Information about this survey

Purpose of the research

The aim of this current research project is to develop guidelines for how to provide mental health first aid to a co-worker. Once developed, these guidelines will provide guidance for employees on giving appropriate support to a co-worker who is developing a mental health problem or experiencing a mental health crisis.

The project is being conducted by Professor Tony Jorm, A/Prof Tony LaMontagne, A/Prof Angela Martin and Nataly Bovopoulos (PhD candidate) at the School of Population and Global Health, The University of Melbourne. This project has been approved by the University's Human Research Ethics Committee (HREC#: 1339508.1).

Why have I been selected?

You have been selected as a panel member for this study because you have expertise with the workplace and mental health (either as a manager, professional or consumer).

What do I need to do?

Your task is to rate the statements presented in this questionnaire according to how important you believe they are to providing mental health first aid to someone in the workplace. When rating the statements, please keep in mind that the guidelines will be used by any employee in a workplace and as such, the statements need to be rated according to how important each one is for someone, who does not necessarily have a counselling or clinical background, to provide mental health first aid to another employee. *Note: In each section, there are some items that are actions for managers only.*

For example you may be asked to rate the following statement:

1. The helper should not hurry the person because this can cause them anxiety.

You will need to decide how important, from 'essential' to 'should not be included', you think it is that this statement be included in the guidelines.

For an example of previously developed guidelines go to: First aid guidelines for assisting the person who is suicidal here.

How to help employees and co-workers with mental health problems

Information about this survey (cont)

What if something important is missing or if I have something to add?

There is a place for you to add comments at the end of each page. This is so that you can add any missing items or topics you think should be included in the guidelines. These items will then go into a second round of this survey to be rated by all of the expert panel members.

Where do the statements in the questionnaire come from?

The statements in the following questionnaire were derived from information found online, in books and in academic journal articles. Some of the statements may seem contradictory or controversial; however, we have included them because they reflect the wide range of people's beliefs. It is important to note that we do not necessarily agree with these statements; we have included them because we do not believe that we should decide what the best practice is in this area. Rather, we want an expert panel to decide this.

What is the focus of the questionnaire?

The questionnaire will focus on how an employee can provide mental health first aid to a fellow employee who may be developing a mental health problem or experiencing a mental health crisis.

How long will it take to complete the questionnaire?

This questionnaire should take approximately 60 minutes to complete. However, some people may finish it more quickly, while others may take longer, especially if they wish to lodge comments at the end of each section.

Can I save my answers and come back to the questionnaire?

If necessary, you can complete the survey in two or more sittings. You can save your answers at any time by completing a page and clicking 'Next' at the bottom. This marks your page as complete and you can begin again at a later date on the next page. Please make sure that you always log back in using the **same computer**, and that <u>cookies</u> are enabled, otherwise the software will fail to recognise your code and previously saved responses.

How to help employees and co-workers with mental health problems

Consent to participate in this research

If you have concerns about the project

If you have concerns about the scientific aspects of the study, please contact Professor Tony Jorm (ajorm@unimelb.edu.au, +61 3 9035 7799)

If you have concerns about the ethics of the study, please contact: Manager, Human Research Ethics, The University of Melbourne, ph: +61 3 8344 2073

Consent to participate

It is important for you to know that participation in this study is completely voluntary. You are not under any obligation to participate and you can withdraw at any time.

We would like to thank you for your time and effort and encourage you to provide us with feedback on this process.

	Are you eligible to participate?
	To participate in this research you must:
	• Have a lived experience of mental health problems whilst working , your mental health symptoms are well managed at the moment, and you have experience in an advocacy role.
	OR
	• Have a minimum of 5 years experience managing other employees, with either training in mental health or practical experience supervising an employee with a mental health problem.
	OR
	• Have a minimum 5 years experience specialising in workplace mental health or workplace health in a clinical, policy or program role.
*	1. Please tick the appropriate answer.
	Yes, I meet this criteria.
	No, I do not meet this criteria.
	How to help employees and co-workers with mental health problems
	Consent to participate in this research (cont.)
*	2. I understand that by submitting this survey I am giving my consent to participate in this study.
	Yes, I understand.
	How to help employees and co-workers with mental health problems
	Information about you
*	3. Which best describes your area of expertise:
	I have lived experience of mental health problems whilst working, with my symptoms currently being well managed and experience in an advocacy role
	I am a manager with experience in the supervision of an employee with a mental health problem and/or have completed training in mental health
	I am a workplace mental health and/or workplace health professional

* 4. Do you live and, if applicable, work in one of the following countries:
Australia
Canada
Ireland
New Zealand
The United Kingdom
USA
None of the above
How to help employees and co-workers with mental health problems
Information about you (cont)
* 5. Where do you live?
City/Town:
State/Province:
* 6. Are you at least 18 years old?
Yes
○ No
How to halp ampleyees and as weakers with montal health problems
How to help employees and co-workers with mental health problems
Information about you (cont)
* 7. How old are you?

* 8. V	What is your gender?
	Female
	Male
	Gender queer
	Other (please specify)
9. I	f applicable, what is your occupation and title?
* 10	Please name all the relevant organisations you are affiliated with and your role within these
	anisations, e.g. professional organisations, peer support programs, advocacy groups.
Ша	w to halp ampleyees and as well-see with montal health much laws
HO	w to help employees and co-workers with mental health problems
Ov	erview of survey content

2. Approach 3. Communication 4. Performance 5. Follow-up 6. Distress 7. Support

9. Disclosure

8. Reasonable adjustments

1. General Awareness

10. Substance use problems and intoxication

This survey is divided into the following sections:

How to help employees and co-workers with mental health problems

Definitions of terms used in this survey

These terms may have different meanings for participants. The definitions below are how these terms are used in this survey. When completing the survey, please ensure you use these definitions only.

Common mental health problems in this survey refers to signs and symptoms of problematic anxiety, depression or substance use.

Person refers to an employee with signs and symptoms of a common mental health problem.

Mental health first aid means the help provided by any employee to another employee who is developing a mental health problem or experiencing a mental health crisis. The help is provided until professional help is received or until the crisis resolves. This help may be provided by one person or by a range of different people.

Helper refers to any employee who provides mental health first aid as defined above. This helper does not necessarily have a designated role, such as a physical first aid officer has. The helper may be a co-worker of the person, be the person's manager, or in a role less senior to the person.

Workplace refers to a place of employment.

Employee refers to a person working for another person, business or organisation (who could also be working as a contractor or volunteer).

Manager refers to a person responsible for the supervision of one or more employees.

Workplace stressors refer to working conditions that can contribute to mental health problems, e.g., long working hours, excessive workload, poor supervisory support.

Reasonable adjustments refers to changes to the work environment that allow a person with a mental illness to work safely and productively.

Disclosure refers to the degree of information being shared with others at work about a person's mental health problem, e.g. functional limitations through to diagnosis.

Employee Assistance Programs refer to a free and confidential counselling service offered by employers to their employees to support their wellbeing in the workplace and in their personal lives.

How to help employees and co-workers with mental health problems

Section 1: General Awareness

This section contains statements about general awareness of mental health problems in the workplace.

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Please keep the <u>definitions</u> in mind when answering the questions.

	* 11. If the helper is aware that the person has a history of mental health problems, they should not assume that any poor performance is necessarily due to these problems.							
	Essential	Important	Don't know/Depends	Unimportant	Should not be included			
*	12. The helper should i	remember that not a	all workplace stressors aff	ect everyone in th	ne same way.			
	Essential	Important	Don't know/Depends	Unimportant	Should not be included			
			\bigcirc					

* 13. The helper should be aware:

			Don't know/	,	Should not
	Essential	Important	Depends	Unimportant	be included
Of basic information about mental health problems e.g. what a mental health problem is, how common they are, the warning signs and symptoms, risk factors etc					
Of the impact of the symptoms of mental health problems on the skills necessary for work, e.g. problems with concentration, memory, decision making and motivation					
Of how stigma and discrimination can affect people with mental health problems in the workplace					
Of the barriers to help-seeking for a person with a mental health problem					
Of the pros and cons for employees disclosing any mental health problems at work					
That most people with mental health problems who receive treatment respond with improved work performance					
That while some people with mental health problems manage their symptoms without impact on their work performance, others may require short-term or ongoing workplace supports					
That the level of support the person may need will fluctuate, as the symptoms of most mental health problems come and go over time					
That investing time and support to retain an experienced and skilled employee with mental health problems is cheaper than recruiting and training a new person					
Of factors other than mental health problems that contribute to problem behaviours in the workplace, e.g. poor performance, interpersonal conflict					
Of the ways in which mental health problems may make a person a better employee, e.g. more aware of their own strengths and weaknesses, more empathic towards co-workers					
That work can be bad or good for the person's mental health depending on the circumstances					
Of the value of work for the person's recovery					
Of the relevant laws and organisational policies that are relevant to employees with mental health problems.					
14. Do you have any additional statements that you wo suggestions in the box provided.	ould like to	add in this	section? P	lease write	your

Section 2: Approach

This section contains statements about approaching the person to talk about their concerns.

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace. Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines. Please keep the <u>definitions</u> in mind when answering the questions. * 15. The helper should look for the signs and symptoms at work that may indicate that the person is experiencing mental health problems. Don't know/Depends Unimportant Should not be included Essential Important * 16. The helper should not normalise problem behaviours as part of the person's personality, as this may make it difficult to recognise mental health problems. Essential Important Don't know/Depends Unimportant Should not be included * 17. If the person behaves inappropriately in the workplace, the helper should consider that the behaviour may be due to a mental health problem. Essential Important Don't know/Depends Unimportant Should not be included

		Essential	Important	Don't know/ Depends	Unimportant	Should not be included
	Whether they have the appropriate knowledge and skills to the person	assist				
	Whether they have any negative experiences, attitudes or be towards people with mental health problems	peliefs				
	If they are the person's manager, whether there is a conflict between their management and first aid roles					
	The extent to which their working role is being affected by the person's behaviour	he				
	The nature and quality of their working relationship					
	Whether the workplace culture is contributing to the person' mental health problem.	's O				
	19. If after considering the above, the helper think person, they should consider talking about the situhelp and asking them to approach the person.					
	Essential Important Don'	't know/Depends	Unimp	ortant	Should not	be included
*	20. If there is no one else available or appropriate	to help, the hel	per should:			
*	20. If there is no one else available or appropriate	to help, the hel	per should:	Don't know/ Depends	Unimportant	Should not be included
* ;	20. If there is no one else available or appropriate Approach the person regardless of whether they think they the ideal person to help	Essential	•		Unimportant	
* ;	Approach the person regardless of whether they think they	Essential	•		Unimportant	
*	Approach the person regardless of whether they think they the ideal person to help Talk about the situation with someone else who can advise	Essential are on	•		Unimportant	
*	Approach the person regardless of whether they think they the ideal person to help Talk about the situation with someone else who can advise how to approach the person Talk with a mental health professional about how to approach	Essential are on ch the	Important	Depends	0	be included
*	Approach the person regardless of whether they think they the ideal person to help Talk about the situation with someone else who can advise how to approach the person Talk with a mental health professional about how to approach person. 21. Even if the person is in a role that is senior to another employee who can make the approach.	Essential are on ch the	Important	Depends Output Outpu	0	be included
*	Approach the person regardless of whether they think they the ideal person to help Talk about the situation with someone else who can advise how to approach the person Talk with a mental health professional about how to approach person. 21. Even if the person is in a role that is senior to another employee who can make the approach.	Essential are on ch the	Important O nelper shou	Depends Output Outpu	h them or s	be included

* 18. The helper should consider the following in deciding whether to approach the person:

	* 22. If the person is in a role that is senior to the helper and they do not feel they can make the approach, they should consider:						
			Essential	Important	Don't know/ Depends	Unimportant	Should not be included
	Contact their professional organi	sation or union for advi	се				
	Speak to the person's co-worker workplace, e.g. another middle n		el in the				
	Speak to the person's manager						
	Speak to HR.						
	23. Do you have any additio		t you would like to a	add in this	section? Pl	ease write	your
١	How to help employees	and co-worker	s with mental he	alth prol	olems		
;	Section 2: Approach (cor	nt)					
<u>.</u>	This section contains stat There are already guidelines to he guidelines). We do not wish to rep	lp people who may be olicate existing MHFA gu	experiencing a range of idelines. Rather, our ain	mental healt	h problems <u>i</u> p guidelines o	click here to a	access these
	nealth first aid for a person assistin						ne guidelines.
-	Please keep the <u>definitions</u> in min	d when answering the q	uestions.				
	24. The helper should approintervention can make ment	•	•	tress or dif	ficulty at w	ork, becaus	se early
	Essential	Important [Don't know/Depends	Unimp	ortant	Should not I	oe included
	25. If the helper notices wor discuss this with them.	rying changes in th	e person's work or	interaction	s with othe	rs, they sho	ould
	Essential	Important [Don't know/Depends	Unimp	ortant	Should not I	oe included

26. It is important for the or not work is a contribut		ch the person showing si	gns of a mental heal	th problem, whether
Essential	Important	Don't know/Depends	Unimportant	Should not be included
0		\bigcirc		
27. If the person is show assistance, even if the pe		otoms of mental health pro	oblems, the helper si	hould offer
Essential	Important	Don't know/Depends	Unimportant	Should not be included
respond negatively, that	it will create troul	on even if they are fearful ble for the person, or that	it will affect their wor	king relationship.
Essential	Important	Don't know/Depends	Unimportant	Should not be included
29. If the person's menta others in the workplace,		s are posing a risk to the l d:	health and safety of t	themselves or
		Essential	Important Depends	Unimportant be included
Document their concerns, inconcerning behaviours.	cluding time, date an	d location of		
Talk to an appropriate manage	ger about the concer	ning behaviours.		
30. The helper should dis		erns with other employees or managers.	s who may be affecte	ed by the person's
Essential	Important	Don't know/Depends	Unimportant	Should not be included
31. If the helper is uncert coworkers if they have o	•	person has mental health cerning behaviours.	problems, the helpe	r should ask other
Essential	Important	Don't know/Depends	Unimportant	Should not be included
32. The helper should ap focusing on the behaviou	-	visor if the person's beha causes.	viour is affecting oth	ers in the workplace,
Essential	Important	Don't know/Depends	Unimportant	Should not be included

* 33. The helper should on the behaviour rat		on if their behaviour is aff	ecting others in th	e workplace, focusing				
Essential	Important	Don't know/Depends	Unimportant	Should not be included				
		\circ						
•	discussed their conce the concerns were ad	erns with the manager, the dressed.	helper should fol	low up with the				
Essential	Important	Don't know/Depends	Unimportant	Should not be included				
<u>-</u>	,	the concerns are still not a ger's superior or the appro Don't know/Depends		•				
			Ommportant					
How to halp amp	lovess and so we	rkore with montal has	ith problems					
How to neip emp	loyees and co-wo	rkers with mental hea	ith problems					
Section 2: Approa	ch (cont)							
This section contai	This section contains statements about approaching the person to talk about their concerns.							
guidelines). We do not w	ish to replicate existing MH	ay be experiencing a range of m IFA guidelines. Rather, our aim i no is experiencing mental health	s to develop guideline	es on how to tailor mental				
	·	ld not be included') you think it i	s that each statement	be included in the guidelines.				
Please keep the <u>definitio</u>	<u>ns</u> in mind when answering	g the questions.						
Before approaching the	person							

	37. Before the helper a being directly affected.		n, they sho	uld conside	er, what is t	ne problem	n exactly an	d who is
	Essential	Important	Don't know	//Depends	Unimp	ortant	Should not I	oe included
* ;	38. Before approachin	g the person, the help	per should:			Don't know/		Should not
	Document any concerning	g behaviours that they hav	e observed	Essential	Important	Depends	Unimportant	be included
	Have on hand any docum or observed behaviours	entation relating to work p	erformance					
	Consider the expected our aims of the discussion in a		ture and					
	Make a plan for what they	want to say						
	Think about a time and pla and the person	ace to meet that best suits	the helper					
	Find out what resources a people with mental health Assistance Program							
	Consider whether the protother factors, e.g. workplarather than mental health	ice culture or Interpersona						
	Be familiar with the organi accommodating employee							
	39. The helper should concerns, rather than I	-				•		r
	Essential	Important	Don't know	//Depends	Unimp	ortant	Should not I	oe included
	40. The helper should office in a cafe, or som		-		•	•		
	Essential	Important	Don't know	//Depends	Unimp	ortant	Should not I	oe included
	41. The helper should mobile phones.	ensure the meeting p	olace is free	of distracti	ions and int	erruptions	, e.g. switch	ı off
	Essential	Important	Don't know	//Depends	Unimp	ortant	Should not I	oe included

42. The helper should offered.				
Essential	Important	Don't know/Depends	Unimportant	Should not be included
43. Do you have any a suggestions in the box		ts that you would like to ac	dd in this section?	Please write your
How to help emplo	yees and co-wo	orkers with mental hea	alth problems	
Section 2: Approach	(cont)			
guidelines). We do not wish	to replicate existing MI	ay be experiencing a range of m HFA guidelines. Rather, our aim tho is experiencing mental health	is to develop guideline	es on how to tailor mental
guidelines). We do not wish health first aid for a person	to replicate existing MI assisting a co-worker w	HFA guidelines. Rather, our aim	is to develop guideline n problem in the work	es on how to tailor mental place.
guidelines). We do not wish health first aid for a person	to replicate existing Mhassisting a co-worker w	HFA guidelines. Rather, our aim tho is experiencing mental health ald not be included') you think it it	is to develop guideline n problem in the work	es on how to tailor mental place.
guidelines). We do not wish health first aid for a person and the Please rate how important (Please keep the definitions	to replicate existing Mhassisting a co-worker we from 'essential' to 'shou in mind when answering	HFA guidelines. Rather, our aim tho is experiencing mental health ald not be included') you think it in the questions.	is to develop guideling n problem in the workp is that each statement	es on how to tailor mental place.
guidelines). We do not wish health first aid for a person and the Please rate how important (Please keep the definitions	to replicate existing Mhassisting a co-worker we from 'essential' to 'shou in mind when answering	HFA guidelines. Rather, our aim tho is experiencing mental health ald not be included') you think it it	is to develop guideling n problem in the workp is that each statement	es on how to tailor mental place.
guidelines). We do not wish health first aid for a person and the properties of the	to replicate existing Mhassisting a co-worker we from 'essential' to 'shou in mind when answering to how the person's leto how the person had leto how the person had leto he person had leto he person had leto he person had leto he person he person had leto he person he pers	HFA guidelines. Rather, our aim tho is experiencing mental health ald not be included') you think it in the questions.	is to develop guideline in problem in the workp is that each statement	es on how to tailor mental blace. be included in the guidelin
guidelines). We do not wish health first aid for a person and the properties of the definitions. The following items related 44. Before approaching the definitions.	to replicate existing Mhassisting a co-worker we from 'essential' to 'shout in mind when answering to how the person's leg the person, the Massisting Mhassisting at the person is the person in the Massisting at the person, the Massisting Mhassisting at the person in the Massisting	HFA guidelines. Rather, our aim tho is experiencing mental health ald not be included') you think it in the questions.	is to develop guideling n problem in the works is that each statement e person. ny relevant organi	es on how to tailor mental blace. The blace included in the guideling is ational policies and
guidelines). We do not wish health first aid for a person and the properties of the definitions. The following items related 44. Before approaching the definitions.	to replicate existing Mhassisting a co-worker we from 'essential' to 'shout in mind when answering to how the person's leg the person, the Massisting Mhassisting a co-worker we have a co-worker with the second se	HFA guidelines. Rather, our aim tho is experiencing mental health ald not be included') you think it is get the questions. MANAGER would approach the MANAGER should check at the second content of t	is to develop guideling n problem in the works is that each statement e person. ny relevant organi	es on how to tailor mental blace. The included in the guideling is ational policies and I health problem.
guidelines). We do not wish health first aid for a person and the procedures rate how important (Please keep the definitions The following items related the definitions related the procedures regarding procedures regarding procedures.	to replicate existing Missisting a co-worker we from 'essential' to 'shout in mind when answering to how the person's In the person, the Missisting the person, the Missisting performance problem.	HFA guidelines. Rather, our aim tho is experiencing mental health ald not be included') you think it is get the questions. MANAGER would approach the management if the person does not	is to develop guideline in problem in the works is that each statement ie person. ny relevant organi is disclose a menta	es on how to tailor mental blace. The included in the guideling is ational policies and I health problem.
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guidelines). We do not wish health first aid for a person and the process of the definitions. The following items related the definitions of the procedures regarding procedures regarding the definitions. 45. If the organisation	to replicate existing Misassisting a co-worker was from 'essential' to 'shout in mind when answering to how the person's Ing the person, the Misassisting performance problem. Important	HFA guidelines. Rather, our aim tho is experiencing mental health ald not be included') you think it is get the questions. MANAGER would approach the land the person does not bon't know/Depends accommodating employee	is to develop guideline in problem in the works is that each statement is that each statement is person. In prelevant organic idisclose a menta Unimportant es with mental hea	es on how to tailor mental place. The be included in the guideling is ational policies and I health problem. Should not be included.

indirectly with a grou	46. The MANAGER should approach the person directly and privately about their concerns, rather than ndirectly with a group of employees, e.g. holding a meeting to talk about general concerns about 'some employees' or running training.							
Essential	Important	Don't know/Depends	Unimportant	Should not be included				
* 47. When approachii are a remote worker.	-	ANAGER should consider	going to the perso	on's worksite if they				
Essential	Important	Don't know/Depends	Unimportant	Should not be included				
48. Do you have any suggestions in the bo		s that you would like to ac	dd in this section?	Please write your				
How to help employees and co-workers with mental health problems								
Section 3: Commu	inication							

This section contains statements about communicating with the person in the workplace.

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Please keep the <u>definitions</u> in mind when answering the questions.

* 49. When talking with	the person, the	helper should:
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	Essential	Important	Don't know/ Depends	Unimportant	Should not be included
Describe the specific observations and reasons for their concern					
Avoid blame or accusation					
Be familiar with the guidelines on how to help someone who is suicidal					
Listen non-judgmentally					
Demonstrate empathy and respect					
Allow the person time to talk					
Ask them what support they need right now					
Offer information about available support					
Allow sufficient time for the discussion with the person					
Be aware that its more important to be motivated by care and concern than to say the right things					
Be aware that they don't need to have all the answers					
Say what feels comfortable for them					
Stop and try again if what they say doesn't sound quite right, as it doesn't have to be the end of the conversation.					

* 50. The helper should create a supportive and trusting environment when discussing mental health problems with the person by:

	Essential	Important	Don't know/ Depends	Unimportant	Should not be included
Sitting opposite the person					
Sitting opposite the person, but at a slight angle to the person					
Sitting an appropriate distance away, taking into account personal space					
Sitting without any barriers between the helper and person, e.g. a desk					
Sitting in a relaxed manner, without crossing arms and legs					
Sitting in a relaxed manner, without crossing arms					
Bending slightly forward towards the person					
Engaging with the person by using culturally appropriate eye contact.					

	51. Do you have any a suggestions in the box		s that you would like to ad	d in this section?	Please write your		
	How to help emplo	yees and co-wo	rkers with mental hea	Ith problems			
	Section 3: Communi	cation (cont)					
	This section contains statements about communicating with the person in the workplace.						
	guidelines). We do not wish	to replicate existing MF	ay be experiencing a range of m HFA guidelines. Rather, our aim i ho is experiencing mental health	s to develop guideline	s on how to tailor mental		
	Please rate how important (from 'essential' to 'shou	ld not be included') you think it is	s that each statement	be included in the guidelines.		
	Please keep the <u>definitions</u>	in mind when answerin	g the questions.				
	What to discuss						
*	52. The helper should personal struggles hav	_	e conversation with the perk behaviour.	erson by talking ab	out how their own		
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		

٠,	53. When talking with the person about their concerns,	the helper	should			
		Essential	Important	Don't know/ Depends	Unimportant	Should not be included
	First talk about the person's strengths and how they are valued					
	Express their concerns in a non-confrontational and clear manner, using examples of what the helper feels are the concerning changes					
	State changes they have observed in a positive way, e.g. "You are not your usual cheery self" or "you seem less energetic"					
	Stay focused on work-related issues					
	Focus the discussion on the person's health and wellbeing, rather than their work performance					
	Ask questions in an open and exploratory way, e.g. "I've noticed that you've been arriving late recently and wondered if there was a problem?"					
	Ask open-ended questions about how any mental health problems may be affecting the person					
	Listen if the person is willing to discuss their mental health problems					
	Be honest and open when the person's performance is being affected, even if they are worried that this may distress the person.					
< !	54. After raising their concerns with the person, the hel	per should	ask:			
		Essential	Important	Don't know/ Depends	Unimportant	Should not be included
	Whether the person would feel more comfortable discussing the problem with someone else					
	If the person would like to continue the conversation in the presence of a support person, e.g. an external advocate, coworker.					

*	55.	The	helper	should	ask	the	person
---	-----	-----	--------	--------	-----	-----	--------

			Essential	Important	Don't know/ Depends	Unimportant	be included
W	hat impact any mental health problem	s are having on them					
de	ow long they been experiencing a mentermine whether this is an ongoing is: immediate action could assist the sit	sue or Something where					
	hether the person has ever been give ness	n a diagnosis of a menta	al O				
wo	they have an advance directive or ma orkplace in case of an episode, if the pless	-	al 🔵				
	here are any non-work related issues out or make the helper aware of	they may like to talk					
	hether any workplace or other issues ental health problems	are contributing to their					
	hether any workplace stressors are coalth problem the person is experienci	•					
	If the person says that workplant take the person's concern Essential Impor	seriously.	entributing to	their menta		roblem, the	
) (
· 57.	The helper should respect the	•	hey do not w	vish to disc		ork related Should not	
)					
58.	If the person has opened up a	and shared their stor	y, the helper			appreciatio	n.
	Essential Impor	tant Don't kno	ow/Depends	Unimp	ortant	Should not	be included
) ()		
	Do you have any additional st gestions in the box provided.	atements that you w	ould like to a	add in this s	section? P	lease write	your

Section 3: Communication (cont)

This section contains statements about communicating with the person in the workplace.

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Please keep the <u>definitions</u> in mind when answering the questions.

Things to avoid

* 60. The helper should not:

	Essential	Important	Don't know/ Depends	Unimportant	Should not be included
Diagnose the person with a mental illness					
Offer the person remedies or treatments					
Counsel the person					
Make the person talk about their mental health problems if they don't want to					
Ask questions that create pressure like 'What's wrong with you' or 'Are you stressed or something"					
Use diagnostic terminology unless the person uses it					
Rush in with another question without listening to the answer					
Tell the person what to do					
Be patronising					
Treat the person as an invalid					
Assume the person's problems will just go away					
Tell the person that they need to stay busy or get out more					
Tell the person to 'snap out of it' or to 'get your act together'					
Adopt an overly friendly attitude					
Say "I've had the same experience" unless they have					
Minimise the person's problems by comparing them to the helper's own problems or those of other people					
Minimise the problems the person may encounter as a result of their mental health problems					
Label the person's mental health problems as 'bad' behaviour, e.g. referring to a person who is frequently late as lazy.					
61. The helper should avoid					
	Essential	Important	Don't know/ Depends	Unimportant	Should not be included
Embarrassing the person by saying things like 'everyone is noticing'					
Making assumptions about whether any sickness absence of the person is 'genuine.'					

	62. The helper should u schizophrenia' rather the	•	', 'people with substance u	use problems' rath	ner than 'addicts.'		
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		
	•		iinology to use when talkin n what terms they use the	-	about their mental		
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		
	64. Do you have any ad suggestions in the box p		s that you would like to add	d in this section?	Please write your		
	How to help employ	ees and co-wo	rkers with mental heal	Ith problems			
	Section 3: Communic	ation (cont)					
	This section contains	statements abou	t communicating with the	e person in the v	vorkplace.		
	There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.						
		3	io to experiencing mental nearth	problem in the workp	nace.		
	Please rate how important (fro	-	d not be included') you think it is				
	Please rate how important (from Please keep the <u>definitions</u> in	om 'essential' to 'shoul	d not be included') you think it is				
		om 'essential' to 'shoul	d not be included') you think it is				
	Please keep the <u>definitions</u> in	om 'essential' to 'shoul In mind when answering	d not be included') you think it is	s that each statement			
	Please keep the <u>definitions</u> in	om 'essential' to 'shoul In mind when answering	d not be included') you think it is the questions.	s that each statement			
	Please keep the definitions in Confidentiality 65. The helper should be	om 'essential' to 'shoul on mind when answering the clear with the pe	d not be included') you think it is the questions. rson about the limits of co	s that each statement	be included in the guidelines.		
*	Please keep the definitions in Confidentiality 65. The helper should be Essential 66. The helper should definitions in the confidentiality	om 'essential' to 'shoul o mind when answering e clear with the pe Important iscuss and agree v	d not be included') you think it is the questions. rson about the limits of co	nfidentiality. Unimportant limits on confiden	be included in the guidelines. Should not be included		
*	Please keep the definitions in Confidentiality 65. The helper should be Essential 66. The helper should definitions in the confidentiality	om 'essential' to 'shoul o mind when answering e clear with the pe Important iscuss and agree v	d not be included') you think it is a the questions. rson about the limits of compon't know/Depends with the person about any	nfidentiality. Unimportant limits on confiden	be included in the guidelines. Should not be included		

67. The helper should r	naintain the person's c	onfidentiality and pr	ivacy excep	ot where th	nere is a cor	ncern:
		Essential	Important	Don't know/ Depends	Unimportant	Should not be included
For the safety of the person	n or others					
That the person cannot full role	il their inherent requirement	s of the				
For harm to the organisation	on, e.g. reputational harm.					
68. Do you have any ac suggestions in the box		at you would like to	add in this s	section? P	lease write	your
How to help employ Section 3: Communi		rs with mental he	ealth prok	olems		
Coolon o. Comman						
This section contains There are already guidelines guidelines). We do not wish health first aid for a person a	to help people who may be to replicate existing MHFA g	experiencing a range of uidelines. Rather, our ai	f mental healtl m is to develo	n problems p guidelines	(click here to a	
Please rate how important (f	rom 'essential' to 'should no	t be included') you think	it is that each	statement b	e included in t	he guidelines
Please keep the definitions i	n mind when answering the	questions.				
If they don't want to talk						
69. The helper should be for various reasons, e.g affect their work or because.	g. fears about losing the	eir job or other co-w	orkers findi	ng out, it c	•	
Essential	Important	Don't know/Depends	Unimp	ortant	Should not	be included
70. If the person is reluded		should discuss the	reasons fo	r this reluc	stance and v	vays to
Essential	Important	Don't know/Depends	Unimp	ortant	Should not	be included

*	71. If the person chooses n	ot to talk, the hel	per should:					
				Essential	Important	Don't know / Depends	Unimportant	Should not be included
	Tell them that they are available wishes to	e to talk in the future i	f the person					
	Encourage them to talk to some	eone else they trust ir	nstead					
	Not take it personally.							
*	72. The helper should rema	ain calm if the per	rson reacts i	n a negati	ve way, e.g	j. denial, a	nger.	
	Essential	Important	Don't know/	Depends	Unimp	ortant	Should not b	oe included
	suggestions in the box prov							
	How to help employee	s and co-work	ers with m	nental he	ealth prob	olems		
	Section 3: Communicati	on (cont)						
	This section contains sta	tements about c	communica	ting with	the persor	n in the wo	orkplace.	
	There are already guidelines to h guidelines). We do not wish to re health first aid for a person assist	plicate existing MHFA	A guidelines. Ra	ather, our ain	n is to develo	p guidelines	on how to tailo	
	Please rate how important (from '	essential' to 'should r	not be included	l') you think i	t is that each	statement be	e included in th	ne guidelines.
	Please keep the <u>definitions</u> in mir	nd when answering th	ne questions.					
	Communicating with other wor	<u>kers</u>						
	74. The helper should not o	complain to other	employees	or spread	rumours al	oout the pe	erson behin	d their
	Essential	Important	Don't know/	Depends	Unimp	ortant	Should not b	pe included

be specific about their observations and avoid critical comments, e.g. "I have seen Lin engage arguments with two co-workers and even a client in the past week" rather than "Lin has gone of							
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		
	\bigcirc		\bigcirc				
	·	•	er employee who is concer ner than solely on the prob	•	rson, the helper should		
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		
	77. If the helper hears o an unhelpful way, they s Essential		Iking about the details of tow it is inappropriate. Don't know/Depends	he person's menta Unimportant	al health problems in Should not be included		
	•	•	r co-workers feel that this ere taking sick days for a p Don't know/Depends	•			
	79. Do you have any ad suggestions in the box բ		s that you would like to ad	d in this section?	Please write your		
	How to help employ	rees and co-wo	rkers with mental hea	lth problems			
ç							
•	Section 4: Performan	ce					

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.								
Please keep the <u>definitions</u> in mind when answering the questions.								
The following items relate aid.	tot how the person's	MANAGER would approach p	performance manage	ment and mental health first				
* 80. The MANAGER should be aware that behaviours that breach the workplace's rules or regulations may require both performance management and mental health first aid.								
Essential	Important	Don't know/Depends	Unimportant	Should not be included				
• •		viour issues, the MANAGE performance and behaviou	·	clearly what is				
Essential	Important	Don't know/Depends	Unimportant	Should not be included				
· ·	job is imminent, th	Don't know/Depends at the person's behaviours be MANAGER should be only is no confusion.	-	•				
* 83. If at any point it bed regulations and loss of	comes apparent that job is imminent, th	at the person's behaviours se MANAGER should be c	s are breaching the	e workplace's rules or				
* 83. If at any point it bed regulations and loss of meeting as a performa	comes apparent that job is imminent, then note issue so there	at the person's behaviours se MANAGER should be co is no confusion.	s are breaching the	e workplace's rules or d document the				
* 83. If at any point it bed regulations and loss of meeting as a performation Essential	comes apparent that job is imminent, the nce issue so there Important	at the person's behaviours se MANAGER should be co is no confusion.	s are breaching the elear about this and Unimportant	e workplace's rules or d document the Should not be included				
* 83. If at any point it bed regulations and loss of meeting as a performation Essential 84. Do you have any a suggestions in the box	comes apparent that job is imminent, the nce issue so there Important dditional statement provided.	at the person's behaviours be MANAGER should be of is no confusion. Don't know/Depends	s are breaching the elear about this and Unimportant dd in this section?	e workplace's rules or d document the Should not be included				

This section contains statements about following-up the person in the workplace after making the

approach.

9	There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.							
I	Please rate how important (from 'essential' to 'should	d not be include	ed') you think	it is that each	statement be	e included in t	he guidelines.
,	Please keep the <u>definitions</u>	in mind when answering	the questions.					
	85. At the end of the cowill take action.	onversation, the help	oer should aç	gree with th	he person v	vhat will ha	ppen next	and who
	Essential	Important	Don't know	//Depends	Unimp	oortant	Should not be included	
* ;	86. The helper should:			Essential	Important	Don't know / Depends	Unimportant	Should not be included
	Keep a record of all conve health problems	ersations about the perso	n's mental					
	Not keep a record of any of health problems without the		erson's mental					
	Give a copy of the conversits accuracy with them	sation record to the perso	on and check					
	Keep a record of any action with the person	ons taken as a result of c	onversations					
	Make arrangements for a situation	follow up meeting to revi	ew the					
	Informally check in with th	e person to see how they	y are doing.					
	87. If the helper is una on their behalf, after se	•	•	•	d consider	asking son	neone else	to do this
	Essential	Important	Don't know	//Depends	Unimp	oortant	Should not	be included
	88. If after the convers advice, while respectin	· ·		they shou	ıld find som	eone to tal	k to for sup	port and
	Essential	Important	Don't know	//Depends	Unimp	oortant	Should not	be included

*	* 89. If the helper's expectations of the discussion are not met, they should:								
				Essential	Important	Don't know/ Depends	Unimportant	Should not be included	
	Try to speak to the person again a	t another time							
	Be aware that their actions may st person may speak to someone els problem.		-		\bigcirc				
	90. Do you have any additional statements that you would like to add in this section? Please write your suggestions in the box provided.								
	How to help employees	and co-worke	rs with m	ental he	alth prob	olems			
	Section 6: Distress								
	This section contains state	ments about su	pporting t	he persoi	n who is d	istressed	in the wor	kplace.	
	There are already guidelines to help guidelines). We do not wish to replic health first aid for a person assisting	cate existing MHFA g	uidelines. Ra	ther, our aim	is to develo	guidelines o	on how to tailo		
	Please rate how important (from 'es	sential' to 'should no	t be included) you think it	t is that each	statement be	e included in tl	ne guidelines.	
	Please keep the <u>definitions</u> in mind when answering the questions.								
	91. If the person is distressed situation worse.	l, the helper shou	ıld not igno	ore the per	rson, as do	ing nothin	g can make	the	
	Essential	mportant	Don't know/E	Depends	Unimp	ortant	Should not l	be included	

nd the helper's work ro	ne).						
			Essential	Important	Don't know/ Depends	Unimportant	Should no be include
Let the person know they a	re listening						
Tell them that help and sup	port will be offered						
Be aware that the person make in much information	ay not be able to thin	k clearly and					
Focus on what is distressing	g the person right nov	v					
Ask the person if they need behalf	them to contact some	eone on their					
Assess for any crisis (imme others) and respond accord							
Not feel they need to offer t especially if it has long-term		ate solution,					
Not send the person home	straight away						
Reassure them that is it ok	to be upset						
Provide an appropriate space freely and compose themse		press emotion					
Suggest you both leave the coffee or short walk to give							
Let them know that once the can carry on working, take a home	-						
Tell the person their job is s	afe						
Reassure the person they a embarrassed or ashamed a		-					
3. If needed, the helpe hile maintaining the pe		sistance to mo	re effective	ely support	a person v	vho is distre	essed,
Essential	Important	Don't know	/Depends	Unimp	ortant	Should not	be included
4. If needed, the helpe hile maintaining the pe			selves afte	er assisting	a person v	vho is distre	essed,
Essential	Important	Don't know	/Depends	Unimp	ortant	Should not	be included

* 92. If the person is distressed, the helper should do the following (where appropriate to the circumstances

* 95. If the person is too distressed to talk, the helper should reassure the person that the discussion continue at another time and place that suits them.										
	Essential	Important	Don't know/Depends	Unimportant	Should not be included					
	96. Do you have any ac suggestions in the box		s that you would like to ad	d in this section?	Please write your					
	How to help employees and co-workers with mental health problems									
	Section 7: Support									
	This section contains	statements abou	t providing support to th	e person.						
	guidelines). We do not wish	to replicate existing MH	ay be experiencing a range of m IFA guidelines. Rather, our aim i no is experiencing mental health	s to develop guideline	s on how to tailor mental					
	Please rate how important (f	rom 'essential' to 'shoul	ld not be included') you think it is	s that each statement	be included in the guidelines.					
	Please keep the <u>definitions</u> i	in mind when answering	g the questions.							
*	97. If the person disclosmanagement plan in the		s, the helper should ask if e of an episode.	they have an adva	ance directive or					
	Essential	Important	Don't know/Depends	Unimportant	Should not be included					
*	98. If the person has ar	n advance directive	or management plan, the	helper should foll	low the instructions.					
	Essential	Important	Don't know/Depends	Unimportant	Should not be included					
*	99. The helper should e	encourage the pers	on to use helpful coping s	trategies they hav	ve used in the past.					
	Essential	Important	Don't know/Depends	Unimportant	Should not be included					
			$\overline{}$							

*	100. The helper should of	discuss how the w	vorkplace can support the p	person's existing	coping strategies.		
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		
*	101. The helper should be	e aware that the	person may not be able to	think clearly abo	ut solutions.		
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		
	102. If the person does r the available options.	not initially know v	what support they need, the	e helper should as	ssist them in exploring		
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		
	103. The helper should a problems.	assist the person	to identify workplace trigge	ers that contribute	to their mental health		
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		
	104. The helper should r encouragement.	nake contact with	the person regularly in ord	der to provide ong	going support and		
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		
	105. If the person is able to keep coming to work.	to meet the majo	ority of their job requiremer	nts, the helper sho	ould encourage them		
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		
*	106. The helper should assist the person to consider the pros and cons of taking time off work.						
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		
	107. The helper should b		ag at work in a supportive	workplace can as	eiet in the narean's		
	recovery.	e aware that bei	ig at work in a supportive t		sist iii tile person's		
	recovery. Essential	De aware that bei	Don't know/Depends	Unimportant	Should not be included		

	108. The helper should not offer help to the person outside of the usual work roles, e.g. driving the person to their doctor's appointment.							
	Essential	Important	Don't know/Depends	Unimportant	Should not be included			
	109. Do you have any a	dditional statemer	nts that you would like to a	dd in this section?	Please write your			
	suggestions in the box p	provided.						
	How to help employ	ees and co-wo	rkers with mental hea	Ith problems				
	Section 7: Support (c	ont)						
	This section contains	-4-4	4					
	This section contains	statements abou	t providing support to th	ie person.				
	guidelines). We do not wish to	o replicate existing MF	ay be experiencing a range of m HFA guidelines. Rather, our aim is ho is experiencing mental health	s to develop guideline	s on how to tailor mental			
	Please rate how important (fro	om 'essential' to 'shou	ld not be included') you think it is	s that each statement	be included in the guidelines.			
	Please keep the <u>definitions</u> in	mind when answering	g the questions.					
*	110. The helper should encourage the person to seek professional help.							
	Essential	Important	Don't know/Depends	Unimportant	Should not be included			
*	111. The helper should offer to assist the person to seek professional help.							
	Essential	Important	Don't know/Depends	Unimportant	Should not be included			
*	112. If the person is reluperson's reluctance.	ctant to seek prof	essional help, the helper s	hould discuss the	reasons for the			
	Essential	Important	Don't know/Depends	Unimportant	Should not be included			

*	113. The helper should make sure the person is aware of any relevant supports that the organisation can provide, e.g. EAP.							
	Essential	Important	Don't know	//Depends	Unimp	ortant	Should not be included	
	0							
*	114. The helper should offer	·						
	Essential	Important	Don't know	//Depends	Unimp	ortant	Should not I	be included
)))
*	115. The helper should end	ourage the persor	n to consid	ler:				
				Essential	Important	Don't know/ Depends	Unimportant	Should not be included
	Making changes at work to redu	uce stress levels						
	Talking to their manager about	heir concerns:						
	Listing work tasks in order of pr	iority						
	Telling loved ones about work p support.	roblems and asking fo	or their					
*	116. If work-related stress of encourage the person to co	onsider changing j	obs.					
	Essential	Important	Don't know	//Depends	Unimportant		Should not I	be included
)))
*	117. The helper should recomental health problems.	ommend evidence	e-based se	elf-help stra	tegies that	are effectiv	ve for mana	aging
	Essential	Important	Don't know/Depends		Unimportant		Should not be included	
*	118. The helper should end	ourage the persor	n who is w	ithdrawing	to interact	with others	at work.	
	Essential	Important	Don't know	//Depends	Unimp	ortant	Should not I	be included
	0							
	119. Do you have any addit suggestions in the box prov		that you w	ould like to	add in this	section? F	Please write	your

	Section 7: Support (cont.)							
	This section contains statements about providing support to the person.								
9	There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.								
ı	Please rate how important (f	rom 'essential' to 'shou	ld not be included') you think it is	s that each statement	be included in the guidelines.				
	Please keep the <u>definitions</u> i	in mind when answering	g the questions.						
ļ	Note: The following items	relate to how the pers	on's MANAGER would provid	e support to the per	son.				
	120. The MANAGER sl requirements of their jo	•	on what support they need	l in order to fulfil th	ne inherent				
	Essential	Important	Don't know/Depends	Unimportant	Should not be included				
	121. The MANAGER sl person's privacy.	hould encourage c	o-workers to support the p	erson, whilst still r	respecting the				
	Essential	Important	Don't know/Depends	Unimportant	Should not be included				
	* 122. The MANAGER should try to adapt the way they manage the person in order to reduce any work-related stress, e.g. some people may function better with more direction from their manager.								
	Essential	Important	Don't know/Depends	Unimportant	Should not be included				
	123. The MANAGER sl their usual work perforr	•	on that they will help them	get the support the	ey need to return to				
	Essential	Important	Don't know/Depends	Unimportant	Should not be included				

* 124. If poor workplace relationships are contributing to the person's mental health problems, the MANAGER should consider using mediation to help resolve issues.						
Essential	Important	Don't know/Depends	Unimportant	Should not be included		
		\bigcirc				
* 125. The MANAGER so ther employees and		the possible impact of the port.	person's mental h	nealth problem on		
Essential	Important	Don't know/Depends	Unimportant	Should not be included		
		\bigcirc				
* 126. The MANAGER	should encourage th	ne appropriate use of sick	leave entitlements	S.		
Essential	Important	Don't know/Depends	Unimportant	Should not be included		
* 128. The MANAGER issues.	Important	Don't know/Depends couraging help-seeking be	Unimportant fore they address	Should not be included any performance		
Essential	Important	Don't know/Depends	Unimportant	Should not be included		
				\bigcirc		
129. Do you have any suggestions in the box		nts that you would like to a	add in this section	? Please write your		
How to help emplo	oyees and co-wo	rkers with mental hea	alth problems			
Section 8: Reasona	able Adjustments					

This section contains statements about reasonable adjustments and the person.

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace. Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines. Please keep the <u>definitions</u> in mind when answering the questions. * 130. The helper should tell the person that they are entitled to reasonable adjustments. Essential Important Don't know/Depends Unimportant Should not be included 131. Do you have any additional statements that you would like to add in this section? Please write your suggestions in the box provided. How to help employees and co-workers with mental health problems Section 8: Reasonable Adjustments (cont) This section contains statements about reasonable adjustments and the person. There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace. Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines. Please keep the <u>definitions</u> in mind when answering the questions. The following items relate to how the person's MANAGER would provide reasonable adjustments for the person. * 132. The MANAGER should be aware of relevant guidelines that are available on how to carry out

Don't know/Depends

Unimportant

reasonable adjustments for the person.

Important

Essential

Should not be included

	133. The MANAGER should provide an opportunity for the person to talk to someone, for when they might be feeling distressed at work, e.g. telephone help-line.							
	Essential	Important	Don't kr	now/Depends	Un	important	Should not	be included
	0							
*	134. The MANAGER show	uld use the follow	wing strate	gies (depen	ding on th	e circumstan	ces):	Should not
				Essential	Important	know/Depends	Unimportant	be included
	Temporarily relaxing performa	nce expectations fo	r the person					
	Deferring 'bad news' until the	person is feeling be	tter					
	Having regular discussions wi they are coping with their work accommodations.							
	135. The MANAGER show	•		_	•	r an agreed p	eriod of rea	asonable
	Essential	Important	Don't kr	now/Depends	Un	important	Should not	be included
	136. The MANAGER show adjustments are being ma	•		now/Depends		important	Should not	be included
	137. The MANAGER shown their mental health proble	ms.	·		·		·	
	Essential	Important	Don't kr	now/Depends	Un	important	Should not	be included
	138. Do you have any add suggestions in the box pro		nts that you	ı would like	to add in t	his section? I	Please write	your
	How to help employe	es and co-wo	rkers wit	h mental l	health pr	oblems		
	Section 9: Disclosure							

This section contains statements about the person disclosing their mental health problem in the workplace.

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these

			IFA guidelines. Rather, our aim in is experiencing mental health		
Ple	ease rate how important (from 'essential' to 'shou	ld not be included') you think it i	s that each statement	be included in the guidelines
Ple	ease keep the <u>definitions</u>	in mind when answering	g the questions.		
me	· ·	at work e.g. medica	egal obligations that the peal practitioners may be rec		
	Essential	Important	Don't know/Depends	Unimportant	Should not be included
	.0. The helper should ental health problem	•	elevant discrimination legi	slation in relation	to the disclosure of
	Essential	Important	Don't know/Depends	Unimportant	Should not be included
	1. The helper should w their manager or o	•	ossible barriers to disclosu ct.	ıre, e.g. fear of dis	scrimination, or fear of
	Essential	Important	Don't know/Depends	Unimportant	Should not be included
	2. The helper should lucation of others, op	•	ossible benefits of disclosu	ure, e.g. reasonab	le adjustments,
	Essential	Important	Don't know/Depends	Unimportant	Should not be included
	3. The helper should co-workers and to m	• •	consider the pros and co	ns of disclosing m	ental health problems
	Essential	Important	Don't know/Depends	Unimportant	Should not be included

144. Do you have any additional statements that you would like to add in this section? Please write your suggestions in the box provided.				
How to help emplo	yees and co-wo	rkers with mental hea	Ith problems	
Section 9: Disclosur	e (cont)			
This section contains workplace.	s statements abou	t the person disclosing t	their mental heal	th problem in the
There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.				
Please rate how important (from 'essential' to 'shou	ld not be included') you think it is	s that each statement	be included in the guidelines.
Please keep the <u>definitions</u>	in mind when answering	g the questions.		
Note: The following items	relate to how the pers	on's MANAGER would approa	ach disclosure issue	<u> 25.</u>
145. The MANAGER s disclosing mental healt		the legal, ethical and pract	ical issues related	d to a person
Essential	Important	Don't know/Depends	Unimportant	Should not be included
146. The MANAGER s to be given about the p		the person whether there	is any information	that co-workers need
Essential	Important	Don't know/Depends	Unimportant	Should not be included
147. The MANAGER s given about the persor		the person what information	on they would like	their co-workers to be
Essential	Important	Don't know/Depends	Unimportant	Should not be included

148. Should the person not wish to disclose their mental health problems to co-workers, the MANAGER should:							
		E	ssential	Important	Don't know/ Depends	Unimportant	Should not be included
Discuss with the person what a making staff aware that the per							
Try to prevent co-worker perce disseminating policies on emplo		nt' by					
149. Do you have any addi suggestions in the box pro		at you wou	ld like to	add in this	section? F	Please write	your
How to help employee	s and co-worker	s with me	ental hea	alth prob	olems		
Section 10: Substance	use problems and	intoxication	on				
This section is about hel workplace.	ping the person wh	no has a sı	ıbstance	use prob	olem or is	intoxicated	l in the
There are already guidelines to h guidelines). We do not wish to re health first aid for a person assis	plicate existing MHFA gu	uidelines. Rath	er, our aim	is to develop	p guidelines o	on how to tailo	
Please rate how important (from	'essential' to 'should not	be included')	you think it	is that each	statement be	included in the	ne guidelines.
Please keep the <u>definitions</u> in mi	nd when answering the o	questions.					
150. If the person uses sub about this if it impacts on the			the help	er should	only appro	ach the per	son
Essential	Important I	Don't know/De	epends	Unimp	ortant	Should not l	oe included
151. If the person uses substances outside of work hours and this does not affect the person's work performance, the helper should still approach the person to let them know that they are concerned about their health.							
Essential	Important	Don't know/De	epends	Unimp	ortant	Should not I	oe included

	152. If the person's sub manager.	stance use is putting	co-worke	rs at risk o	of harm, the	e helper sho	uld report t	his to a
	Essential	Important	Don't kno	w/Depends	Uni	mportant	Should not	be included
	153. If all other attempt organising a team mee	·		using sub	stances fa	il, the helper	should cor	nsider
	Essential	Important	Don't kno	w/Depends	Uni	mportant	Should not	be included
	154. If the team is cons specialist to assist with			the helpe		onsider enga		ned
			((
*	155. If the person appe	ars to be affected by	drugs or a	alcohol wh		Don't know		Should not be included
	Ensure that the person doe themselves or others	es not pose a health and s	afety risk to					
	Escort the person to a priva	ate area						
	Call in a more senior co-wo	orker to serve as a witness	if possible					
	Inform the person of their of	concerns						
	Ask the person for any expeffects of a medication	olanation for their behaviou	ır, e.g. side-					
	Arrange for the person to b	e escorted home safely						
	Notify the police if the pers	on insists on driving home	ı.					
*	156. The helper should	not:				Don't		Should not
				Essential	Important	know/Depends	Unimportant	t be included
	Cover for the person who is e.g. carrying out the person	· ·	her drugs					
	Ignore the person's inappro	opriate substance use whil	le at work.					

157. Do you have any additional statements that you would like to add in this section? Please write yo suggestions in the box provided.						
	How to help employees and co-workers with	mental	health pr	oblems		
	Section 10: Substance use problems and intoxi	cation (co	ont)			
	This section is about helping the person who has a substance use problem or is intoxicated in the workplace.					
	There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.					
	Please rate how important (from 'essential' to 'should not be included)	ded') you thi	nk it is that ea	ach statement be	e included in t	the guidelines.
	Please keep the <u>definitions</u> in mind when answering the questions	S.				
	Note: The following items relate to actions the person's MAN	AGER woul	d carry out.			
*	Note: The following items relate to actions the person's MAN. 158. When approaching the person who has a substa		-	e MANAGER	should:	
*			roblem, the	e MANAGER Don't know/Depends		Should not be included
*		nce use p	roblem, the	Don't		
*	158. When approaching the person who has a substate Explain the effects that their substance use could have on co-	nce use p	roblem, the	Don't		
*	158. When approaching the person who has a substate that their substance use could have on coworkers and the workplace Point out the possible workplace consequences for the person,	nce use p	Important	Don't know/Depends	Unimportant	be included
*	Explain the effects that their substance use could have on coworkers and the workplace Point out the possible workplace consequences for the person, e.g. loss of job. 159. Do you have any additional statements that you suggestions in the box provided.	nce use p	roblem, the	Don't know/Depends	Unimportant	be included
*	158. When approaching the person who has a substate Explain the effects that their substance use could have on coworkers and the workplace Point out the possible workplace consequences for the person, e.g. loss of job. 159. Do you have any additional statements that you	nce use p	roblem, the	Don't know/Depends	Unimportant	be included

Thank you for your time!

That is the end of the first round survey. Thank you very much for your contribution.

If participating in this survey has caused you distress then we advise you to talk to a supportive person about these feelings. You might wish to talk to someone using the relevant helpline listed below.

Australia: Lifeline on 13 11 14

New Zealand: Lifeline Aotearoa on 0800 543 354

UK: Samaritans on 08457 909090

Republic of Ireland: Samaritans on 116 123

USA: National Suicide prevention Lifeline on 1800 273 TALK (8255)

Canada: National Suicide prevention Lifeline on 1800 273 TALK (8255)

By pressing the 'Next' button your responses will be registered with our survey software. Once all panel members have lodged their responses, we will collate the data and send you a report on the findings and the second survey.

Workplace Delphi Round 2

1. Information about this survey

Purpose of the research

The aim of this current research project is to develop guidelines for how to provide mental health first aid to a co-worker. Once developed, these guidelines will provide guidance for employees on giving appropriate support to a co-worker who is developing a mental health problem or experiencing a mental health crisis.

The project is being conducted by Professor Tony Jorm, A/Prof Tony LaMontagne, A/Prof Angela Martin and Nataly Bovopoulos (PhD candidate) at the School of Population and Global Health, The University of Melbourne. This project has been approved by the University's Human Research Ethics Committee (HREC#: 1339508.1).

How this questionnaire was developed

The statements in this questionnaire were derived from the results of the Round 1 survey. You will note that each statement is marked as either a NEW or RERATE item. New items were derived from the comments provided in the first survey. An item is rerated when 70%–79% of panel members from all three groups rated it as essential or important.

What do I need to do?

Your task is to rate the statements presented in this questionnaire according to how important you believe they are to **providing** mental health first aid to someone in the workplace. When rating the statements, please keep in mind that the guidelines will be used by any employee in a workplace and as such, the statements need to be rated according to how important each one is for someone, who does not necessarily have a counselling or clinical background, to provide mental health first aid to another employee.

Note: In each section, there are some items that are actions for managers only.

For example you may be asked to rate the following statement:

1. The helper should not hurry the person because this can cause them anxiety.

You will need to decide how important, from 'essential' to 'should not be included', you think it is that this statement be included in the guidelines.

For an example of previously developed guidelines go to: First aid guidelines for assisting the person who is suicidal here.

Workplace Delphi Round 2

2. Information about this survey (cont)

How long will it take to complete the questionnaire?

This questionnaire should take approximately 30 minutes to complete.

Can I save my answers and come back to the questionnaire?

If necessary, you can complete the survey in two or more sittings. You can save your answers at any time by completing a page and clicking 'Next' at the bottom. This marks your page as complete and you can begin again at a later date on the next page. Please make sure that you always log back in using the **same computer**, and that <u>cookies</u> are enabled, otherwise the software will fail to recognise your code and previously saved responses.

Workplace Delphi Round 2

3. Overview of survey content

This survey is divided into the following sections:

- 1. General Awareness
- 2. Approach
- 3. Communication
- 4. Confidentiality
- 5. Distress
- 6. Support
- 7. Disclosure
- 8. Substance use problems and intoxication
- 9. Performance
- 10. Reasonable adjustments

Workplace Delphi Round 2

4. Definitions of terms used in this survey

These terms may have different meanings for participants. The definitions below are how these terms are used in this survey. When completing the survey, please ensure you use these definitions only.

Common mental health problems in this survey refer to signs and symptoms of problematic anxiety, depression or substance use.

Person refers to an employee with signs and symptoms of a common mental health problem.

Mental health first aid means the help provided by any employee to another employee who is developing a mental health problem or experiencing a mental health crisis. The help is provided until professional help is received or until the crisis resolves. This help may be provided by one person or by a range of different people.

Helper refers to any employee who provides mental health first aid as defined above. This helper does not necessarily have a designated role, such as a physical first aid officer has. The helper may be a co-worker of the person, be the person's manager, or in a role less senior to the person.

Workplace refers to a place of employment.

Employee refers to a person working for another person, business or organisation (who could also be working as a contractor or volunteer).

Manager refers to a person responsible for the supervision of one or more employees.

New term added: Appropriate Manager refers to the person's supervisor, HR, or the business owner depending on the size and nature of the workplace.

Workplace stressors refer to working conditions that can contribute to mental health problems, e.g., long working hours, excessive workload, poor supervisory support.

Reasonable adjustments refers to changes to the work environment that allow a person with a mental illness to work safely and productively.

Disclosure refers to the degree of information being shared with others at work about a person's mental health problem, e.g. functional limitations through to diagnosis.

Employee Assistance Programs refer to a free and confidential counselling service offered by employers to their employees to support their wellbeing in the workplace and in their personal lives.

Workplace Delphi Round 2

Section 1: General Awareness

This section contains statements about general awareness of mental health problems in the workplace.

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Please keep the <u>definitions</u> in mind when answering the questions.

*	* 1. The helper should be aware of the ways in which mental health problems may make a person a better employee, e.g. more aware of their own strengths and weaknesses, more empathic towards co-workers. (RERATE)						
	Essential	Important	Don't know/ Depends	Unimportant	Should not be included		
*	•	·-	as a history of mental healt sarily due to these problem	•	should not assume		
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		
*	The helper should not it make it difficult to recognic to the second secon	•	em behaviours as part of the n problems. (RERATE) Don't know/Depends	e person's persor Unimportant	nality, as this may Should not be included		
	Workplace Delphi Ro	und 2					
	6. Section 2: Approach	ı					
			it approaching the persoi	ո to talk about th	neir concerns.		
	This section contains so There are already guidelines to guidelines). We do not wish to	tatements about help people who ma replicate existing Mh	at approaching the person ay be experiencing a range of me HFA guidelines. Rather, our aim is tho is experiencing mental health	ental health problems s to develop guideline	(click here to access these s on how to tailor mental		
	This section contains so There are already guidelines to guidelines). We do not wish to health first aid for a person assi	tatements about help people who manager where the people who manager was the people who manager was the people at the people was a co-worker w	ay be experiencing a range of me	ental health problems to develop guideline problem in the workp	(click here to access these s on how to tailor mental lace.		
	This section contains so There are already guidelines to guidelines). We do not wish to health first aid for a person assi	tatements about the people who make the people who make the people who make the people who make the people who will be the people with the peo	ay be experiencing a range of me HFA guidelines. Rather, our aim is ho is experiencing mental health ald not be included') you think it is	ental health problems to develop guideline problem in the workp	(click here to access these s on how to tailor mental lace.		
	This section contains so There are already guidelines to guidelines). We do not wish to health first aid for a person assi	tatements about the people who make the people when the people when the people with the people when the people with the people when the people with the people when the people when the people when the people with the people when the people when the people who make th	ay be experiencing a range of me HFA guidelines. Rather, our aim is ho is experiencing mental health ald not be included') you think it is	ental health problems to develop guideline problem in the workp	(click here to access these s on how to tailor mental lace.		
*	This section contains so There are already guidelines to guidelines). We do not wish to health first aid for a person assist Please rate how important (from Please keep the definitions in management of the process of the section of the process of the process of the section of the process of	tatements about the people who make the person the person that the person the person that the person the person that the perso	ay be experiencing a range of me HFA guidelines. Rather, our aim is ho is experiencing mental health ald not be included') you think it is	ental health problems to develop guideline problem in the workp that each statement	(click here to access these s on how to tailor mental lace. be included in the guidelines.		
*	This section contains so There are already guidelines to guidelines). We do not wish to health first aid for a person assist Please rate how important (from Please keep the definitions in management of the definitions of the definition	tatements about the people who make the person the person that the person the person that the person the person that the perso	ay be experiencing a range of me HFA guidelines. Rather, our aim is ho is experiencing mental health ald not be included') you think it is g the questions.	ental health problems to develop guideline problem in the workp that each statement	(click here to access these s on how to tailor mental lace. be included in the guidelines.		
*	This section contains so There are already guidelines to guidelines). We do not wish to health first aid for a person assist Please rate how important (from Please keep the definitions in management of the definitions of the definition of the definit	tatements about the people who make the people who make the person that the person	ay be experiencing a range of medFA guidelines. Rather, our aim is ho is experiencing mental health ald not be included') you think it is get the questions.	ental health problems to develop guideline problem in the workp that each statement ractions with other	(click here to access these is on how to tailor mental lace.) be included in the guidelines.		

	5. If the person is showing signs or symptoms of mental health problems, the helper should offer assistance, even if the person is still working productively. (RERATE)							
	Essential	Important	Don't kn	ow/Depends	Unimp	ortant	Should not b	e included
* 6. The helper should approach the person showing signs of a mental health problem, even if the person is still working productively. (NEW)							erson is	
	Essential	Important	Don't kn	iow/Depends	Unimp	ortant	Should not b	e included
)
*	7. The helper should co			ng whether to	approach	the person Don't know/ Depends	: Unimportant	Should not be included
	If they are the person's man between their management	~ .						
	If they are the person's man contributing to the person's	•	•		\bigcirc			
	Whether the workplace cult mental health problem. (RE		e person's					
	_	_		_	-	-	-	-
	Workplace Delphi R	Round 2						
	7. Section 2: Approac	ch (cont)						
	This section contains	statements about	approach	ning the pers	son to talk	about the	ir concerns	5.
	There are already guidelines g <u>uidelines)</u> . We do not wish t health first aid for a person a	o replicate existing MHF	A guidelines	s. Rather, our ai	m is to develo	p guidelines	on how to tailo	
	Please rate how important (fi	rom 'essential' to 'should	d not be inclu	uded') you think	it is that each	statement be	e included in th	e guidelines.
	Please keep the <u>definitions</u> in	n mind when answering	the question	IS.				
•	Involving other co-workers	i						

			Essential	Important	Don't know/ Depends	Unimportant	Should not be included
Talk about the situation with sor how to approach the person, whanonymous. (NEW)							
Talk with a mental health profes person. (RERATE)	ssional about how to a	approach the					
9. If the helper seeks advice person's privacy and confident to the person's privacy and confident to the person is the person in the person is the person in the person is the person i		else, they s	hould emp	hasise the	importance	e of mainta	ining the
Essential	Important	Don't know	/Depends	Unimp	ortant	Should not	be included
10. If the person is in a role they should consider:	that is senior to	the helper a	and they d	o not feel th	ey can ma	ake the app	roach,
			Essential	Important	Depends	Unimportant	
Contacting an impartial, external Employee Assistance Program,		~					
Contacting a telephone support (NEW)	service for advice e.	g. Lifeline					
Identifying an appropriate helpe contacting them (NEW)	er within the organisat	tion and					
Speaking to someone else who person (NEW)	has a good relations	ship with the					
Whether approaching the person consequences to the helper's ca							
11. If the helper is uncertair other co-workers whether t	-			-	-	r should <u>not</u>	ask
Essential	Important	Don't know	/Depends	Unimp	ortant	Should not	be included
12. The helper should not of person's behaviour, such a			•	•	may be aff	ected by the	e
Essential	Important	Don't know	/Depends	Unimp	ortant	Should not	be included

* 8. If there is no one else available or appropriate to help, the helper should:

* 13. If the person's behaviour is affecting others in the workplace and the person's manager has appropriate training, the helper should approach this manager. (NEW)					ager has appropriate
	Essential	Important	Don't know/Depends	Unimportant	Should not be included
	14. If after following up should raise their conc		ne concerns are still not	Don't know	/ Should not
	HR (NEW)		Essential	Important Depends	Unimportant be included
	Employee Assistance Prog	ram (NEW)			
	The health and safety man	ager or representative. ((NEW)	0 0	0 0
	Workplace Delphi F	Round 2			
	8. Section 2: Approa	ch (cont)			
	There are already guidelines guidelines). We do not wish	s to help people who may to replicate existing MHI	approaching the person of the experiencing a range of FA guidelines. Rather, our ain to is experiencing mental hear	mental health problems n is to develop guidelines	(click here to access these son how to tailor mental
	Please rate how important (f			t is that each statement l	be included in the guidelines.
	Planning the approach				
	15. Before the helper a noticed. (NEW)	pproaches the pers	on, they should be clea	r about concerning b	ehaviours they have
	Essential	Important	Don't know/Depends	Unimportant	Should not be included
	16. Before the helper a are affecting them. (NE		on, they should be clea	r about how the cond	cerning behaviours
	Essential	Important	Don't know/Depends	Unimportant	Should not be included

whether they are OK. (NEW)								
Essential	Important	Don't know/Depends	Unimportant	Should not be included				
• • • •	18. When approaching the person, the helper should consider a staggered approach, e.g. starting with a casual approach asking how they are, followed by a meeting if appropriate. (NEW)							
Essential	Important	Don't know/Depends	Unimportant	Should not be included				
•		ion with the person in a ne person feels comfortable a						
Essential	Important	Don't know/Depends	Unimportant	Should not be included				
* 20. The helper should I (NEW) Essential	have the conversat	ion with the person in an a	appropriate neutra Unimportant	Il private space. Should not be included				
* 21. The helper should chat, phone. (NEW) Essential	give the person the	option of meeting in ways Don't know/Depends	other than face-t	o-face, e.g. online Should not be included				
Workplace Delphi F	Round 2							
9. Section 2: Approa	ch (cont)							

This section contains statements about approaching the person to talk about their concerns.

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.

Please rate how important i	(from 'essential' to	('should not be included')	you think it is that each	n statement be included in the	auidelines

Please keep the <u>definitions</u> in mind when answering the questions.

How the person's MANAGER would make the approach

* 22. Before approaching the person, the MANAGER should:

				Essential	Important	Don't know/ Depends	Unimportant	Should not be included
	Document any concerning behave (NEW)	iours that they have o	bserved.					
	Have on hand any documentation or observed behaviours. (NEW)	n relating to work perfo	ormance					
	Consider the expected outcomes aims of the discussion in advance	·	e and					
	Be clear about how the concerning others. (NEW)	ng behaviours are affe	ecting					
	Check any relevant organisational regarding performance problems a mental health problem. (RERAT	if the person does no						
2	23. When approaching the p	erson, the MANA	GER shou	uld conside	er:	Don't know/		Should not
				Essential	Important	Depends	Unimportant	be included
	Going to the person's worksite if t (RERATE)	hey are a remote wor	ker.					
	Alternate ways of meeting if they conferencing, online chat. (NEW)		e.g. video					
	24. If the MANAGER wishes of time with the person, rathe				ite, they sh	ould orgai	nise the visi	t ahead
	Essential	Important	Don't know/	Depends	Unimp	ortant	Should not	be included
			C)				
	25. When approaching the pvellbeing rather than their w	•		uld emphas	sise their co	oncern for	the person'	S
	Essential	Important	Don't know/	/Depends	Unimp	ortant	Should not	be included
			C					

	Essential	Important	Don't know/ Depends	Unimportant	Should not be included
First talk about the person's strengths and how they (NEW)					
Stay focused on work-related issues. (NEW)					
Focus the discussion on the person's health and well rather than their work performance. (NEW)	lbeing,				
Ask open-ended questions about how any mental he problems may be affecting the person. (NEW)	ealth				
Be honest and open when the person's performance affected, even if they are worried that this may distreperson. (NEW)	-				
27. After raising their concerns with the pers	on, the MANAGER s	hould ask:			
	Facantial	lassantant	Don't know/		Should not
	Essential	Important	Depends	Unimportant	be included
If the person would like to continue the conversation presence of a support person, e.g. an external advoc worker (NEW)					
What impact any mental health problems are having them (NEW)	on				
How long they have been experiencing a mental heat to determine whether this is an ongoing issue or som where an immediate action could assist the situation	nething				
Whether the person has ever been given a diagnosis illness (NEW)	s of a mental				
If they have an advance directive or management pla workplace, if the person discloses a mental illness (N	()				
Whether any workplace issues are contributing to the health problems (NEW)	eir mental				
Whether any non-workplace issues are contributing mental health problems. (NEW)	to their				
If the MANAGER's expectations of the dagain at another time. (NEW)	iscussion are not me	t, they shou	lld try to sp	eak to the p	person
Essential Important	Don't know/Depends	Unimp	oortant	Should not	be included
Workplace Delphi Round 2					

This section contains statements about communicating with the person in the workplace

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Please keep the <u>definitions</u> in mind when answering the questions.

* 29. If while talking with the person, the helper decides that they are not the right person to help, they should:

			Don't know	1	Should not
	Essential	Important	Depends	Unimportant	be included
Tell the person. (NEW)					
Discuss with the person alternative sources of help. (NEW)					
Offer to seek the immediate assistance of someone with appropriate training. (NEW)					

* 30. The helper should create a supportive and trusting environment when discussing mental health problems with the person by:

	Essential	Important	Don't know/ Depends	Should not be included
Sitting an appropriate distance away, taking into account personal space (RERATE)				
Considering what they know about the person and their culture. (NEW)				

Workplace Delphi Round 2

11. Section 3: Communication (cont)

This section contains statements about communicating with the person in the workplace.

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.

7	What to discuss							
* (31. When talking with th	ne person about the	eir concerns,	the helper	should:			
				Essential	Important	Don't know/ Depends	Unimportant	Should not be included
	Focus the discussion on the rather than their work performance.	•	vellbeing,					
	Ask open-ended questions problems may be affecting	-	health		\bigcirc			
	Consider sharing any person the person the (NEW)					0	0	
* (32. When talking with th	ne person, the help	er should sa	y what feels	s comfortal	ole for then	n. (RERATE	≣)
	Essential	Important	Don't know	/ Depends	Unimp	ortant	Should not	be included
	33. After raising their co the conversation in the page 12. Essential	·		e.g. an exte	ernal advoc			ATE)
* ;	34. The helper should a	sk the person:)	la contract	Don't know/		Should not
	If there are any non-work retalk about or make the help	• •		Essential	Important	Depends	Unimportant	De included
	Whether any workplace or of their mental health problem	other issues are contrib						
	Whether any workplace issue health problems. (NEW)	ues are contributing to	their mental					
	Whether any <i>non-workplace</i> mental health problems. (N		g to their					
	35. If the person says the should encourage the p	-		_			roblem, the	helper
	Essential	Important	Don't know	/ Depends	Unimp	ortant	Should not	be included

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Please keep the <u>definitions</u> in mind when answering the questions.

*	• •	•	· ·		problem, the helper			
	Workplace Delphi Round 2 12. Section 3: Communication (cont) This section contains statements about communicating with the person in the workplace. There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access the quidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace. Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines keep the definitions in mind when answering the questions. Things to avoid * 37. The helper should not start the conversation with the person by talking about how their own personal struggles have affected their work behaviour. (NEW)				Should not be included			
	Workplace Delphi Ro	ound 2						
12. Section 3: Communication (cont)								
	This section contains statements about communicating with the person in the workplace.							
	guidelines). We do not wish to	replicate existing MF	HFA guidelines. Rather, our aim is	to develop guideline	s on how to tailor mental			
	Please rate how important (fro	om 'essential' to 'shou	ald not be included') you think it is	that each statement	be included in the guidelines.			
	Please keep the definitions in	mind when answering	g the questions.					
	Things to avoid							
*	·		·	alking about how	their own personal			
	Essential	Important	Don't know/Depends	Unimportant	Should not be included			
*	38. The helper should no	ot have document	tation about the person on	hand when meet	ing with them. (NEW)			
	·		·					
*	Vorkplace Delphi Round 2 2. Section 3: Communication (cont) This section contains statements about communicating with the person in the workplace. There are already guidelines to help people who may be experiencing a range of mental health problems. (click here to acceudelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mealth first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace. Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the grilease keep the definitions in mind when answering the questions. Things to avoid The helper should not start the conversation with the person by talking about how their own person truggles have affected their work behaviour. (NEW) Essential Important Don't know/Depends Unimportant Should not be in the person on hand when meeting with them. (New) Essential Important Don't know/Depends Unimportant Should not be in the person on hand when meeting with them. (New) Essential Important Don't know/Depends Unimportant Should not be in the person on hand when meeting with them. (New)							
	Essential	Section 3: Communication (cont) is section contains statements about communicating with the person in the workplace. In are are already guidelines to help people who may be experiencing a range of mental health problems (click here to access the telines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental lith first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace. It is that each statement be included in the guidelines ase keep the definitions in mind when answering the questions. Ings to avoid In the helper should not start the conversation with the person by talking about how their own personal buggles have affected their work behaviour. (NEW) Essential Important Don't know/Depends Unimportant Should not be included in the person on hand when meeting with them. (NEW) Essential Important Don't know/Depends Unimportant Should not be included in the person on hand when meeting with them. (NEW)			Should not be included			

* 40. The helper should not:					
	Essential	Important	Don't know/ Depends	Unimportant	Should not be included
Counsel the person (RERATE)					
Try to act as a counsellor (NEW)					
Adopt an overly friendly attitude (RERATE)					
Workplace Delphi Round 2					
13. Section 3: Communication (cont)					
This section contains statements about communic	ating with	the perso	n in the wo	orkplace.	
There are already guidelines to help people who may be experience guidelines). We do not wish to replicate existing MHFA guidelines. It health first aid for a person assisting a co-worker who is experiencing Please rate how important (from 'essential' to 'should not be included).	Rather, our ain	m is to develo alth problem i	p guidelines n the workpla	on how to taild ce.	or mental
Please keep the <u>definitions</u> in mind when answering the questions.	, you tillik	it is triat eaci	i statement be	e included in t	ne guidennes.
notes need the <u>seminate</u> in this then distinct years questioned					
If they don't want to talk					
* 41. If the person chooses not to talk, the helper should	:				
	Essential	Important	Don't know/ Depends	Unimportant	Should not be included
Ask them if they would find it helpful if they stayed with the person without needing to talk. (NEW)					
Provide information for the person to take away and look at later. (NEW)					
Touch base with the person at a later time to see if they are more willing to talk. (NEW)					
Workplace Delphi Round 2					
14. Section 3: Communication (cont)					

This section contains statements about communicating with the person in the workplace.

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.								
Please rate how important (fr	om 'essential' to 'shou	d not be included') you think it is	s that each statement	be included in the guidelines.				
Please keep the <u>definitions</u> in mind when answering the questions.								
Communicating with other	workers							
·		se their mental health issu bout the person to the pers		•				
Essential	Important	Don't know/Depends	Unimportant	Should not be included				
·		se their mental health issu he person in general term Don't know/Depends						
•		=		al health problems in				
Essential	Essential Important Don't know/Depends Unimportant Should not be included If the helper hears other employees talking about the details of the person's mental health problems in unhelpful way, they should let an appropriate manager know. (NEW)							
		0						
Workplace Delphi R	Cound 2							
15. Section 4: Confid	entiality							

This section contains statements about dealing with confidentiality issues with the person in the workplace.

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Please keep the <u>definitions</u> in mind when answering the questions.

* 45. The helper should be clear with the person about the limits of confidentiality early in the conversation. (NEW)								
Essential	Important	Don't know	//Depends	Unimp	oortant	Should not	be included	
* 46. The MANAGER s		e person abo	out the lim	its of confid	dentiality ea	arly in the		
Essential	Important	Don't know	//Depends	Unimp	oortant	Should not	be included	
* 47. The MANAGER s	should maintain the per	rson's confic	dentiality a	and privacy	except who Don't know/ Depends		Should not	
For harm to the organisa	ation, e.g. reputational harm	(NEW)						
That the person cannot (NEW)	fulfil the inherent requiremen	nts of the role.						
Workplace Delph	i Round 2							
16. Section 5: Dist	ress							
This section contai	ns statements about	supporting	the perso	on who is c	listressed	in the wor	kplace.	
guidelines). We do not wi	nes to help people who may sh to replicate existing MHF, n assisting a co-worker who	A guidelines. R	Rather, our ai	m is to develo	p guidelines	on how to taild		
Please rate how importan	t (from 'essential' to 'should	not be include	ed') you think	it is that each	statement be	e included in tl	he guidelines.	
Please keep the <u>definition</u>	ns in mind when answering t	the questions.						

	and the helper's work role):							
				Essential	Important	Don't know/ Depends	Unimportant	Should not be included
	Not send the person home straig	ht away (RERATE)						
	Let them know that once they had can carry on working, take a breathome. (RERATE)							
	Remember that the person may someone there to listen to them.		having					
	Ring the EAP (if available), with the person speak to them. (NEW		sion, and let					
	Acknowledge the person's distre problem solve. (NEW)	ss rather than immed	diately try to					
	49. If the person is distresse circumstances and the help as online chat or email. (NE Essential	er's work role), a	-	on if they v	`	nmunicate		
	Esseritial	Important	DOTT KNOW	Depends	Offiling	Ortani	Should flot t	De iliciuded
				/				
	Workplace Delphi Rour	nd 2						
	17. Oction of Cupport							
,	This section contains stat	ements about p	providing s	upport to	the perso	n.		
	There are already guidelines to he guidelines). We do not wish to rep nealth first aid for a person assisting	licate existing MHFA	guidelines. R	ather, our ain	n is to develo	p guidelines	on how to tailo	
	Please rate how important (from 'e	essential' to 'should r	not be included	d') you think i	t is that each	statement be	e included in th	ne guidelines
	Please keep the <u>definitions</u> in mind	d when answering th	e questions.					
*	50. The helper should ask a	bout supports ou	utside of wo	rk that the	person ma	ay find help	oful. (NEW)	
	Essential	Important	Don't know	Depends	Unimp	ortant	Should not b	oe included
)				

* 48. If the person is distressed, the helper should do the following (where appropriate to the circumstances

	ions. (RERATE)			
Essential	Important	Don't know/Depends	Unimportant	Should not be included
			\bigcirc	
* 52. The helper s (RERATE)	hould encourage the pe	erson to consider talking t	to their manager abo	out their concerns.
Essential	Important	Don't know/ Depends	Unimportant	Should not be included
		\bigcirc		
* 53. If the person	has an advance directi	ve or management plan,	the helper should:	
·		Essential	Don't kno	ow/ Should not is Unimportant be included
Follow the instructi	ions (RERATE)			
Seek assistance fr it. (NEW)	rom an appropriate manager	in order to follow	0 0	0 0
the helper should	d suggest they develop	,		
Essential	Important	Don't know/Depends	Unimportant	Should not be included
* 55. The helper s	hould not encourage th	e person to consider leav	ving their job, even i	work-related stressors
continue to contr	ribute to their mental he	alth problems. (NEW)		
Essential	Important	Don't know/Depends	Unimportant	Should not be included
•	agrees, the helper shown ouragement. (NEW)	uld check in with the pers	son regularly in orde	r to provide ongoing
•	•	uld check in with the pers	son regularly in orde	r to provide ongoing Should not be included
support and enc	ouragement. (NEW)			, ,
support and enc	ouragement. (NEW) Important			,

This section contains statements about providing support to the person.

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Please keep the <u>definitions</u> in mind when answering the questions.

<u>N</u>	Note: The following items	relate to how the pers	on's MANAGER would provid	e support to the per	son.
	57. The MANAGER shorivacy. (RERATE)	ould encourage co	-workers to support the pe	rson, whilst still re	especting the person's
	Essential	Important	Don't know/Depends	Unimportant	Should not be included
	58. The MANAGER showhilst still respecting the	•	n's permission to encouraç . (NEW)	ge co-workers to s	support the person,
	Essential	Important	Don't know/Depends	Unimportant	Should not be included
	59. The MANAGER shoat work due to their me	•	that they will not toleratens. (NEW)	any discriminatior	n towards the person
	Essential	Important	Don't know/Depends	Unimportant	Should not be included
	60. The MANAGER sheheir usual work perform	•	that they will help them g	et the support the	y need to return to
		•	that they will help them g	et the support the Unimportant	y need to return to Should not be included
	heir usual work perforr	mance. (RERATE)			-
* 6	heir usual work perforn Essential	mance. (RERATE) Important ould tell the person	Don't know/Depends that they will help them g	Unimportant	Should not be included
* 6	heir usual work perform Essential 61. The MANAGER sha	mance. (RERATE) Important ould tell the person	Don't know/Depends that they will help them g	Unimportant	Should not be included
* 6	Essential Essential 61. The MANAGER shahem in returning to the	Important Ould tell the personeir usual work performance.	Don't know/Depends I that they will help them gormance. (NEW)	Unimportant O et the support the	Should not be included y needthat will assist
* 6 ti	Essential 61. The MANAGER shahem in returning to the Essential	mance. (RERATE) Important ould tell the person eir usual work perfo	Don't know/Depends I that they will help them gormance. (NEW)	Unimportant et the support the Unimportant	Should not be included y needthat will assist Should not be included
* 6 ti	Essential 61. The MANAGER shahem in returning to the Essential	mance. (RERATE) Important ould tell the person eir usual work perfo	Don't know/Depends In that they will help them grormance. (NEW) Don't know/Depends	Unimportant et the support the Unimportant	Should not be included y needthat will assist Should not be included

them to keep coming t	•	ity of their job requiremen	its, the MANAGER	k snould encourage
Essential	Important	Don't know/Depends	Unimportant	Should not be included
		\circ		
* 64. The MANAGER sh	ould encourage the	e appropriate use of sick le	eave entitlements.	(RERATE)
Essential	Important	Don't know/Depends	Unimportant	Should not be included
* 65. The MANAGER sh	ould inform the per	son of the appropriate use	e of sick leave ent	itlements. (NEW)
Essential	Important	Don't know/Depends	Unimportant	Should not be included
* 66. The MANAGER sh health problems. (NEV Essential	•	son to identify workplace t Don't know/Depends	triggers that contri	bute to their mental Should not be included
encouragement. (NEW	/)	the person regularly in orc	, -	
Essential	Important	Don't know/Depends	Unimportant	Should not be included
* 68. If the person agree support and encourage		should check in with them	regularly in order	to provide ongoing
Essential	Important	Don't know/Depends	Unimportant	Should not be included
		\circ		
Workplace Delphi	Round 2			

This section contains statements about the person disclosing their mental health problem in the workplace.

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.

	Please keep the <u>definitions</u> in	n mind when answerin	g the questions.					
	69. The helper should b mental health problems	•		ination leg	islation in r	elation to t	he disclosu	re of
	Essential	Important	Don't know	//Depends	Unimp	oortant	Should not l	be included
*	70. If the person disclos	es that they have	a mental hea	lth problen	n, the helpe	r should as	sk them:	
				Essential	Important	Don't know/ Depends	Unimportant	Should not be included
	What impact the mental hea	alth problems are havi	ng on them					
	How long they been experied determine whether this is an an immediate action could a	n ongoing issue or sor	nething where					
	Whether the person has even illness (NEW)	er been given a diagno	osis of a mental					
	If they have an advance dire workplace in case of an epidiagnosis of a mental illness	sode, if the person dis	•					
	If there are any non-work re about or make the helper av		like to talk					
	Whether any workplace or omental health problems. (Ni		buting to their					
	71. The helper should d co-workers. (NEW)	iscuss with the pe	rson the issu	es around	disclosing t	heir menta	l health pro	blems to
	Essential	Important	Don't know	//Depends	Unimp	oortant	Should not l	be included
	72. The helper should d their manager. (NEW)	iscuss with the pe	rson the issu	es around	disclosing t	heir menta	l health pro	blems to
	Essential	Important	Don't know	//Depends	Unimp	oortant	Should not I	oe included
	73. The helper should a to <i>co-workers.</i> (NEW)	ssist the person to	o consider the	pros and	cons of dis	closing me	ntal health _l	problems
	Essential	Important	Don't know	//Depends	Unimp	oortant	Should not l	be included

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

to their manager. (NE)	•	o consider the pros and co	ons of disclosing fi	ientai neaith problems
Essential	Important	Don't know/Depends	Unimportant	Should not be included
unless the person disc	closes a mental hea	. , ,		·
Essential	Important	Don't know/Depends	Unimportant	Should not be included
			\bigcirc	
Workplace Delphi	Round 2			
20. Section 7: Discl	osure (cont)			
This section contain workplace.	s statements abou	it the person disclosing	their mental heal	th problem in the
guidelines). We do not wish	h to replicate existing MH	ay be experiencing a range of n HFA guidelines. Rather, our aim ho is experiencing mental healt	is to develop guideline	es on how to tailor mental
Please rate how important	(from 'essential' to 'shou	ıld not be included') you think it	is that each statement	be included in the guidelines.
Please keep the <u>definitions</u>	s in mind when answering	g the questions.		
Note: The following items	s relate to how the pers	son's MANAGER would appro	each disclosure issue	<u>es.</u>
	em at work, e.g. med	ny legal obligations that th dical practitioners may be	-	
Essential	Important	Don't know/Depends	Unimportant	Should not be included
* 77. The MANAGER sh mental health problem		ny relevant discrimination	legislation in relat	ion to the disclosure of
Essential	Important	Don't know/Depends	Unimportant	Should not be included

21. Section 8: Substance use problems and intoxication

This section is about helping the person who has a substance use problem or is intoxicated in the workplace.

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Please keep the <u>definitions</u> in mind when answering the questions.

* 78. If the person appears to be affected by drugs or alcohol while at work, the helper should:

	Essential	Important	Don't know/ Depends	/ Unimportant	Should not be included
Speak to an appropriate manager. (NEW)					
Call in a more senior co-worker to serve as a witness if possible. (RERATE)					
Inform the person of relevant policies that cover substance use at work. (NEW)					
Ask the person for any explanation for their behaviour, e.g. side-effects of a medication. (RERATE)					
Arrange for the person to be escorted home safely. (RERATE)					
Notify an appropriate authority or emergency contact if the person insists on driving home. (NEW)					

* 79. If the person appears to be affected by drugs or alcohol while at work, the MANAGER should:

	Essential	Important	Don't know/ Depends	Unimportant	Should not be included
Ask the person for any explanation for their behaviour, e.g. side-effects of a medication. (NEW)					
Arrange for the person to be escorted home safely. (NEW)					
Notify an appropriate authority or emergency contact if the person insists on driving home. (NEW)					
Notify the police if the person insists on driving home. (NEW)					
Involve the health and safety representative. (NEW)					

negati			of work hours and it is affethe person about this, even	=	=
	Essential	Important	Don't know/Depends	Unimportant	Should not be included
			of work hours, the MANA k performance. (NEW)	GER should only	approach the person
	Essential	Important	Don't know/Depends	Unimportant	Should not be included
perforr	mance, the MANAG their health. (NEW)	ER should still a	of work hours and this do	them know that th	ney are concerned
	Essential	Important	Don't know/Depends	Unimportant	Should not be included
			O	\cup	\bigcup
* 83. Th	e helper should not	organise a team	n meeting to confront the p	person, even if all	other attempts to help
the pe	rson who is misusin	_	-		canon autompto to morp
the pe	*	_	-	Unimportant	Should not be included
the pe	rson who is misusin	ig substances fa	il. (NEW)		
the pe	rson who is misusin	ig substances fa	il. (NEW)		
	rson who is misusin	ng substances fa	il. (NEW)		
Work	rson who is misusin	Important und 2	il. (NEW)		
Work 22. Se	rson who is misusing Essential place Delphi Rosection 9: Performation	ig substances fa Important und 2 ance we the person's	il. (NEW) Don't know/Depends MANAGER should give	Unimportant	Should not be included
Work 22. Se This s who a	place Delphi Rocection 9: Performate section is about house requires performance already guidelines to es). We do not wish to resident to	ig substances fa Important und 2 ance w the person's rmance manage help people who maeplicate existing MH	il. (NEW) Don't know/Depends MANAGER should give	unimportant mental health fire ental health problems is to develop guideline	Should not be included Test aid to the person (click here to access these is on how to tailor mental

Please keep the <u>definitions</u> in mind when answering the questions.

pe	. If the MANAGER is rson to seek help for				ocesses, ti	iey siloulu	aiso encou	rage the
	Essential	Important	Don't kno	w/Depends	Unimp	oortant	Should not	be included
	0		(
	. The MANAGER sh fore they address ar	·		riate suppoi	rt for the pe	erson's me	ntal health p	oroblems,
	Essential	Important	Don't kno	w/Depends	Unimp	oortant	Should not	be included
	. The MANAGER sh sues. (RERATE)	ould focus on encou	uraging help	-seeking, b	efore they	address ar	ny performa	nce
	Essential	Important	Don't kno	w/Depends	Unimp	oortant	Should not	be included
	. The MANAGER sh justments and after of Essential	•	son to seek	· ·	al help. (RI	•	Should not	
	Essential	Important	Don't kno	w/Depends	Unimp	oortant	Should not	be included
	. When the MANAGI tiate performance ma			ould:		Don't know/		Should not
ini	tiate performance ma	anagement process	es, they sho		ental health Important			Should not
ini B		anagement process	es, they sho	ould:		Don't know/		Should not
ini B A (I) * 89	tiate performance made is the specific about the purples sk the person if they wou	anagement process ose of any meeting. (NE	es, they shows the shows t	Essential 's behaviou	Important Output	Don't know/ Depends	Unimportant workplace's	Should not be included
ini B A (I) * 89	tiate performance make specific about the purpose the person if they wound NEW) If at any point it becoming the make the purpose of the purp	anagement process ose of any meeting. (NE	es, they shows the person the conversation.	Essential 's behaviou	Important or are breatlain that a f	Don't know/ Depends	Unimportant workplace's eting will nee	Should not be included
ini B A (I) * 89	tiate performance make specific about the purpose the person if they wound new) If at any point it become a specific and the person if they wound new)	anagement process ose of any meeting. (NE old like a support person comes apparent tha GER should end the	es, they shows the person the conversation.	Essential 's behaviou on and exp	Important or are breatlain that a f	Don't know/ Depends	Unimportant workplace's eting will nee	Should not be included The structure or
ini A (I * 89 re; arr	tiate performance make specific about the purpose the person if they wound new) If at any point it become a specific and the person if they wound new)	anagement process ose of any meeting. (NE uld like a support person comes apparent tha GER should end the	es, they shows the person the conversation.	Essential 's behaviou on and exp	Important or are breatlain that a f	Don't know/ Depends	Unimportant workplace's eting will nee	Should not be included The rules or sed to be

This section contains statements about reasonable adjustments and the person.

guid	<u>lelines)</u> . We do not wish t	to replicate existing MH	ay be experiencing a range of m IFA guidelines. Rather, our aim in no is experiencing mental health	s to develop guideline	s on how to tailor mental
Plea	ase rate how important (fi	rom 'essential' to 'shoul	ld not be included') you think it is	s that each statement	be included in the guidelines.
Plea	ase keep the <u>definitions</u> i	n mind when answering	g the questions.		
* 90.	The helper should b	e able to explain the	ne concept of 'reasonable	adjustments' to th	ne person. (NEW)
	Essential	Important	Don't know/Depends	Unimportant	Should not be included
	•	-	their performance because opropriate manager about		•
	Essential	Important	Don't know/Depends	Unimportant	Should not be included
	-	•	accommodating employee opropriate source, e.g. HF Don't know/Depends		Ith problems, the Should not be included
	•	•	their performance because justments with them. (NE\ Don't know/Depends		sealth problems, the
Wo	orkplace Delphi R	Round 2			
24.	. Thank you!				

Thank you for your time!

That is the end of the Round 2 survey. Thank you very much for your contribution.

If participating in this survey has caused you distress then we advise you to talk to a supportive person about these feelings. You might wish to talk to someone using the relevant helpline listed below.

Australia: Lifeline on 13 11 14

New Zealand: Lifeline Aotearoa on 0800 543 354

UK: Samaritans on 08457 909090

Republic of Ireland: Samaritans on 116 123

USA: National Suicide prevention Lifeline on 1800 273 TALK (8255)

Canada: National Suicide prevention Lifeline on 1800 273 TALK (8255)

By pressing the 'Next' button your responses will be registered with our survey software. Once all panel members have lodged their responses, we will collate the data and send you a report on the findings and the third and final survey.

Workplace Delphi Round 3

1. Information about this survey

Purpose of the research

The aim of this current research project is to develop guidelines for how to provide mental health first aid to a co-worker. Once developed, these guidelines will provide guidance for employees on giving appropriate support to a co-worker who is developing a mental health problem or experiencing a mental health crisis.

The project is being conducted by Professor Tony Jorm, A/Prof Tony LaMontagne, A/Prof Angela Martin and Nataly Bovopoulos (PhD candidate) at the School of Population and Global Health, The University of Melbourne. This project has been approved by the University's Human Research Ethics Committee (HREC#: 1339508.1).

How this questionnaire was developed

The statements in this questionnaire were derived from the results of the Round 2 survey. Only statements that need to be rerated are included in this survey. An item is rerated when 70%–79% of panel members from all three groups rated it as essential or important.

What do I need to do?

Your task is to rate the statements presented in this questionnaire according to how important you believe they are to providing mental health first aid to someone in the workplace. When rating the statements, please keep in mind that the guidelines will be used by any employee in a workplace and as such, the statements need to be rated according to how important each one is for someone, who does not necessarily have a counselling or clinical background, to provide mental health first aid to another employee. Note: In each section, there are some items that are actions for managers only.

For an example of previously developed guidelines go to: First aid guidelines for assisting the person who is suicidal here.

How long will it take to complete the questionnaire?

This questionnaire should take approximately 10 minutes to complete.

Can I save my answers and come back to the questionnaire?

If necessary, you can complete the survey in two or more sittings. You can save your answers at any time by completing a page and clicking 'Next' at the bottom. This marks your page as complete and you can begin again at a later date on the next page. Please make sure that you always log back in using the same computer, and that <u>cookies are enabled</u>, otherwise the software will fail to recognise your code and previously saved responses.

Workplace Delphi Round 3

2. Definitions of terms used in this survey

These terms may have different meanings for participants. The definitions below are how these terms are used in this survey. When completing the survey, please ensure you use these definitions only.

Common mental health problems in this survey refer to signs and symptoms of problematic anxiety, depression or substance use.

Person refers to an employee with signs and symptoms of a common mental health problem.

Mental health first aid means the help provided by any employee to another employee who is developing a mental health problem or experiencing a mental health crisis. The help is provided until professional help is received or until the crisis resolves. This help may be provided by one person or by a range of different people.

Helper refers to any employee who provides mental health first aid as defined above. This helper does not necessarily have a designated role, such as a physical first aid officer has. The helper may be a co-worker of the person, be the person's manager, or in a role less senior to the person.

Workplace refers to a place of employment.

Employee refers to a person working for another person, business or organisation (who could also be working as a contractor or volunteer).

Manager refers to a person responsible for the supervision of one or more employees.

Appropriate Manager refers to the person's supervisor, HR, or the business owner depending on the size and nature of the workplace.

Workplace stressors refer to working conditions that can contribute to mental health problems, e.g., long working hours, excessive workload, poor supervisory support.

Reasonable adjustments refers to changes to the work environment that allow a person with a mental illness to work safely and productively.

Disclosure refers to the degree of information being shared with others at work about a person's mental health problem, e.g. functional limitations through to diagnosis.

Employee Assistance Programs refer to a free and confidential counselling service offered by employers to their employees to support their wellbeing in the workplace and in their personal lives.

Workplace Delphi Round 3

3. Approach

There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Please keep the <u>definitions</u> in mind when answering the questions.

Approaching the person

still working productive		i snowing signs of a me	ntai nealth problem,	even ii tile person is
Essential	Important	Don't know/Depends	Unimportant	Should not be included
		opriate to help, the help approach the person, w		
Essential	Important	Don't know/ Depends	Unimportant	Should not be included
		\bigcirc		
3. If the person is in a they should consider:	role that is senior to	the helper and they do	·	
		Essential	Don't know Important Depends	
Contacting an impartial, e Employee Assistance Pro				0 0
Identifying an appropriate contacting them.	helper within the organi	isation and		
Planning the approach 4. Before the helper apaffecting them.	oproaches the perso	on, they should be clear	about how the cond	erning behaviours are
Essential	Important	Don't know/Depends	Unimportant	Should not be included
5. The helper should c	onsider approachin	g the person by having	a casual conversatio	on and asking whether
Essential	Important	Don't know/Depends	Unimportant	Should not be included
		\bigcirc		\circ
		per should consider a sta owed by a meeting if ap		e.g. starting with a
Essential	Important	Don't know/Depends	Unimportant	Should not be included

How the person's MANAGER would make the approach

				Essential	Important	Don't know/ Depends	Unimportant	Should not be included
	Consider the expected outcor aims of the discussion in adva	·	ture and					
	Be clear about how the conce others.	erning behaviours are a	affecting					
	3. If the MANAGER wished ime with the person, rath			orks offsi	te, they sho	ould organi	se the visit	ahead of
	Essential	Important	Don't know/[Depends	Unimp	ortant	Should not l	be included
* (9. When talking with the p	person about their	concerns, the	e MANAC	GER should	: Don't know/		Should not
				Essential	Important	Depends	Unimportant	be included
	Focus the discussion on the prather than their work perform		llbeing,					
	Be honest and open when the affected, even if they are worn person.		=					
* 1	0. After raising their cond	cerns with the pers	son, the MAN	IAGER sl	nould ask:			
* ′	0. After raising their cond	cerns with the pers		IAGER sl	nould ask:	Don't know/ Depends	Unimportant	Should not be included
* ′	After raising their cond What impact any mental healt	·					Unimportant	
* *	·	th problems are having	g on them				Unimportant	
	What impact any mental healt	th problems are having ssues are contributing	g on them				Unimportant	
	What impact any mental healt Whether any non-workplace is mental health problems.	th problems are having ssues are contributing und 3	g on them to their				Unimportant	
2 2 1	What impact any mental healt Whether any non-workplace is mental health problems. Workplace Delphi Ro	th problems are having ssues are contributing und 3 pport and Disclo help people who may replicate existing MHF/ isting a co-worker who	on them to their SURE be experiencing A guidelines. Rais experiencing	g a range of ther, our air mental hear	Important f mental health m is to develo	n problems p guidelines in the workpla	(click here to a on how to tailcoce.	access these or mental

* 7. Before approaching the person, the MANAGER should:

Communication and Support

	11. The helper should nealth problems.	he helper should ask the person whether any non-workplace issues are contributing to their mental h problems.						
	Essential	Important	Don't know/ Depends	Unimportant	Should not be included			
			\bigcirc					
	,	. If the person says that workplace stressors are contributing to their mental health problem, the helper buld encourage the person to talk to an appropriate manager about this.						
	Essential	Important	Don't know/ Depends	Unimportant	Should not be included			
			\bigcirc					
	3. The helper should not start the conversation with the person by talking about how their own personal truggles have affected their work behaviour.							
	Essential	Important	Don't know/Depends	Unimportant	Should not be included			
	ook at later. Essential	ses not to talk, the r	nelper should provide infor Don't know/ Depends	Unimportant	Should not be included			
* 15. If the person is distressed, the helper should do the following (where appropriate to the circumstances and the helper's work role) ring the EAP (if available), with the person's permission, and let the person speak to them. Essential Important Don't know/ Depends Unimportant Should not be included.								
* 16. If the person has an advance directive or management plan, the helper should seek assistance from appropriate manager in order to follow it.								
	Essential	Important	Don't know/ Depends	Unimportant	Should not be included			
1	Note: The following items	relate to how the pers	on's MANAGER would provid	le support to the per	son.			
	•	7. If the person has chosen not to disclose their mental health issues to co-workers, the MANAGER nould only speak with co-workers about the person in general terms without breaching confidentiality.						
	Essential	Important	Don't know/Depends	Unimportant	Should not be included			

	18. The MANAGER should ask the person's permission to encourage co-workers to support the person, whilst still respecting the person's privacy.							
	Essential Important		Don't know/Depends		Unimportant		Should not be included	
	19. The MANAGER should assist the person to identify workplace triggers that contribute to their mental health problems.							
	Essential	Important	Don't know	Don't know/Depends		Unimportant		be included
	<u>Disclosure</u> 20. <i>If the person disclos</i>	ses that they have a	a mental hea	lth problen	1, the helpe	r should as Don't know/		Should not
				Essential	Important	Depends	Unimportant	be included
	How long they have been experiencing a mental health problem, to determine whether this is an ongoing issue or something where an immediate action could assist the situation							
	If they have an advance dir workplace in case of an epi diagnosis of a mental illnes	sode, if the person disc						
	If there are any non-work re about or make the helper a		like to talk					
	Workplace Delphi R	Round 3						
	5. Substance Use, P	erformance and I	Reasonable	e Adjustm	ents			
There are already guidelines to help people who may be experiencing a range of mental health problems (click here to access these guidelines). We do not wish to replicate existing MHFA guidelines. Rather, our aim is to develop guidelines on how to tailor mental health first aid for a person assisting a co-worker who is experiencing mental health problem in the workplace.								
	Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.							
	Please keep the <u>definitions</u> in	e <u>finitions</u> in mind when answering the questions.						
	Substance Use Problems a	nd Intoxication						

	21. If the person appears to be affected by drugs or alcohol while at work, the helper should notify an appropriate authority or emergency contact if the person insists on driving home.						
	Essential	Important	Don't know/ Depends	Unimportant	Should not be included		
			0	\circ			
*	22. If the person appears to	be affected by d	rugs or alcohol while	at work, the MANAGI	ER should:		
			Essential				
	Arrange for the person to be esc	orted home safely.					
	Notify an appropriate authority or person insists on driving home.	emergency contact	if the				
	23. The helper should not of the person who is misusing	•	neeting to confront the	e person, even if all o	ther attempts to help		
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		
	Performance Management						
*	24. The MANAGER should to before they address any per	·	•	t for the person's mer	tal health problems,		
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		
*	25. If at any point it becomes apparent that the person's behaviours are breaching the workplace's rules or regulations, the MANAGER should end the conversation and explain that a formal meeting will need to be arranged.						
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		
	Reasonable Adjustments						
*	26. The helper should be ab	le to explain the	concept of 'reasonabl	le adjustments' to the	person.		
	Essential	Important	Don't know/Depends	Unimportant	Should not be included		
	Workplace Delphi Rour	nd 3					
	6. End of Survey						

Thank you for your time!

That is the end of the Round 3 survey. Thank you very much for your contribution to this research.

If participating in this survey has caused you distress then we advise you to talk to a supportive person about these feelings. You might wish to talk to someone using the relevant helpline listed below.

Australia: Lifeline on 13 11 14

New Zealand: Lifeline Aotearoa on 0800 543 354

UK: Samaritans on 08457 909090

Republic of Ireland: Samaritans on 116 123

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