



# MENTAL HEALTH FIRST AID (MHFA) WORKPLACE OFFICERS

It is common for workplaces to appoint physical first aid officers. Now, many workplaces are also seeing the value of appointing skilled individuals to provide Mental Health First Aid.

Appointing Mental Health First Aid (MHFA) Officers in your workplace is a positive way to demonstrate that your organization cares about individual wellbeing. MHFA Officers are trained to provide initial informal support to other employees in the workplace, outside of Human Resources and Workplace Health & Safety departments. They can complement formal support services, like Employee Assistance Programs.

## What is a Mental Health First Aid Officer?

MHFA Officers are accredited Mental Health First Aiders who are appointed to provide Mental Health First Aid within their worksite as required.

### MENTAL HEALTH FIRST AID OFFICERS ARE



Formally appointed and supported by their workplace



A confidential peer support for initial contact, assistance and referrals



An informal way of accessing support outside of Human Resources or a Manager



A valuable complement to other support services such as the employee assistance program (EAP)

### MENTAL HEALTH FIRST AID OFFICERS ARE NOT



A substitute for professional support services such as the EAP



Counselors or a mediation or dispute resolution mechanism



A replacement for Human Resources



A "fixer"; rather, they empower and assist the employee to seek further support

### WHAT ARE THE BENEFITS OF APPOINTING MHFA OFFICERS?



#### IMPROVES WORKPLACE CULTURE

Appointing MHFA officers is a positive way to demonstrate that your organisation cares about individual wellbeing. It can strengthen a supportive workplace culture and improve cohesion, retention and engagement.



#### INCREASES SUPPORT

Workplaces report that MHFA officers provide valuable support to staff, by encouraging employees to speak openly about mental health and being able to facilitate early intervention.



#### IMPROVES KNOWLEDGE, ATTITUDES AND SKILLS

MHFA officers report that they feel competent and confident to have a MHFA conversation and encourage professional help in their workplace.



#### COMPLEMENTS EXISTING SERVICES

MHFA officers work with existing workplace support, encouraging staff they support to make use of EAP programs and other services.