thinking

Physical

Fatigue, headaches, sleep disturbance

Key Signs

Sudden changes in mood or behaviour

Reach Out

Ask, listen, and connect with support

Psychological First Aid (PFA)



Provides immediate emotional and practical support to those in distress.



Practical and compassionate – focused on human connection, not clinical treatment.



Focused on safety and stabilisation in the immediate aftermath of a crisis.



Not counselling or diagnosis – PFA does not require clinical qualifications.



Supportive and practical: helping people feel heard, safe, and connected to care.

PFA Action Principles

LOOK
Safety,
environment
& risks

LISTEN
Calm
presence &
empathy

LINK
Needs,
supports &
next steps

PFA Skills



Active listening – Give full attention, reflect back, and validate the person's feelings without interruption.



Grounding techniques – Help the person stay present using simple breathing, sensory, or anchoring exercises.



Calm communication – Use a steady, gentle tone and clear, simple language to reduce distress.



Cultural sensitivity – Respect diverse expressions of distress and adapt your approach to the individual's background.



Practical assistance – Offer concrete help such as connecting to services, safety planning, or meeting immediate needs.

Recognising Mental Health Problems



Noticing patterns of change in behaviour, mood, or functioning over time



Understanding cultural expressions of distress and how they may differ



Approaching someone safely with care, respect, and a non-judgmental attitude



Building rapport through active listening, warmth, and genuine concern



Identifying distress sensitively without labelling or making assumptions

Crisis Recognition



Panic or severe anxiety – overwhelming fear, rapid breathing, inability to calm down.



Aggression or agitation – heightened irritability, hostility, or unpredictable behaviour.



Disorientation or confusion – difficulty understanding surroundings or responding coherently.



Trauma response – emotional shutdown, dissociation, or acute distress reactions.



Suicide risk – expressions of hopelessness, self-harm ideation, or intent to end life.

Crisis Response Framework

Step 1

Ensure Safety
Remove hazards &
secure the
environment first.

Step 2

Stay Calm
Regulate your own
response to model
calm presence.

Step 3

Assess the
Situation
Observe risks,
needs & the
person's state.

Step 4

De-escalate
Use calm tone,
space & simple
language to
reduce tension.

Crisis Response Framework

1. Provide PFA
2. Offer calm presence, active listening, and practical psychological first aid support

1. Seek Help
2. Contact emergency services, mental health professionals, or organisational supports

1. Document
2. Record observations, actions taken, and outcomes clearly, objectively, and promptly

De-escalation Techniques

🎵 Calm Tone

Speak slowly and softly to
reduce tension

↔ Give Space

Avoid crowding; respect
personal boundaries

💬 Simple Language

Use clear, short
sentences; avoid jargon

🤝 Acknowledge Feelings

Validate emotions without
judgment

🚫 Avoid Confrontation

Do not argue or challenge
the person

✅ Offer Choices

Restore a sense of control
and agency

Suicide Safety



Ask directly – "Are you thinking about ending your life?"



Listen without judgment – create a calm, safe space



Ensure immediate safety – remove access to means if safe



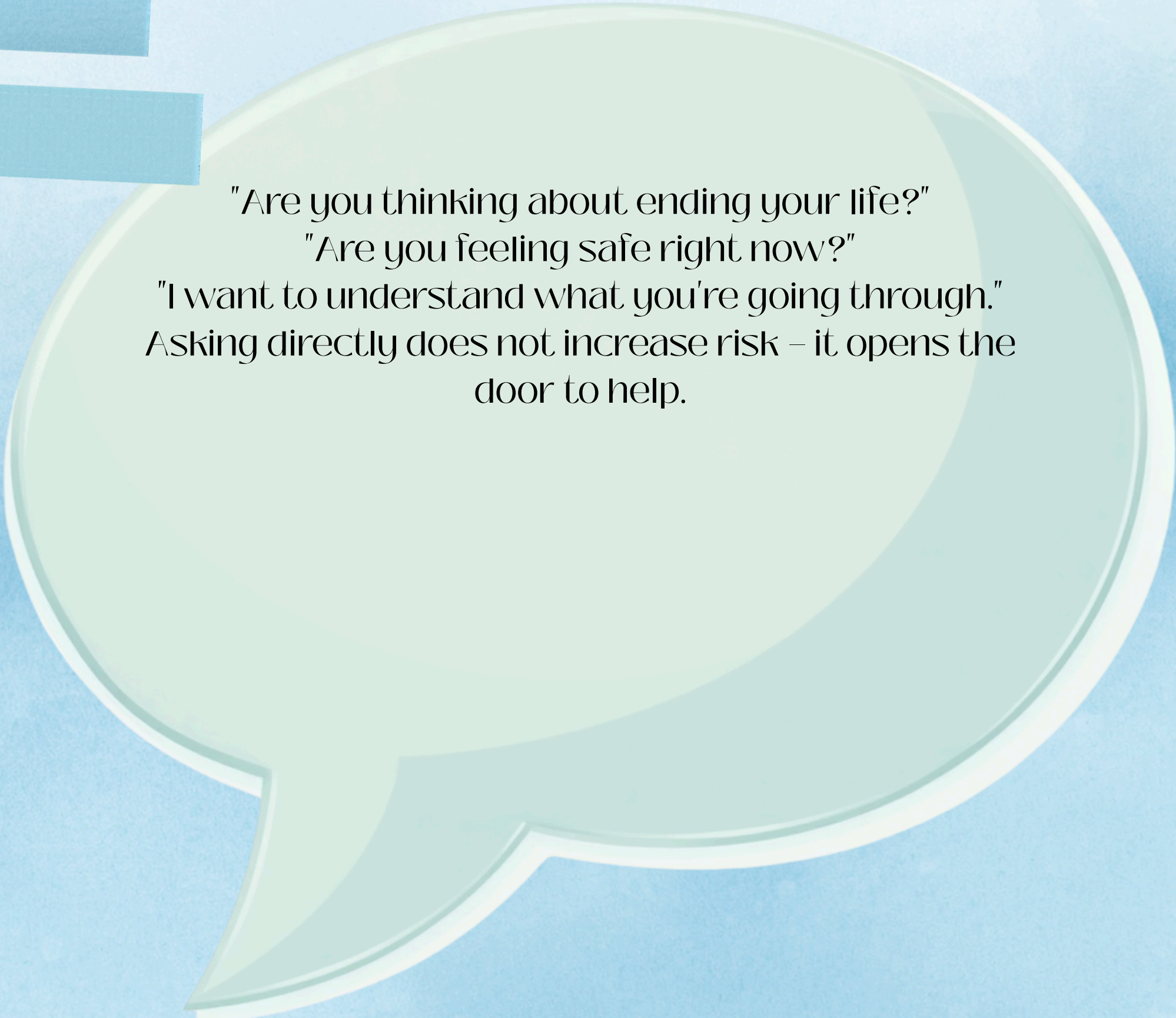
Do not leave the person alone if they are at risk



Contact appropriate supports – emergency services or crisis team



Asking About Suicide



"Are you thinking about ending your life?"

"Are you feeling safe right now?"

"I want to understand what you're going through."

Asking directly does not increase risk – it opens the
door to help.



Immediate Safety Steps



Stay with the person – do not leave them alone if there is risk of harm.



Move to a safe space – guide them away from hazards or high-risk environments.



Reduce access to means – safely limit access to harmful objects or substances.



Contact emergency services – call 000 or appropriate crisis support immediately.



Follow organisational procedures – document, report, and escalate as required.

Supporting Recovery



Hope – Believe that recovery is possible and encourage a positive outlook.



Empowerment – Support the person to make their own informed decisions.



Strengths-Based Support – Focus on what the person can do, not just their challenges.



Self-Determination – Respect autonomy and the individual's right to direct their recovery.



Connection – Foster meaningful relationships, community ties, and support networks.

Recovery Support Strategies



Encourage professional help – connect to therapists, counsellors, or support services.



Support self-care – promote healthy routines, rest, nutrition, and physical activity.



Build support networks – strengthen connections with family, friends, and community.



Maintain boundaries – model and uphold healthy helper-client boundaries.



Promote autonomy – empower individuals to lead their own recovery journey.

Cultural Safety



Working with Diverse Communities



Aboriginal & Torres Strait Islander peoples – honour culture, Country, and community protocols.



CALD communities – be mindful of language barriers and cultural expressions of distress.



Refugees & asylum seekers – recognise trauma histories and heightened vulnerability.



LGBTQIA+ individuals – affirm identity and create a safe, non-judgmental space.



Faith-based communities – respect spiritual beliefs and involve trusted community leaders.

Legal & Ethical Responsibilities



Duty of care – You have a legal obligation to take reasonable steps to prevent harm to those you support.



Confidentiality limits – Information shared must be kept private, except where safety or mandatory reporting applies.



Mandatory reporting – Certain disclosures require you to report to authorities regardless of consent.



Informed consent – Always seek permission before providing support or sharing information about someone.



Scope of practice – Act only within your training and role; refer on when needs exceed your capacity.

Documentation Requirements



Factual – Record only what was observed or said, not assumptions or opinions.



Objective – Use neutral, non-judgmental language in all written records.



Clear – Write in plain language that is easy to understand and unambiguous.



Timely – Complete documentation as soon as possible after the interaction.



Confidential – Store and share records only in accordance with privacy obligations.

Self-Care for Helpers



Burnout awareness – Recognise early signs of emotional exhaustion and reduced effectiveness.



Compassion fatigue – Understand the emotional cost of caring and how to manage it.



Vicarious trauma – Acknowledge the impact of repeated exposure to others' distress.



Boundaries – Maintain clear professional and personal limits to protect wellbeing.



Debriefing – Engage in regular structured reflection and peer support after difficult encounters.

Self-Care Strategies



Rest and recovery – Prioritise sleep, downtime, and physical wellbeing to restore energy.



Support networks – Stay connected with trusted colleagues, friends, and mentors.



Mindfulness – Use breathing, grounding, and reflective practices to stay present.



Supervision – Engage in regular professional supervision and peer debriefing.



Work-life balance – Set clear boundaries between your helper role and personal life.

Practice Scenarios



Psychological First Aid (PFA) – apply LOOK, LISTEN, LINK in a simulated support scenario



Crisis Response – practise step-by-step de-escalation with a distressed individual



Suicide Safety – role-play asking directly about suicide and ensuring immediate safety



Cultural Safety – adapt communication and approach for a person from a diverse background



Communication Skills – demonstrate active listening, calm tone, and empathic engagement

Assessment Overview



Knowledge questions – written assessment of key MHFA concepts and principles



Practical demonstrations – observed application of PFA and communication skills



Crisis simulations – role-play scenarios testing crisis recognition and response



Suicide safety simulation – safe messaging and direct questioning practice



Documentation tasks – accurate, confidential record-keeping exercises

Certificate of Completion

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Statement of Attainment

Certificate of Completion
(MHFA Aligned)
Awarded to participants
who have successfully
completed the MHFA
Combined Course covering
Psychological First Aid,
Crisis Response, Suicide
Safety, and Cultural Safety.

Statement of Attainment
(Accredited Units)
Issued upon completion of
nationally recognised
accredited units. Confirms
competency against formal
training package standards
where applicable.



*Thank
You*

