

MENTAL HEALTH FIRST AID



Ensure Safety for Self & Others
Dial Triple Zero (000)
For an Ambulance

5 STEP GUIDE

1 | GREET & ASSESS

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



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.

