EMPOWERED FORWARD

COMMUNITY AND HEALTH TRAINING

MENTAL HEALTH FIRST AID

Participant Resource Booklet

Support services, quick guides and information to keep after your course

Information only, not medical advice. Current as at 17 October 2026. Currency and accuracy not guaranteed.

Empowered Forward · Community and Health Training
(+61) 0406 255 464 · admin@empoweredforward.com · empoweredforward.com

Important information

This booklet is for information only. It is not medical advice.

In an emergency, or if someone's life is at risk, call **000**.

Information only

This booklet contains general information to support learning from Mental Health First Aid (MHFA) training. It is not medical, psychological, psychiatric, legal or other professional advice, and nothing in it is advice about any particular person or situation. It does not replace diagnosis, treatment or advice from a qualified health professional.

Your responsibility

Anyone who uses this information does so at their own discretion and is responsible for their own decisions and actions. Always seek advice from a qualified health professional or emergency service about any specific situation.

Accuracy and currency

Information is current as at 17 October 2026. Services, phone numbers, opening hours and websites change, and lists are not exhaustive. Currency, accuracy and completeness are not guaranteed. Check details directly with each service before relying on them.

Third-party services

Services, websites and apps listed are run by independent organisations. Their inclusion is not an endorsement or recommendation, and Empowered Forward is not responsible for their content, availability or the services they provide.

MHFA content

Summaries of the MHFA Action Plan and guidance are general only. The MHFA manual and Mental Health First Aid Australia guidelines are the authoritative sources.

No liability

Empowered Forward, its owner and instructors are not liable for the information in this booklet, including its accuracy, currency or completeness, or for any use of, or reliance on, that information. To the extent permitted by law, Empowered Forward accepts no liability for any loss, damage, injury, decision, action or outcome arising directly or indirectly from this booklet, or from any service, website or app listed in it. Nothing in this booklet excludes, restricts or changes any rights you have under the Australian Consumer Law that cannot be excluded.

See also our Medical Advice Disclaimer and Liability Disclaimer at empoweredforward.com.

Welcome

Thank you for completing Mental Health First Aid (MHFA) training with Empowered Forward. This booklet brings together support services, quick guides and information to help you use what you have learned. Keep it somewhere handy, and use it alongside your MHFA manual.

Information is current as at 17 October 2026. Phone numbers and services can change, so currency and accuracy are not guaranteed. Check a service's website if a number does not work.

If someone's life is in danger

Emergency (police, fire, ambulance)	**000**
From a mobile with no coverage	**112**
Lifeline (24/7 crisis support)	**13 11 14**
Lifeline text	**0477 13 11 14**
13YARN (24/7, Aboriginal and Torres Strait Islander crisis support)	**13 92 76**
Suicide Call Back Service (24/7)	**1300 659 467**
1300 MH CALL (Queensland mental health access line, 24/7)	**1300 642 255**

What's inside

- The MHFA Action Plan (ALGEE)
- Asking about suicide
- Looking after yourself
- Recognising when someone is struggling, and what to say
- Quick guides for common crises
- Support services directory
- Finding local services in Queensland
- Getting professional help, apps and online programs
- Health, first aid, accessibility and interstate services
- Alcohol and other drugs: services and substance reference
- After your course
- My wellbeing plan
- My contacts and notes

The MHFA Action Plan

General information only, not advice for any specific situation. The MHFA Action Plan, known as ALGEE, was developed by Mental Health First Aid Australia. The actions can be used in any order, and you may need to repeat some of them. See your MHFA manual for full guidance.

A

Approach, assess for risk of harm, and assist

Choose a suitable time and place, and approach the person if you are concerned. Check for any risk of harm, such as suicide or self-harm, and assist with any crisis. Your own safety comes first.

L

Listen and communicate non-judgementally

Give the person your full attention. Listen without judging, and show empathy and respect.

G

Give support and information

Offer emotional support and hope for recovery, and give practical information if the person wants it.

E

Encourage appropriate professional help

Talk about options such as a GP, psychologist, counsellor or support service, and how to get help.

E

Encourage other supports

Encourage support from family, friends, peer support, cultural and community supports, and self-help strategies.

Asking about suicide

General information only, not advice for any specific situation. MHFA Australia guidance encourages asking directly if you think someone may be thinking about suicide. Asking does not put the idea in their head, and gives them a chance to talk.

Ask clearly, for example:

"Are you having thoughts of suicide?" or *"Are you thinking about killing yourself?"*

If they say yes

- Stay calm, listen, and do not leave them alone if you think they are at immediate risk
- Ask whether they have a plan, and whether they have access to the means
- Work with them to keep them safe, and remove access to means if it is safe to do so
- Connect them with help: call 000 if there is immediate danger, or a crisis line such as Lifeline 13 11 14, 13YARN 13 92 76 or the Suicide Call Back Service 1300 659 467
- Encourage them to see a GP or mental health professional, and involve their supports if they agree

Supporting someone after a suicide

StandBy Support After Suicide offers free support to anyone bereaved or affected by suicide: **1300 727 247** (24/7).

Looking after yourself

- Supporting someone can be draining. Notice how you are feeling afterwards, and take time to rest and recover.
- Debrief with someone you trust, while keeping the other person's information confidential
- Know your limits. You are not expected to be a counsellor, and it is okay to step back and connect the person with others.
- Use your own supports, such as family, friends, your GP or an Employee Assistance Program (EAP)
- If supporting someone has affected you, contact Lifeline 13 11 14 or Beyond Blue 1300 22 4636

Recognising when someone is struggling

General information only, not advice for any specific situation. Everyone is different, but these changes may be a sign that someone is not coping. Look for changes that last two weeks or more, or that are out of character.

Feelings	sad, worried, irritable, hopeless, flat, or quick to anger
Behaviour	withdrawing from people, losing interest in things they enjoyed, using more alcohol or drugs
Thinking	trouble concentrating or making decisions, confused or unusual thoughts
Body	changes in sleep, appetite or energy, unexplained aches and pains
Daily life	struggling at work, school or home, missing commitments, neglecting themselves

Warning signs of suicide: act now

Talking about wanting to die or being a burden, feeling trapped or hopeless, looking for ways to end their life, saying goodbye or giving things away, withdrawing, increased alcohol or drug use, or a sudden calm after a period of depression. If you notice these signs, ask about suicide directly (see page 4).

What to say, and what to avoid

Helpful	Avoid
“I’ve noticed you don’t seem yourself lately. How are you going?”	“Just snap out of it” or “others have it worse”
Ask open questions, and let them talk	Judging, blaming or lecturing
Listen more than you speak. Silence is okay.	Rushing to fix things or giving lots of advice
“That sounds really hard. Thanks for telling me.”	Making jokes about their situation
Ask what would help, and respect their culture and choices	Promising to keep a secret if their safety is at risk

Quick guides for common crises

General information only, not advice for any specific situation. These are brief summaries of MHFA Australia guidance, not medical advice. Your MHFA manual has the full guidance. In an emergency, call 000.

Panic attack

- If you are unsure whether it is a panic attack or a medical problem (such as chest pain), call 000
- Stay calm, speak slowly and clearly, and move somewhere quieter if possible
- Encourage slow, steady breathing with you. Reassure them it will pass and that they are safe.
- Do not dismiss how they feel. Afterwards, encourage them to talk to a GP if panic attacks keep happening.

After a traumatic event

- Make sure the person, and you, are safe. Help them meet basic needs such as warmth, water and contacting loved ones.
- Listen if they want to talk, but do not push them to describe what happened
- Reassure them that strong reactions are common, and encourage support from people they trust
- If distress continues for more than a few weeks, or affects daily life, encourage professional help

Psychosis (losing touch with reality)

- Stay calm, speak simply, and give them space. Do not argue about, or agree with, unusual beliefs.
- Show you care and take their feelings seriously, for example: “That sounds frightening.”
- If there is a risk to their safety or others’, call 000. For advice, call 1300 MH CALL (1300 642 255).

Aggression, or someone affected by alcohol or drugs

- Your safety comes first. Stay calm, keep your distance, speak quietly and do not argue. Leave and call 000 if you feel threatened.
- Do not leave a very drunk or drowsy person alone. If they are unconscious and breathing, use the recovery position.
- Call 000 for any overdose signs (see page 14), and the Poisons Information Centre (13 11 26) for advice

Support services directory

Services are free unless stated. Hours are listed where a service is not 24/7. Most services offer online chat too: check their websites.

MENTAL HEALTH SUPPORT

1300 MH CALL — **1300 642 255**
Queensland's first point of contact for adult public mental health services: support, information and referral. 24/7.

Medicare Mental Health — **1800 595 212**
Talk to a mental health professional and get connected to the right service for you.

Lifeline — **13 11 14**
Crisis support and suicide prevention. 24/7. Text 0477 13 11 14.

Beyond Blue — **1300 22 4636**
Support for anxiety, depression and suicide prevention. 24/7.

Suicide Call Back Service — **1300 659 467**
Counselling for people affected by suicide. 24/7.

SANE Support Line — **1800 187 263**
Support for people with complex mental health issues and their families. Mon–Fri 10am–8pm.

MI Networks — **1800 985 944**
Mental health information and referral to local services. Business hours.

13 HEALTH — **13 43 25 84**
Queensland health advice from a registered nurse. 24/7.

ABORIGINAL AND TORRES STRAIT ISLANDER

13YARN — **13 92 76**
Yarn with an Aboriginal or Torres Strait Islander Crisis Supporter. 24/7.

WellMob — **wellmob.org.au**
Online social, emotional and cultural wellbeing resources made by and for mob.

YOUNG PEOPLE

Kids Helpline — **1800 55 1800**
Phone and online counselling for people aged 5 to 25. 24/7.

headspace — **headspace.org.au**
Mental health, physical health, and work and study support for people aged 12 to 25.

FAMILIES, PARENTS AND CARERS

Parentline (Qld and NT) — **1300 30 1300**
Counselling and support for parents and carers.

PANDA — **1300 726 306**
Perinatal anxiety and depression support. Mon–Fri 9am–7:30pm, Sat 9am–4pm.

Gidget Foundation — **1300 851 758**
Perinatal mental health support for expectant and new parents.

SMS4dads — **sms4dads.com.au**
Free text messages supporting new and expecting dads.

Arafmi Carer Support Line — **1300 554 660**
Support for family and carers of people with mental ill-health. 7 days.

Carer Gateway — **1800 422 737**
Free services and support for unpaid carers. Mon–Fri 8am–5pm.

MEN

MensLine Australia — **1300 78 99 78**
Counselling for men about relationships, family and wellbeing. 24/7.

DVConnect Mensline — **1800 600 636**
Support for men affected by domestic and family violence. 9am–midnight, 7 days.

DOMESTIC, FAMILY AND SEXUAL VIOLENCE

1800RESPECT — **1800 737 732**
National counselling for sexual assault and domestic and family violence. 24/7.

DVConnect Womensline — **1800 811 811**
Queensland crisis support, safety planning and emergency transport and accommodation, including for pets. 24/7.

DIVERSE COMMUNITIES

QLife 1800 184 527
LGBTIQ+ peer support and referral. 3pm–9pm daily.

Multicultural Connect Line 1300 079 020
Queensland support for people from culturally and linguistically diverse backgrounds. Mon–Fri 9am–4:30pm.

Translating and Interpreting Service (TIS National) 131 450
Free interpreter to help you contact any service. 24/7.

OLDER PEOPLE

Elder Abuse Helpline 1800 353 374
Advice and support for older people experiencing abuse, and people concerned about them.

VETERANS

Open Arms 1800 011 046
Free counselling for veterans, peacekeepers and their families. 24/7.

MONEY AND GAMBLING

National Debt Helpline 1800 007 007
Free, confidential financial counselling.

Gambling Help 1800 858 858
Free, confidential support for gambling problems. 24/7.

LOCAL TO FAR NORTH QUEENSLAND

Centacare FNQ centacarefnq.org
Counselling, mental health, multicultural, parenting, disability and disaster recovery services across Far North Queensland.

Finding local services

These directories help you find services near you, or online.

Queensland Government: get help with mental health
qld.gov.au/health/mental-health-and-wellbeing/how-to-get-help

Queensland Government: mental wellbeing, find help
mentalwellbeing.initiatives.qld.gov.au/support

Queensland Mental Health Commission: find support services
qmhc.qld.gov.au/find-support-services

Queensland Mental Health Commission: crisis contacts
qmhc.qld.gov.au/emergency-contacts

Medicare Mental Health: national service finder
medicarementalhealth.gov.au

Digital mental health directory (eMHPrac)
emhprac.org.au/directory

Lifeline support services toolkit
toolkit.lifeline.org.au/articles/support

Lifeline tools and apps toolkit
toolkit.lifeline.org.au/articles/resources

Mental health lines in each state and territory

For when you or someone you support is interstate.

Queensland (1300 MH CALL)	**1300 642 255**
New South Wales	**1800 011 511**
Australian Capital Territory	**1800 629 354**
Victoria	**1300 60 60 24**
Tasmania	**1800 332 388**
South Australia	**13 14 65**
Western Australia (metro)	**1300 555 788**
Western Australia (Peel)	**1800 676 822**
Western Australia (rural)	**1800 552 002**
Northern Territory	**1800 682 288**

Getting professional help

There are many ways to get help. A GP is a good place to start, but you do not need a referral for many services.

See a GP

A GP can assess how you are going, and may prepare a Mental Health Treatment Plan. This gives access to Medicare-subsidised sessions with a psychologist or other mental health professional. Ask about costs and bulk billing when you book. Use a longer appointment if you can.

Medicare Mental Health Centres

Free, walk-in mental health support for adults. No referral, appointment or diagnosis needed.

Cairns Medicare Mental Health Centre
267 Mulgrave Road, Bungalow (opposite DFO Westcourt)
Mon–Fri 9am–9pm, weekends and public holidays 12pm–7pm
Phone (07) 3317 1750

To find your nearest centre, call Medicare Mental Health on 1800 595 212 or visit medicarementalhealth.gov.au.

FREE ONLINE PROGRAMS AND APPS

MindSpot Free online and phone assessment and treatment for adults with anxiety, depression and related issues.	**1800 614 434**
Beyond Now (Beyond Blue) Free app to create and keep a suicide safety plan on your phone.	**beyondblue.org.au**
Smiling Mind Free mindfulness and meditation app.	**smilingmind.com.au**
WellMob Social, emotional and cultural wellbeing resources for Aboriginal and Torres Strait Islander people.	**wellmob.org.au**
Medicare Mental Health Trusted information online at medicarementalhealth.gov.au, and phone help to find services that suit you.	**1800 595 212**

Online programs and apps support, but do not replace, professional help or crisis services.

Health, first aid and other services

Physical health, accessibility and practical tools. Lists are not exhaustive.

PHYSICAL HEALTH AND FIRST AID

Emergency (police, fire, ambulance) Call for any life-threatening emergency.	**000**
healthdirect Free health advice from a registered nurse. 24/7.	**1800 022 222**
13 HEALTH (Queensland) Queensland health advice from a registered nurse. 24/7.	**13 43 25 84**
Virtual Emergency Care Service (Queensland Virtual Hospital) Free phone or video care for non-life-threatening emergencies, 8am–10pm. No Medicare card needed. Find it at healthdirect.gov.au.	**healthdirect.gov.au**
13SICK After-hours telehealth GP, bulk billed for Medicare card holders. No appointment needed.	**13 74 25**
Poisons Information Centre Advice about poisoning, overdose and medicines. 24/7.	**13 11 26**
First aid and CPR guidelines Australian Resuscitation Council (resus.org.au) and ANZCOR (anzcor.org).	**resus.org.au**

Ryan's Rule (Queensland)

If you are worried that a patient in a Queensland public hospital is getting worse and their care team has not responded, Ryan's Rule lets the patient, family or carer ask for an independent clinical review. Talk to the nurse or doctor first, then the nurse in charge. If still concerned, call **13 HEALTH (13 43 25 84)**. More information: qld.gov.au/health/support/shared-decision-making/ryans-rule

Mental Health Act 2016 (Queensland)

This law sets out how people with mental illness can be assessed and treated in Queensland, including when treatment can be given without consent, and the rights of patients, families and carers. If you are concerned about someone's immediate safety, call 000. For advice, call 1300 MH CALL. Information: health.qld.gov.au (search "Mental Health Act").

ACCESSIBILITY AND LANGUAGE

Translating and Interpreting Service (TIS National) — **131 450**
Free interpreter to help you contact any service. 24/7.

National Relay Service — **1300 555 727**
For people who are deaf or have difficulty hearing or speaking. Voice relay 1300 555 727, TTY 133 677, SMS relay 0423 677 767. accesshub.gov.au

Embrace Multicultural Mental Health — **Online**
Mental health information translated into many languages: embracementalhealth.org.au

Multicultural Connect Line (Queensland) — **1300 079 020**
Support for people from culturally and linguistically diverse backgrounds.

USEFUL APPS AND FINDERS

Emergency Plus app — **emergencyplus.com.au**
Free app that shows your location (GPS) to read to 000 in an emergency.

Ask Izzy — **askizzy.org.au**
Find food, housing, health, legal and other support near you. Free on the Telstra and Vodafone networks without credit or Wi-Fi.

Health contacts directory — **health.gov.au/contacts**
Australian Government list of health contacts and helplines.

Medicare Mental Health service finder — **1800 595 212**
Find mental health services near you at medicarementalhealth.gov.au, or call.

Alcohol and other drugs

Support for people affected by their own or someone else's alcohol or other drug use.

ALCOHOL AND DRUG SUPPORT	
Alcohol and Drug Information Service (ADIS) Qld Confidential counselling, information and referral. 24/7.	**1800 177 833**
National Alcohol and Other Drug Hotline Connects you to your state's alcohol and drug service. 24/7.	**1800 250 015**
Counselling Online Free online counselling for people affected by alcohol or drug use. 24/7.	**counsellingonline.org.au**
Poisons Information Centre Advice about poisoning, overdose and medicines. 24/7.	**13 11 26**

If someone may have overdosed

General information only, not medical advice. Call **000** straight away if a person is unconscious, not breathing normally, having a seizure, very confused or overheating, or has chest pain. If they are unconscious and breathing, place them in the recovery position and stay with them. Tell paramedics what the person has taken, if you know. Paramedics are there to help.

Reliable information

Alcohol and Drug Foundation: drug facts adf.org.au/drug-facts

Alcohol and Drug Foundation: resources adf.org.au/resources

ADIS Queensland adis.health.qld.gov.au

State Library of NSW: A to Z of drugs druginfo.sl.nsw.gov.au/drugs/a-to-z-of-drugs

Substance reference guide

Common street names, to help you understand what someone is describing. Names change and vary between places. Sources: State Library of NSW Drug Info; Alcohol and Drug Foundation.

DEPRESSANTS

Alcohol	grog, booze, goon, piss, sauce
Benzodiazepines	benzos, downers, sleepers, Valium, Xanax, Kalma, vals, xannies, tranks, roofies
Cannabis	marijuana, weed, pot, grass, dope, ganja, gunja, mull, bud, hash, hydro, choof, cones, yarndi
GHB	G, fantasy, liquid E, liquid ecstasy, GBL, 1,4-B, blue nitro
Heroin	smack, H, horse, gear, skag, junk, brown, hammer
Opioid medicines	oxycodone (OxyContin, Endone), morphine, fentanyl, codeine; “hoxies”, “hillbilly heroin”
Inhalants	chroming, huffing, sniffing, bagging, nangs, poppers, amyl, rush
Kava	kawa, grog, waka, yaqona, sakau, wati

STIMULANTS

Methamphetamine (ice, speed)	ice, crystal, meth, shabu, glass, base, paste, speed, whiz, goey, crank, tweak, wax, zest
Cocaine	coke, charlie, blow, snow, nose candy, crack, freebase
Ecstasy (MDMA)	E, pills, eccy, XTC, molly, caps, pingas, Adam, X, disco biscuits
PMA	para-methoxyamphetamine, often sold as ecstasy
Nicotine	tobacco: smokes, ciggies, durries, rollies; vapes: vaping, e-cigs, pods, stigs
Caffeine	coffee, tea, energy drinks, energy shots
Betel nut	areca, quids
Khat	qat, kat, chat

HALLUCINOGENS AND DISSOCIATIVES

LSD	acid, tabs, trips, blotters, microdots, cubes
Magic mushrooms	shrooms, mushies, gold tops, blue meanies, liberty caps
Other hallucinogens	DMT, mescaline, ayahuasca, datura
Ketamine	K, special K, ket, cat tranquilliser, kitkat

OTHER

Synthetic cannabis	spice, kronic, K2
New psychoactive substances	synthetic drugs, “legal highs”, herbal highs, research chemicals, bath salts, designer drugs
Steroids and image enhancers	roids, gear, juice, gym candy, peptides, hgh, stackers

After your course

- **Accreditation:** participants who complete all course requirements become accredited Mental Health First Aiders. Accreditation is valid for 3 years.
- **Learner Access Pass:** use it for post-course support, resources and information from MHFA Australia
- **Keep your skills current:** complete a Standard MHFA Refresher before your accreditation expires
- **Your MHFA manual and ALGEE card** are yours to keep. Use them as a quick reference.
- **Feedback:** you may be invited to complete a short evaluation. Your feedback helps us improve.
- **Factsheets:** download "Becoming a Mental Health First Aider" and MHFA factsheets for community, workplaces, schools and tertiary settings at empoweredforward.com (MHFA Info and Resources)

Mental Health First Aid Australia links

Mental Health First Aid Australia mhfa.com.au

MHFAider resource hub mhfa.com.au/mhfaiderresourcehub

MHFA guidelines mhfainternational.org/guidelines

Helpful resources and immediate help mhfa.com.au/resources-support/immediate-help

Mental health statistics stats.mhfa.com.au

MHFA shop (manuals and resources) shop.mhfa.com.au

Want MHFA training for your workplace or community?

Contact Empowered Forward on **(+61) 0406 255 464** or **admin@empoweredforward.com**, or visit empoweredforward.com.

Please read the Important information on page 1. This booklet is for information only and is not medical or professional advice. Mental Health First Aid and ALGEE are trade marks of Mental Health First Aid Australia.

My wellbeing plan

Looking after your own mental health helps you support others. Fill this in now, and look at it when you are going through a hard time.

Things that keep me well *e.g. sleep, exercise, time on Country, family, hobbies*

Signs I am not coping *what I, or others, might notice*

Things that help when I am struggling

People I can talk to *name and phone number*

Professional supports *e.g. GP, counsellor, EAP, Medicare Mental Health Centre*

If I am in crisis: **000** · Lifeline **13 11 14** · 13YARN **13 92 76**

My contacts and notes

Write down people and services you can call on. You can type into this PDF or fill it in by hand.

Name or service	Phone

Notes

In an emergency, call 000

Lifeline **13 11 14**
13YARN **13 92 76**
Beyond Blue **1300 22 4636**
1300 MH CALL **1300 642 255**

Empowered Forward · Community and Health Training
(+61) 0406 255 464 · admin@empoweredforward.com
empoweredforward.com