



Mental Health Support Essentials

A quick guide on how to support someone you notice may be facing challenges with their mental health:

RECOGNISE

- **Level of risk** – is the individual at risk of harm to themselves or others?
- **Signs** – what did you see that is not normal for the individual?
- **Symptoms** – what did they say and do that is not normal for the individual?
- **Time** – how long have these changes been noticed?
- **Circumstance** – anything that may influence or impact the individual?

RESPOND

- **Safety** – are there any concerns for you, surrounding people and the individual?
- **Non-judgemental** – talk to the person showing empathy (understanding) without any judgement.
- **Respect** – respect privacy and confidentiality (unless a crisis situation).
- **Resources** – what is available and suitable for them? No expectation for you to be a counsellor.

REFER

- **Crisis** – CALL 000
- **Support** – ask how they would like to be helped, refer to GP or supports that have worked in the past.
- **Workplace** – explore options that could suit.
- **Access** – inform on how to access supports, what supports available and give accurate information.

Useful numbers

- Emergency 000 • Lifeline 13 11 14 • Beyond Blue 1300 22 4636
- Red Cross Mental Health Training 1300 367 428