



# MENTAL HEALTH FIRST AID

## 5-STEP GUIDE

### 1

#### GREET & ASSESS

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



### 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](https://beyondblue.org.au)

**Lifeline**  
Call 13 11 14  
Chat online at  
[lifeline.org.au](https://lifeline.org.au)



### 5

#### ENCOURAGE AND DEBRIEF

- Praise their courage.
- Discuss current feelings and coping strategies.
- Encourage self-care and plan for ongoing support.

