GUIDE + DRSABCD

A Comprehensive Approach to Mental Health Support

D R S

G

Greet

Begin by ensuring the safety of the environment and the situation **(Danger)** for self, the individual and others. Detect signs of mental distress or crisis. Approach the person warmly, assess their mental health needs and reassure them that you are there to support them **(Reassure)**. If the situation is beyond your capability (or not safe), don't hesitate to call for professional assistance **(Send for help)**.

A

U

Understand

Ask about their feelings and needs. Use open-ended questions to encourage them to share their thoughts and emotions. Listen actively and without judgement. **(Ask)**.

B

I

Inform

Provide information about available mental health support options. Encourage the person to focus on their breathing, which can be a helpful technique to manage symptoms of panic or anxiety **(Breathe)**.

C

D

Direct

Assist the person in accessing and connecting with support. This could involve contacting a mental health professional, referring them to counselling services, or guiding them to appropriate resources and support networks **(Connect).**

Beyond Blue - Call 1300 22 4636 - Chat online **beyondblue.org.au** **Lifeline** - **Call 13 11 14 -** Chat online at **lifeline.org.au**

D

E

Encourage

Promote self-care and healthy activities to support the person's mental well-being. Reinforce the importance and strength of seeking help. Discuss their current feelings, review coping strategies, and plan for future support if needed. **(Debrief)**

Document the incident and the actions taken to provide a record for future care and support **(Document)**.

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