

# FSC Standard No. 21

## Mental Health Training



**Mental health conditions are the third leading cause of disability in Australia. Approximately 3 in 5 (60%) workers have self-reported experiencing a mental health condition.<sup>1</sup>**

**The Financial Services Council (FSC) has developed guidance for mental health education training. It requires employees of FSC member organisations to have an appropriate level of mental health literacy and skills to support interactions with customers who may have had and/or may be currently experiencing a mental health condition(s).**

**SuperFriend's FSC Standard No. 21 Mental Health Training course has been designed to support the delivery of mental health education training programs outlined in the FSC Standard No. 21.**

### Overview

This course is designed to provide employees of FSC member organisations with appropriate mental health education and training as outlined by FSC Standard No. 21. This course can be undertaken online or as a workshop. Online modules can also be licensed to organisations with their own Learning Management (LMS) Systems.

This online course explores topics related to mental health and supporting people in a crisis situation. Some of the content may be confronting or distressing. This is particularly true for people who have self-harmed, experienced suicidal thoughts, or have a mental health condition(s), as well as people who have supported others through similar experiences.

SuperFriend collaborated with [Roses in the Ocean](#) to ensure a lived experience view of suicide was included in the development of the content for this course.

<sup>1</sup>. Indicators of a Thriving Workplace Survey, Melbourne, SuperFriend 2020.

### What will the course cover?

- The mental health continuum
- Common mental health conditions
- Building empathy
- Self-care strategies
- Communication strategies related to mental health conditions(s), self-harm and suicide (Category 1 Representatives only)

### Why participate?

- Supports FSC Standard No. 21 Mental Health education training requirements
- Supports FSC employees with knowledge and tools to have positive interactions with customers
- Improved business and customer outcomes
- Course completion certificate when completed online through MySuperFriend
- Participants will receive supporting resources – tools and tipsheets

### Who should participate?

Employees from FSC member organisations

### Delivery options

#### Online learning

- Category 1 Representatives: five modules (100 mins total)
- Category 2 Representatives: four modules (70 mins total)

#### Facilitated workshop

- Category 1 Representatives: 3.5 hours
- Category 2 Representatives: 2.5 hours

**SCORM file licensing: SCORM 1.2 or 2004 files**

# Course Outline

## The mental health continuum



- The difference between mental health and mental illness
- The mental health continuum
- The different thoughts, feelings and behaviours across the mental health continuum
- The risk and protective factors that can influence mental health and mental illness

## Common mental health conditions



- The prevalence of mental health conditions
- Common mental health conditions
- What it's like to have a lived experience of anxiety, depression and substance abuse
- What self-harm is, types of self-harm and signs and symptoms of self-harm
- The prevalence of suicide, common myths about suicide, vulnerable groups and stories of lived experience of suicide

## Building empathy



- What empathy is
- Why being empathetic can support others
- Empathetic responses when communicating with all people, including those with mental health condition

## Self-care strategies



- What self-care is
- Taking care of yourself with the Five Ways to Wellbeing
- Developing a self-care plan
- Where to access free mental health support

## Communication strategies (Category 1 Representations only)



- What person-centred communication is
- Using a person-centred approach when interacting with those who may have a mental health condition
- How to recognise if someone may be at risk of self-harm or suicide
- The steps to take if someone presents with signs of self-harm or suicidal thoughts

