



University of
South Australia

Centre for
English Language

MENTAL HEALTH FIRST AID OFFICER WORKPLACE POLICY

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SECTION A - INTRODUCTION

A.1 Purpose

The aim of this policy is to provide guidance within which the South Australian Institute of Business and Technology (SAIBT) and the Centre for English Language in the University of South Australia (CELUSA) can best operate MHFA in the workplace.

This policy outlines the conditions in which a Mental Health First Aid Officer will operate in the workplace.

A.2 Scope

2.1 This policy covers all current students and staff of the; South Australian Institute of Business and Technology (SAIBT) and the Centre for English Language in the University of South Australia (CELUSA)

A.3 Definitions

Word/Term	Definition
Mental Health First Aid	Mental Health First Aid is the help offered to someone developing a mental health problem, experiencing a worsening of an existing mental illness or a mental health crisis. The first aid is given until appropriate professional help is received, or the crisis resolves.
Mental Health First Aid Officer	A Mental Health First Aid Officer is a person who has been formally accredited to administer mental health first aid in their workplace, by attending and passing an assessment in a Mental Health First Aid Course that has been delivered by an Accredited Mental Health First Aid Instructor.
Risk Child or young person	Circumstances that could potentially be a threat to life, health & well-being. A person under 18 years of age as defined in the Children and Young People (Safety) Act 2017.
Staff	All employees, contractors and volunteers of Navitas SA (excluding casual exam invigilators and short term professional appointments such as external auditors or consultants).
College	South Australian Institute of Business and Technology Centre for English Language in the University of South Australia

A.4 Acronyms

Abbreviation	Phrase or Word
MHFA	Mental Health First Aid
MHFAider	Mental Health First Aid Officer who is accredited by MHFA Australia
CELUSA	Centre for English Language in the University of South Australia
SAIBT	South Australian Institute of Business and Technology

SECTION B - POLICY STATEMENT

B.1 Principles

This policy provides the basis and scope for MHFAiders in the workplace. It assists to provide structure and guidance to SAIBT staff and students by identifying appropriate targeted support mechanisms. It contributes to the management of critical incidents and aids in promoting a safe workplace environment within existing support strategies.

B.2 Policy

Staff and Students will have access to MHFA officers in the college.

1 Role of the Mental Health First Aid Officer

1.1 The Mental Health First Aid Officer must:

- 1.1.1 Hold a current Mental Health First Aid certificate endorsed by Mental Health First Aid Australia and be available for any additional training as required;
- 1.1.2 Be able to be called away from their normal duties at short notice if required;
- 1.1.3 Be able to maintain confidentiality as appropriate;
- 1.1.4 Demonstrate an ability to relate well to other workers.

1.2 It is the responsibility of the Mental Health First Aid Officer to:

- 1.2.1 Maintain their Mental Health First Aider accreditation with Mental Health First Aid Australia which includes completing refresher training as directed/required;
- 1.2.2 Provide mental health first aid within their workplace as needed, at their level of competence and training;
- 1.2.3 Escalate and document any matters if required in a prompt and appropriate fashion;

2 Confidentiality

- 2.1 SAIBT and CELUSA recognises that respecting the privacy of information relating to individuals who have received mental health first aid or may be experiencing a mental health problem or a mental health crisis at work is of high importance.
- 2.2 All MHFAiders are obligated to treat all matters sensitively and privately in accordance with the Organisation's confidentiality protocols.
- 2.3 A MHFAider may consult the SAIBT Counsellor to make a referral or obtain relevant resources.
- 2.4 If at any time the Mental Health First Aid Officer assesses there is a risk of harm to another individual, they must escalate the matter to their line manager or other appropriate manager.
- 2.5 If there is an urgent risk identified, emergency services / crisis support should be contacted immediately.
- 2.6 In accordance with the Children and Young People (Safety) Act 2017, in certain circumstances the staff member may have a legal obligation and duty-of-care to the student (young person) to report any instance of child abuse or neglect. In South Australia once a young person reaches 16

years of age they have the right to seek medical consultation and to consent to or refuse treatment.

3 Responsibilities of the employer

3.1 It is the responsibility of the employer to:

- 3.1.1** Allow the Mental Health First Aid Officers to undertake appropriate training as required;
- 3.1.2** Advise the Mental Health First Aid Officer if there are any psychological hazards in the workplace;
- 3.1.3** Clearly communicate to workers how they can access the help of a Mental Health First Aid Officer in suitable public areas;
- 3.1.4** Provide an appropriate space within the workplace that is accessible and suitable for private conversations;
- 3.1.5** Ensure workers know what to do in a mental health crisis situation;
- 3.1.6** Provide the funding and time for the Mental Health First Aid Officer to maintain their Mental Health First Aid accreditation.

4 Expectations of all workers

- 4.1** It is expected that all workers will take reasonable care for their own health, safety and wellbeing whilst at work and also take reasonable care to ensure their acts or omissions do not adversely impact and affect the health, safety and wellbeing of other workers.
- 4.2** All workers are encouraged to speak to a Mental Health First Aid Officer at any time should they feel they may be developing a mental health problem, experiencing a worsening of an existing mental illness or experiencing a mental health crisis.

5 Supporting tools and information

- 5.1** [Mental Health First Aid Australia - Mental Health First Aid Australia Counselling Support - South Australian Institute of Business and Technology](#)
[Adult and community mental health services | SA Health](#)
[Student Wellbeing - South Australian Institute of Business and Technology](#)
[How to Call 000](#)
[Lifeline Australia - 13 11 14 - Crisis Support. Suicide Prevention.](#)
- 5.2** Workers are encouraged to access this information at any time.

SECTION C - GOVERNANCE

C.1 Responsibility

Identification	Mental Health First Aid Policy
Policy Owner	Student Counsellor
Approving Authority	SAIBT-CELUSA Executive Group
Initial Issue date	November 2024
Directory Location	Student Services, Policies

C.2 Version Control

Current Version Number	1.0
Date of Effect	11/2024
Review Date	11/2025
Privilege Level	Public

C.3 Legislative and Organisational Context

Name
https://www.childprotection.sa.gov.au/department/children-young-people-safety-act
Mental Health First Aid Australia - Mental Health First Aid Australia
http://www.sahealth.sa.gov.au/wps/wcm/connect/Public+Content/SA+Health+Internet/Health+services/Mental+health+services/
Sexual Assault & Sexual Harassment - South Australian Institute of Business and Technology

SECTION D - PROCEDURE

D.1 Related Procedures

None

D.2 Related Policies

None