

Mental Health First Aid

DO's

Ask the person if they require assistance before providing it
– it is not something that you can force on an individual

Respect the person
Don't judge the person and always respect that any decision being made about their health is theirs – no one else's

Listen to them
Listening is critical to provide any adequate support, don't take over the conversation and only provide dialogue

Show empathy
Showing that you care will increase the chances of receptivity

Recognise mental illness as a medical condition
As per any other medical condition – one does not choose to have a mental health illness

DONT's

Use derogatory terms (e.g. 'whacko', 'crazy')
Inappropriate, counterproductive and inflammatory

Tell them what to do
Avoid 'taking over' their health journey

Treat the person as an invalid
Mental illness is diagnosable medical condition

Avoid your Concern
Mental Health is best supported if it is addressed by raising awareness and acceptance over ignoring or avoiding concerns

Think they can 'snap out' of their mental health concern
You can't 'snap out' of cancer just as you can't 'snap out' of depression



1800 733 276
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