



MENTAL HEALTH FIRST RESPONDERS (MHFR)

FUNDAMENTALS

Workforce suicide is the leading cause of death for people up to the age of 44 – aihw.gov.au The overall cost of mental health is the third greatest cost to healthcare following cancer and cardiovascular disease. Mental Health claims are the most common and most costly claims from all Workcover claims related to illness and diseases.

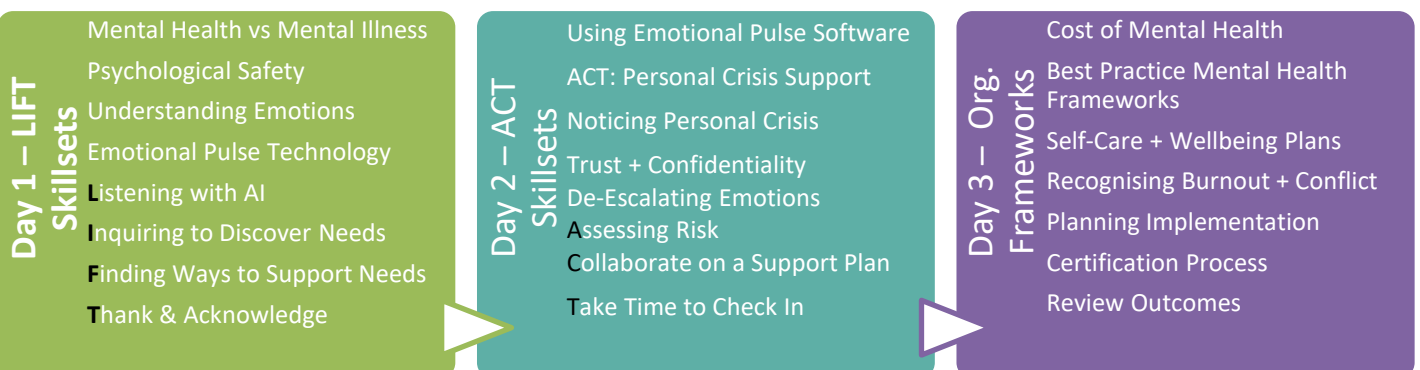
Mental health disorders are experienced by 2 in 5 people (43.7%) and 2 in 3 senior leaders (64%), yet Employee Assistance Programs average usage globally is approximately only 6% (SafeWork Australia, ABS, Bupa, ResearchGate)

This 37%+ gap between support needs and support provided emerges due to the following issues:

- People don't feel psychologically safe to express their mental health challenge to employers
- Workplace cultures lacked trust and don't often welcome people to express their emotions
- Workplaces don't often have a routine means to allow people to check-in with their emotional state confidentially
- Leaders don't often actively check-in with teams in a structured way to support mental health and wellbeing
- When support is needed people can't easily find who can support them in a confidential , trusted and skilled way
- Friends are most trusted though don't have certified skills to support
- There was a general stigma that expressing mental health challenges was a shameful act

ABOUT THE PROGRAM

The Mental Health First Responders (MHFR) program is a globally recognised certified program that has been developed using psychology and mental health principles and is endorsed by the Mental Health Foundation Australia. Promotion, Prevention, Early Intervention Support reduce the impact on a person in mental health distress and minimise the time and cost to recover back to a state of stability. Mental Health Distress left undetected and unsupported can lead to chronic mental health issues and increase the chance of risk and time for recovery.



WHO CAN USE THIS

Leaders, Mental Health Supports, Human Resource Leaders, Chaplains, Psychologists, Emergency Responders, Parents, Teachers, Care Workers, Social Workers, First Aiders.



MHFRs vs MENTAL HEALTH FIRST AID

WHAT'S THE DIFFERENCE BETWEEN MHFR & MHFA?

Both programs are certified and endorsed by the Mental Health Foundation Australia. Mental Health First Responder Training is more focused on Promotion, Prevention & Early Intervention Support and creating skillsets for people to support mental health distress and equipping them with the resources required to establish effective mental health frameworks in workplaces, whereas Mental Health First Aid is more focused on understanding the different types of mental health issues and connecting to professional support services in times of Crisis.

WHAT'S THE DIFFERENCE BETWEEN MHFR & MHFA?

Aspect	Mental Health First Responder	Mental Health First Aider
Approach	Universal way of Mental Health Promotion and Prevention based on identified sources of mental and emotional strain	A particular method of Mental Health Intervention based on observable Mental Health Challenges
Process	LIFT + ACT – focus Promotion + Prevention + Early Intervention	ALGEE – focus on Crisis Intervention + Professional Support
Skills Imparted	Identifies distress, provides immediate emotional support & referrals as required	Identifies Mental Health Challenges and refers to qualified support
Duration	1.5 days (3 x 3hrs = 9hrs)	2 days (3 x 4hrs = 12hrs)
Content overview	Interpersonal harm, psychological safety listening, crisis intervention skills, implementing mental health frameworks in organisations	Mental health problems and crisis situations are covered in detail
Content Detail	Interpersonal Harm Covered • Violence, Condemnation, Gossip, Bullying Skills Covered • Emotional Intelligence, Empathic Listening, Identifying Needs, Resilience, Crisis Identification, Crisis Response, De-escalating Strong Emotion, Best-practice Mental Health Frameworks for Organisation, Technology for Organisational Mental Health & Wellbeing	Mental health problems covered • Depression, Anxiety, Psychosis, Substance Use Mental health crises covered • Suicidal thoughts and behaviours, Non-suicidal self-injury, Panic attacks, Traumatic events, Severe Psychotic States, Substance Abuse, Aggressive Behaviour
Evidence Indicates	Good for supporting those in emotional distress and improving organisational culture and management of mental health at work	Good for raising awareness and understanding the different types of mental health challenges
Resources Included	Certified Training Program, Online Resources, Handbook, Technology, Support Community, Workplace Resources for Implementation and Training Teams	Certified Training Program, Online Resources, Handbook

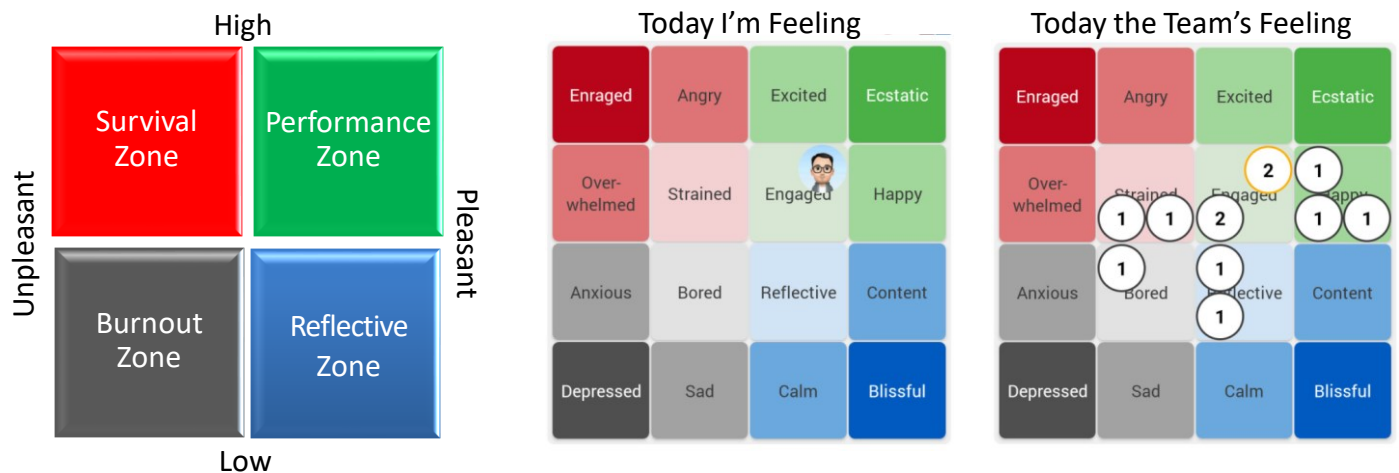


EMOTIONAL PULSE – HUMANISED TECHNOLOGY

FUNDAMENTALS

Mental health issues arise due to acute or long-term physical, emotional or psychological strains. Employers have a duty of care to both provide a workplace where wellbeing can be achieved as well as ensure psychological safety, meaning that employees feel safe enough to be vulnerable in front of each other. There are also proven benefits to productivity, innovation and reduced Workcover claims in these environments.

By routinely understanding the energetic and emotional state of staff, individuals and organisational leaders are better equipped to make timely decisions to foster optimum environments and assist those most in need.

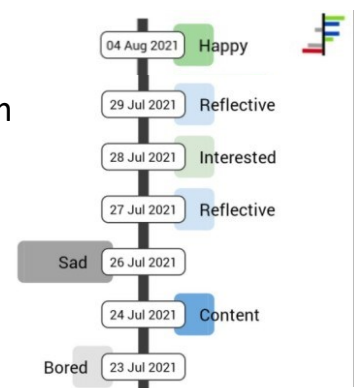


HOW DOES EMOTIONAL PULSE WORK

1. People log their emotional state at a frequency set to a workplan (Daily/Weekly)
2. Software provides confidential insights to individuals and teams about current pulse and emotional patterns
3. Individuals with trends moving toward risk zones are privately made aware and encouraged to invite support
4. People at risk can self-correct and frequency of checks-ins increases until they are safe
5. Privacy of individuals is maintained always until they choose to invite trusted support or may be at risk
6. Anonymous team trends of emotional pulse are provided to leaders for awareness and culture improvements
7. Alerts and connections are made real time with real people who've been trained and certified to respond
8. Escalation to professional support is linked within the technology



Personal/Team Journey & Reports





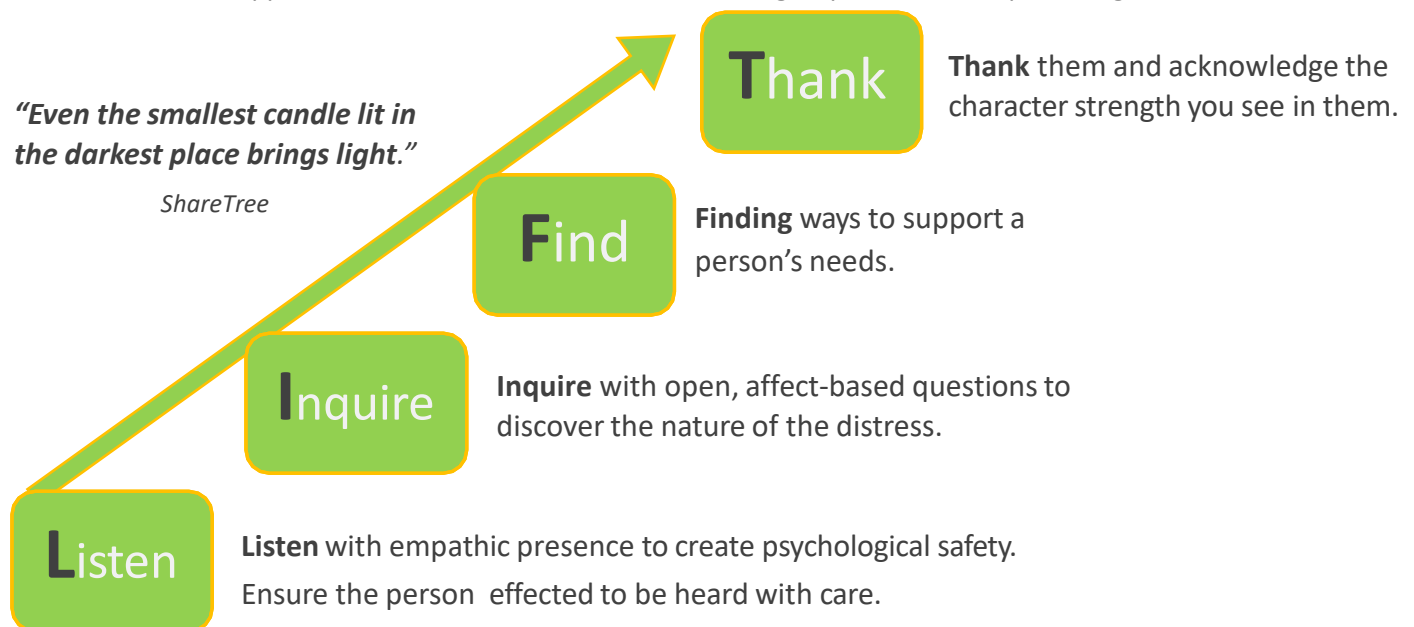
EMOTIONAL PULSE - LIFT WORKFORCE TRAINING

THE LIFT PROCESS

The LIFT Process is designed with qualified psychologists, mediators and character coaches to give people the awareness, skills and strategies to identify psychological hazards in the workplace, enact mitigation strategies and provide immediate support to those affected and distressed through a process of companioning.

"Even the smallest candle lit in the darkest place brings light."

ShareTree



LIFT CORE SKILLS + COMPETENCIES

LISTEN

- Active Listening + Empathic Presence
- Creating Emotional + Psychological Safety
- Recognising Psychologically Unsafe Practices
- Listening to Create Coherence
- The role of Curiosity & Acceptance in Belonging

INQUIRE

- Emotional State and Coherence
- Trauma-Informed Inquiry
- Developing Needs Literacy
- Recognising & Supporting Emotional Responsibility

FIND

- Recognising + Applying the Three Kinds of Support
- Motivational Interviewing
- Meeting Adversity with Character
- Knowing When to Escalate

THANK

- Learning the language of character
- Acknowledging Character Strengths
- Making Vulnerability Safe
- Providing safety and trust to remain connected

WHO CAN USE THIS

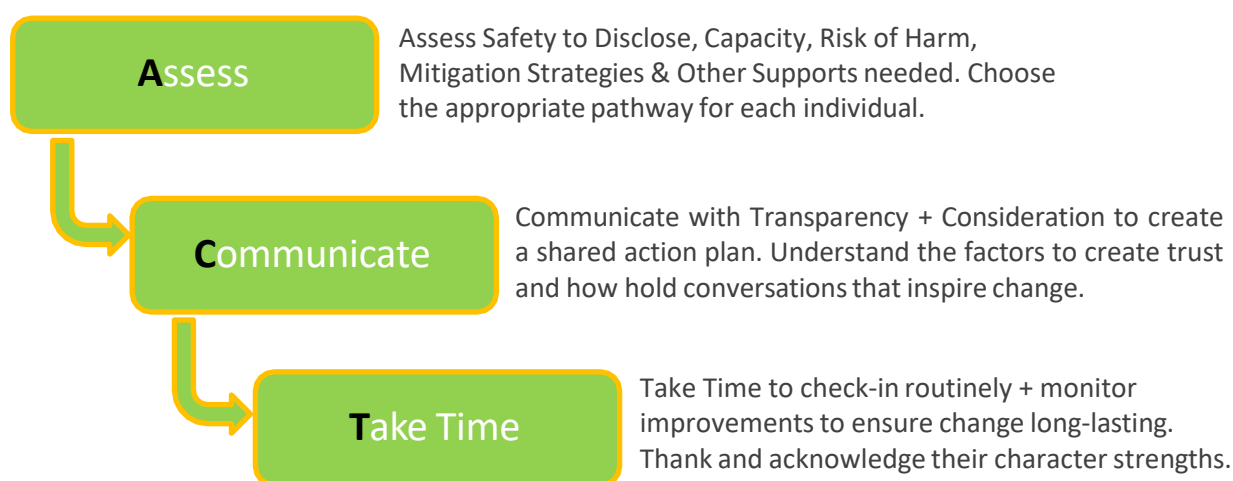
Any Team Culture, Workplaces, Schools, Families, Mental Health Practitioners, Psychologists, Coaches



EMOTIONAL PULSE - LIFT & ACT CERTIFIED TRAINING

THE ACT PROCESS

The ACT Process is designed to give people responsible for acting as Trusted Supports (Managers, Leaders, HR and other support personnel) the awareness, skills and strategies to effectively support someone who is in distress.



ACT CORE SKILLS + COMPETENCIES

ASSESS

- Situational Awareness
- Emergency Empathy
- Safety to Disclose
- Capacity & Directive Action
- Major Sources of Harm + Mitigation Strategies
 - Personal Strain
 - Work Strain
 - Interpersonal Conflict
 - Mental Illness
- Contingency planning
 - Suicide
 - Aggression/Bullying
 - Domestic Violence
 - Mental Health Crises

Capacity Assessment	Type of Support	Function of Supporter	Ownership of Outcome
High	Emotional	Harmonize	Supportee
Medium	Strategic	Strategize	Shared
Low	Material	Actualize	Supporter

COLLABORATE ON A SUPPORT PLAN

- Role, Responsibility & Outcome
- Creating a Shared Agenda
- Professional Supports + Referrals
- Follow-up Plan

TAKE TIME TO CHECKIN

- Effective Interim Supports
- Consolidating Improvements
- Capacity Building + Distributed Supports

WHO CAN USE THIS

Any Team Culture, Workplaces, Schools, Families, Mental Health Practitioners, Psychologists, Coaches



EMOTIONAL PULSE - BALANCE & WELLBEING

COMMUNITY BASED SOLOUTION FOR WORKPLACE WELLBEING

The LIFT + ACT training when combined with emotional pulse enables organisational leaders to empower their culture with the benefits of psychological peer support. In one of the worlds most detailed studies on team performance it has been shown that workplaces that show high psychological safety are more innovative, have less absenteeism and higher productivity, with people reporting higher subjective states of wellbeing. *ref- reworkwithgoogle.com*

Professional	• Psychological / Psychiatric support • Executive Support Services (ESS)	Referral Pathways LIFT +ACT LIFT
Trusted Support	• Targeted Coaching, Advocacy & Guidance • Crisis Mitigation + Response	
Team	• Supportive Communication • Routines to create emotional safety	
Self	• Growth (character) mindset • Wellbeing self-assessment + strategy	

HOLISTIC WORKPLACE BALANCE & WELLBEING

The Balance and Wellbeing App provides a free holistic wellbeing awareness and self reflection assessment that is linked to a self-managed action plan. This plan can be shared in the workplace to be used in conjunction with traditional workplace performance reviews and development plans and works to support the ShareTree Character and Culture App.

