

40722**Provide mental health first aid**

Kaupae Level	3
Whiwhinga Credit	2
Whāinga Purpose	<p>This skill standard is for people in the community and or workplace who may need to provide initial support for a person experiencing mental health distress.</p> <p>People credited with this skill standard are able to define the purpose of mental health first aid, outline common mental health challenges, determine strategies to support a person experiencing mental distress, and provide initial support for a person experiencing mental distress.</p> <p>This skill standard can be used for assessment within programmes across a variety of sectors.</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Define the purpose of mental health first aid.	a. Explain the purpose of mental health first aid.
	b. Describe the mental health first aider role.
2. Outline common mental health challenges.	a. Identify common mental health challenges.
	b. Describe the signs and symptoms of common mental health challenges.
3. Determine strategies of initial support for a person experiencing mental distress.	a. Outline approaches to support a person experiencing mental distress.
	b. Describe effective communication strategies to engage with a person experiencing mental distress.
	c. Outline strategies that respect culture and diversity when engaging with a person experiencing mental distress.

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
4. Provide initial support for a person experiencing mental distress.	a. Identify the signs and symptoms of a person experiencing mental distress.
	b. Assess the immediate safety of self and a person experiencing mental distress.
	c. Communicate to provide initial support for a person experiencing mental distress.
	d. Refer a person experiencing mental distress to an appropriate support network.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment Specifications:

Assessment evidence for learning outcome 4 must:

- be collected in a simulated environment.
- be assessed across a minimum of three scenarios. The culture or diversity of the person requiring support must vary across the scenarios.
- reflect the values and protocols or tikanga, required to work with Māori, Pacific people, and people from diverse cultures and identities.

Definitions:

- *Manaakitanga* – “hospitality, kindness, generosity, support - the process of showing respect, generosity and care for others.” (Te Aka, 2005).
- *Pacific values* – Te Mana Ola: The Pacific health strategy is inclusive of the Soalaupule Ecosystem where Pacific values sit at the core: family, collectivism, consensus, reciprocity, respect, spirituality, love and culture.
- *Tikanga* – “correct procedure, custom, habit, lore, method, manner, rule, way, code, meaning, plan, practice, convention, protocol - the customary system of values and practices that have developed over time and are deeply embedded in the social context.” (Te Aka, 2005)
- *Whanaungatanga* – “relationship, kinship, sense of family connection - a relationship through shared experiences and working together which provides people with a sense of belonging. It develops as a result of kinship rights and obligations, which also serve to strengthen each member of the kin group. It also extends to others to whom one develops a close familial, friendship or reciprocal relationship.” (Te Aka, 2005)

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

- Definitions of mental wellness, mental distress and mental illness.
- The mental health continuum model.

- Holistic health models: Te Whare Tapa Wha and Fonofale.
- Signs and symptoms of common mental health challenges: anxiety, depression, non-suicidal self injury (NSSI), addiction.
- Cultural differences in expressing mental health distress and help-seeking behaviours.
- Mental health challenges faced by people identifying as LGBTTTQI+.
- Warning signs of someone experiencing suicidal thoughts or behaviours.
- Personal bias, and its ability to impact on support provided.
- Importance of providing immediate support.
- Ethical considerations and boundaries: limits in providing support, referring to support professionals and or networks, and confidentiality.
- Risk awareness: personal safety and risk of harm to self or others.
- Barriers to communication: psychological, cognitive, language and environmental.
- Approaches to mental health support: framework, strategies and safe communication style.
- Strategies for providing mental health first aid.
- Suicide prevention techniques.
- Inclusive, culturally appropriate communication skills including tikanga working with Māori (whanaungatanga and manaakitanga) and an awareness of Pacific values.
- Confident conversations.
- Referral to appropriate support networks.
- Post-incident self-care for the first aider.

Rauemi | Resources

Where the resources have been updated, please refer to the latest version.

- Defence Health. *The mental health continuum*. <https://health.nzdf.mil.nz/your-health/mind/what-is-mental-health#e773>
- General Practice NZ. *Tikanga guidelines*. <https://gpnz.org.nz/wp-content/uploads/Tikanga-Guidelines.pdf>
- Government of Canada. *The Mental Health Continuum Model*. <https://www.canada.ca/en/departement-national-defence/services/benefits-military/health-support/road-to-mental-readiness/mental-health-continuum-model.html>
- HealthEd. *Helplines and local mental health services*. <https://healthed.govt.nz/products/helplines-and-mental-health-services>
- Mental Health Foundation. *Community support groups*. <https://mentalhealth.org.nz/groups>
- Mental Health Foundation. *Helplines and support*. <https://mentalhealth.org.nz/helplines>
- Mental Health Foundation. *Mental health conditions*. <https://mentalhealth.org.nz/conditions>
- Mental Health Foundation. *Suicide: worried about someone?* <https://uat.mentalhealth.org.nz/conditions/condition/suicide-worried-about-someone>
- Ministry of Health. *Te Mana Ola: The Pacific Health Strategy*. <https://www.health.govt.nz/system/files/2023-07/te-mana-ola-pacific-health-strategy-v11.pdf>
- World Health Organisation. *Mental health*. <https://www.who.int/news-room/fact-sheets/detail/mental-health-strengthening-our-response>

- Te Aka Māori Dictionary. <https://maoridictionary.co.nz/>

Pārongo Whakaū Kouna | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Community and Social Services> Health, Disability, and Aged Support > Mental Health and Addiction Support
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0024

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	24 April 2025	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2029		

Please contact Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council at qualifications@toitutewaiora.nz to suggest changes to the content of this skill standard.