



**MENTAL HEALTH  
FIRST AID®**

For Anyone. For Everyone.®

# Mental Health First Aid® Workplace Recognition Program

## Application process and recognition criteria

### Recognising workplaces for their achievement and commitment to Mental Health First Aid® (MHFA™) training.

The Mental Health First Aid® Workplace Recognition Program celebrates organisations across Australia who invest in developing mental health first aid skills in their people and who show a strong commitment to embedding the MHFA training into their organisation’s culture; through actions like senior leadership support, relevant policies, supporting Mental Health First Aid Officers and continuous improvement.

#### Why participate?



The Mental Health First Aid Workplace Recognition Program attracts organisations across a range of different industries. Workplaces report that being recognised in the program improves corporate reputation and culture and contributes to employees valuing the role and skills of Mental Health First Aiders® in their workplace.

#### How are workplaces assessed?

The Mental Health First Aid Workplace Recognition Program has three tiers:

- Skilled Workplace
- Advanced Workplace
- Master Workplace

At each level, workplaces are assessed based on the percentage of staff trained within the last three years, the successful implementation of actions completed, and the duration at each tier of the recognition program.

	 Tier 1 Skilled Workplace	 Tier 2 Advanced Workplace	 Tier 3 Master Workplace
<b>MHFA training</b>	% of staff trained in accordance with the size of the organisation*		
<b>MHFA training actions</b>	8 actions implemented in the workplace to support mental health first aid	12 actions implemented in the workplace to support mental health first aid	15 actions implemented in the workplace to support mental health first aid
<b>Timeframe</b>	N/A	Minimum 2 years at Tier 1 as a Skilled Workplace	Minimum 2 years at Tier 2 as an Advanced Workplace

\*Percentage of staff trained in MHFA according to the size of the organisation:




- Small Workplace  
5-50 staff = 20% of staff trained
- Medium Workplace  
51-500 staff = 10% of staff trained
- Large Workplace  
501-1500 staff = 5% of staff trained
- Very Large Workplace  
1501 and over = 3% of staff trained

learn more [mhfa.com.au/workplacerecognition](https://mhfa.com.au/workplacerecognition)

## How are workplaces recognised?

The Mental Health First Aid Workplace Recognition Program recognises workplaces through:

- An electronic Certificate of Recognition
- A digital badge that can be used on their email signature and website
- Their company logo featured on the Mental Health First Aid Australia website

	 Tier 1 Skilled Workplace	 Tier 2 Advanced Workplace	 Tier 3 Master Workplace
<b>Recognition</b>	<ul style="list-style-type: none"><li>• Skilled Workplace Certificate</li><li>• Digital badge for website and email signatures</li><li>• Organisational logo on mhfa.com.au</li><li>• Option for a case study</li></ul>	<ul style="list-style-type: none"><li>• Advanced Workplace Certificate</li><li>• Digital badge for website and email signatures</li><li>• Organisational logo on mhfa.com.au</li><li>• Option for a case study</li><li>• Option for a social media post</li></ul>	<ul style="list-style-type: none"><li>• Master Workplace Certificate</li><li>• Digital badge for website and email signatures</li><li>• Organisational logo on mhfa.com.au</li><li>• Option for a case study</li><li>• Option for a social media post</li><li>• Option to co-present with Mental Health First Aid Australia (subject to approved speaking opportunities)</li></ul>

## Who can apply?

All organisations with an Australian worksite are eligible to apply, as well as consortiums, individual worksites of multi-site organisations and individual workplace departments. Workplaces require a minimum of 5 full time equivalent (FTE) staff or more to apply.

## How to calculate the number of staff trained in Mental Health First Aid?

Count the number of staff who have completed MHFA training in the last three years. This calculation should include MHFAiders® (staff who have completed the training) and Accredited MHFAiders® (staff who have completed both the training and the short Accreditation assessment that follows the course).

FTE represents the number of working hours that one full-time employee completes during a fixed time period. For example, if two employees work 0.5 FTE (2.5 days per week), that equates to 1 x FTE. Casual staff are not included in the FTE calculation for the purposes of this program.

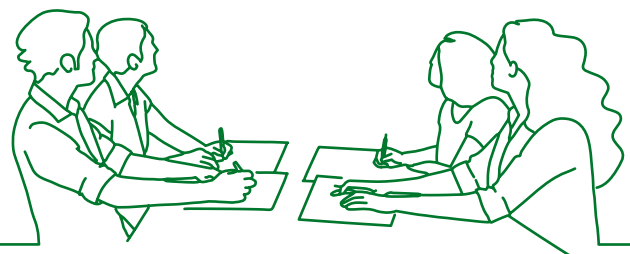
## What actions do workplaces need to implement?

Workplaces have the flexibility of selecting actions suggested by Mental Health First Aid Australia or creating their own actions to support the implementation of mental health first aid in their workplace (subject to review).

Workplaces are required to provide evidence of each action that has been implemented. The same evidence can be used multiple times if applicable to a number of different actions.

Appropriate evidence could include:

- Meeting minutes
- Strategy documents
- Action plans
- Policy documents
- Copies of relevant written correspondence
- Photos of team activities
- Resources



### Priority Area: Leadership commitment and engagement actions



1. MHFA training is incorporated into a broader framework or strategy.
2. There is an annual work plan for MHFA training in the workplace.
3. An existing or new committee is appointed to lead and coordinate the MHFA training program within the workplace and is comprised of employees from a range of areas within the workplace.
4. One or more leaders are appointed to champion Mental Health First Aid and are accountable for driving the workplace's MHFA strategy.
5. MHFA training is incorporated into the workplace's communications strategy. For example:
  - Posters displayed around the office
  - Information about MHFA training is included on the intranet and/or internal communication channels
  - MHFA training is promoted to clients
  - Promotion of MHFA training is included at other workplace events
  - Mental Health First Aid Officers are equipped with identifying uniform and/or materials
  - Information about MHFA training is included in external communication channels
6. Senior management demonstrates engagement and participation with Mental Health First Aid (e.g. senior leaders have participated in the Introduction to MHFA for Senior Leaders session).

### Priority Area: Workforce skilled in Mental Health First Aid actions



7. MHFA training is incorporated into the employee induction process.
8. The recruitment policy requires staff in particular roles (e.g. client facing roles) to have a current Mental Health First Aid certificate or be willing to undertake training.
9. The workplace requires all employees trained in Mental Health First Aid to become accredited MHFAiders® (i.e. they successfully complete the post-course accreditation assessment).
10. MHFA training is provided to a broad reach of staff across the workplace (e.g. at all sites, floors or teams).
11. Employees are provided with refresher training every three years in accordance with the MHFAider accreditation period.
12. MHFA training is included in the scheduled training offering to staff (e.g. MHFA training is run every 6 months as part of the workplace's training calendar).
13. MHFA training is integrated into other development programs within the workplace such as leadership programs.
14. At least one employee is trained as an Accredited MHFA Instructor.
15. The workplace provides opportunities to reflect on learning after MHFA training is delivered (e.g. lunchtime sessions to revisit the action plan or email reminders of key messages from the training).



### Priority Area: Mental Health First Aid Officer actions



16. The workplace establishes the role of Mental Health First Aid Officer and develops a position description to support the role.
17. A broad, diverse and accessible network of Mental Health First Aid Officers is established across the workplace.
18. The availability and how to access Mental Health First Aid Officers is promoted in the workplace.
19. Mental Health First Aid Officers are provided with ongoing support and continuing professional development opportunities (e.g. regular team meetings, networking with MHFA Officers, guest speakers or further related training).
20. A central coordinator is appointed to support Mental Health First Aid Officers.
21. The workplace develops and implements a Mental Health First Aid policy, which can be incorporated into existing policies, and may address the following areas:
  - Commitment to Mental Health First Aid
  - The role of MHFAiders
  - The role of Mental Health First Aid Officers, including scope, responsibilities, confidentiality, reporting etc.

### Priority Area: Evaluation and continuous quality improvement actions



22. Employees at different levels of the organisation participate in the continual improvement of the workplace's MHFA training program.
23. The workplace evaluates the implementation, outcomes and/or impacts of MHFA training in the workplace, with the aim of continuous improvement.
24. Evaluation findings and follow-up plans of action are communicated within the workplace.
25. The workplace incorporates the collection of MHFA training evaluation data into existing annual surveys conducted with employees (e.g. staff satisfaction surveys).
26. The workplace collaborates with Mental Health First Aid Australia to develop a case study based on their evaluation findings.

### How to apply?

Workplaces can submit an online application any time.

Mental Health First Aid Australia assesses applications and awards recognition at the beginning of each quarter as follows:

**Q1** applications received between September – November, with recognition from 1 January

**Q2** applications received between December – February, with recognition from 1 April

**Q3** applications received between March – May, with recognition from 1 July

**Q4** applications received between June – August, with recognition from 1 October

**Click here** to submit your application to become a Recognised Workplace.

For more information about the Workplace Recognition Program visit [mhfa.com.au/workplacerecognition](https://mhfa.com.au/workplacerecognition) or contact [workplaces@mhfa.com.au](mailto:workplaces@mhfa.com.au)