

MHFA Combined Course — Trainer Answer Key Workbook

Psychological First Aid • Crisis Response • Suicide Safety • Cultural Safety

Aligned to PUARCV001, CHCMHS001, CHCCCS019, CHCCCS003

This version is for **trainers only**. It includes:

- Model answers
- Acceptable variations
- Trainer notes
- Assessment indicators

Learners should **not** receive this version.

CHAPTER 1 — Introduction to the Course

1.1 Why You Are Here — Trainer Notes

Accept any answer that reflects:

- Desire to learn
- Improve skills
- Support others
- Professional development

1.2 Experience With Mental Health — Trainer Notes

Accept any level of experience. Important: Validate learner experiences and maintain emotional safety.

CHAPTER 2 — Understanding Mental Health

Activity 2.1 — Mental Health Continuum (Answer Key)

Experience	Placement
Trouble sleeping	Reacting
Feeling hopeless	Struggling
Mild stress	Reacting

Experience	Placement
Panic attack	Crisis
Feeling motivated	Healthy
Withdrawing from friends	Struggling

Reflection 2.2 — Stigma

Accept answers that mention:

- Shame
- Misunderstanding
- Cultural stigma
- Fear of judgment

CHAPTER 3 — Psychological First Aid (PFA)

Activity 3.1 — LOOK–LISTEN–LINK (Model Answers)

LOOK:

- Safety hazards
- Signs of distress
- Environment

LISTEN:

- Validate feelings
- Use calm tone
- Allow silence

LINK:

- Contact supports
- Provide practical help
- Encourage professional help

Reflection 3.2 — Communication Style

Accept answers showing:

- Empathy
- Calmness
- Listening skills

★ CHAPTER 4 — Recognising Mental Health Problems

Activity 4.1 — Early Warning Signs (Model Answers)

Emotional:

- Sadness
- Anxiety
- Irritability

Behavioural:

- Withdrawal
- Avoidance
- Changes in routine

Cognitive:

- Confusion
- Negative thinking
- Difficulty concentrating

Physical:

- Fatigue
- Headaches
- Restlessness

Reflection 4.2 — Approaching Someone

Accept any respectful, non-judgmental phrasing.

★ CHAPTER 5 — Crisis Recognition & Response

Activity 5.1 — Crisis Indicators (Correct Answers)

Ticked items should be:

- ✓ Disorientation
- ✓ Panic
- ✓ Giving away belongings
- ✓ Aggression

Activity 5.2 — De-escalation Phrases (Examples)

- “I’m here to help.”
- “Let’s take this one step at a time.”
- “You’re safe right now.”

CHAPTER 6 — Suicide Safety & Intervention

Activity 6.1 — Asking About Suicide (Model Answers)

- “Are you thinking about ending your life.”
- “Are you feeling safe right now.”

Activity 6.2 — Safety Steps (Model Answers)

1. Stay with the person
2. Remove access to means (if safe)
3. Contact emergency services or supervisor

Reflection 6.3 — Feelings About Asking

Accept any honest response. Trainer note: Normalise discomfort.

CHAPTER 7 — Supporting Recovery

Activity 7.1 — Strengths-Based Support (Examples)

- Resilience
- Supportive family
- Problem-solving skills

Reflection 7.2 — Empowerment

Accept answers that show:

- Respect for autonomy
- Encouraging choice
- Supporting independence

CHAPTER 8 — Cultural Safety & Diversity

Activity 8.1 — Cultural Assumption to Avoid (Examples)

- Assuming eye contact norms
- Assuming family involvement
- Assuming mental health beliefs

Activity 8.2 — Culturally Safe Questions (Examples)

- “Is there anything culturally important I should know.”
- “Would you like a family member involved.”

CHAPTER 9 — Legal & Ethical Responsibilities

Activity 9.1 — Duty of Care Overrides Confidentiality (Examples)

- Suicide risk
- Threats to others
- Child safety concerns

Activity 9.2 — Out-of-Scope Actions (Correct Examples)

1. Diagnosing mental illness
2. Providing therapy
3. Making medical decisions

CHAPTER 10 — Self-Care for Helpers

Activity 10.1 — Stress Signs (Examples)

- Irritability
- Fatigue
- Difficulty concentrating

Activity 10.2 — Self-Care Plan (Examples)

1. Debriefing
2. Rest and sleep
3. Mindfulness or exercise

CHAPTER 11 — Practice Scenarios

Trainer Model Responses

1. What did you observe?

- Signs of distress, crisis, or risk

2. What would you say?

- Calm, validating, non-judgmental language

3. Safety steps?

- Ensure safety
- Reduce risks
- Stay with the person

4. Who to contact?

- Supervisor
- Emergency services
- Support person

CHAPTER 12 — Knowledge Checks

Quiz Answers

1. Psychological First Aid
2. Giving away belongings
3. Your own safety
4. Respecting cultural identity
5. Boundaries protect both people

CHAPTER 13 — Assessment Preparation

Trainer Notes

Learners should demonstrate:

- Calm communication
- Safety awareness
- PFA skills
- Crisis response
- Suicide safety
- Cultural sensitivity
- Documentation accuracy

CHAPTER 14 — Completion & Next Steps

Reflection 14.1 — Most Important Learning

Accept any meaningful insight.

Reflection 14.2 — Next Step

Accept any plan for applying skills.