

Jill Scenario

You are supposed to meet a friend, Jill, for coffee one afternoon, and she doesn't show up. When you stop by her house on the way home to find out what went wrong, she doesn't at first open the door. She looks fearful. She says she has been feeling weird, and doesn't want to leave her house. She seems a little distracted and less tidy than usual.

When you ask her what's going on, she gets embarrassed. She admits that she has been having some strange thoughts, but says she can't snap out of them. For example, she was going to call you to cancel but became suddenly certain that her phone was being tapped.



She admits that strange thoughts have been occurring over the last two months, and they are getting harder to ignore.

A Approach the person, assess and assist with any crisis

L Listen and communicate non-judgmentally

G Give support and information

E Encourage the person to get appropriate professional help

E Encourage other supports

Damien Scenario

Damien is a 35-year old workmate in your organisation. Since his marriage ended 6 months ago, you and your co-workers have noticed a change in Damien's behaviour and work attendance. He has been taking increasing amounts of sick leave and has been turning up late to work often smelling strongly of alcohol. He has always been a "social drinker", regularly meeting up after work on Fridays at the local club.

You have noted that Damien has been drinking greater amounts of alcohol over the past 6 months, as he often remains at the club playing the slots after everybody else has gone home. Neither you nor your colleagues can recall Damien coming to work smelling of alcohol in the past. Damien is often moody and irritable and is sometimes untidy in appearance when at work.

You cannot be sure, but you think he may be depressed. You are concerned about Damien and are worried that his drinking and drop-off in work performance will jeopardize his job. You decide you want to help him by applying the MHFA Action Plan.

You may like to use the ALGEE Worksheet on page 44 to help.



A Approach the person, assess and assist with any crisis

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E Encourage other supports