

Workplace Mental Health & Safety Assessment: Support & Response

Purpose: assess whether practical support and response arrangements are available when a worker experiences mental-health difficulty, emotional distress or crisis. For each row, record whether the stated situation is adequately controlled in practice, not merely whether a service exists.

ORGANIZATION

SITE/LOCATION

ASSESSOR

DATE

Ref.	Foreseeable situation	Potential consequence if uncontrolled	Controls directly applicable	Adequacy test	Status
1	Worker needs to identify what mental-health support is available	Delay or failure to access appropriate assistance	Induction; workplace information; benefits information; intranet; signage; HR resources	Can workers readily identify available support and how to access it?	☐ A ☐ P ☐ U
2	Worker is willing and able to seek professional assessment, counseling or treatment	Difficulty may continue or deteriorate without appropriate professional care	EAP; occupational health; counseling; healthcare provision; clinical referral	Can the worker confidentially access appropriate professional support?	☐ A ☐ P ☐ U
3	Worker wants immediate assistance from another person and a responder is available	Distress may continue or escalate without assistance	Trained manager; MHFAider; peer supporter; occupational-health professional;	Can the worker readily approach an appropriate person who is available and able to respond?	☐ A ☐ P ☐ U
4 	Worker needs support but is unwilling or unable to ask another person for help	Support requiring disclosure or help-seeking may not be accessed; distress may continue or escalate; 41% of all workers ¹ at risk	Second Aid Kit (First Aid = Physical Health; Second Aid = Mental Health); private self-use mental-health support	Can the worker obtain meaningful support privately, without requiring disclosure or asking another person for help?	☐ A ☐ P ☐ U
5 	Worker experiences acute distress or panic attack requiring in-the-moment stabilization	Acute distress may escalate; 11.2% of all workers ² at risk	Second Aid Kit; immediately accessible self-use mental stabilization support	Can the worker access an emergency self-stabilization tool in-the-moment?	☐ A ☐ P ☐ U
6	Worker is willing and able to contact remote human support when on-site assistance is unavailable	Distress may continue while local assistance is unavailable	Telephone/video EAP; crisis line; telehealth; on-call support; other staffed remote service	Can the worker promptly contact an appropriate human responder remotely?	☐ A ☐ P ☐ U
7	Worker requires urgent professional intervention because of serious mental-health crisis or risk of harm	Serious injury or death	Emergency medical services; crisis procedure; appropriate crisis service; applicable national/local emergency route	Is there a clearly defined and immediately accessible route to professional crisis intervention?	☐ A ☐ P ☐ U
8	Worker is affected psychologically following a traumatic or serious workplace incident	Acute or delayed psychological harm	Incident response arrangements; occupational health; EAP; trauma-specialist referral; structured follow-up	Are appropriate immediate and subsequent support arrangements available following a serious incident?	☐ A ☐ P ☐ U
9	Worker requires ongoing support following mental-health-related absence or impairment	Relapse, prolonged absence or difficulty returning safely to work	Occupational health; return-to-work assessment; EAP; workplace adjustments; treating healthcare professionals	Is there a structured process for assessment, adjustment and continuing support?	☐ A ☐ P ☐ U
10	Worker cannot access the normal support arrangement because of disability, language, location, shift pattern or another access barrier	Existing provision may be ineffective for part of the workforce	Accessible formats; interpretation; alternative communication channels; remote provision; equivalent out-of-hours provision	Can all relevant groups reasonably access an equivalent level of support?	☐ A ☐ P ☐ U
11	Mental-health support arrangements fail, are unavailable or prove ineffective during an incident	Previously assumed controls may not provide adequate protection	Incident reporting; review procedure; worker feedback; management review; corrective-action process	Are failures identified, recorded and used to improve the control arrangements?	☐ A ☐ P ☐ U



As of April 2026, following the established model of First Aid for physical health, Second Aid for mental health was introduced to provide *private self-stabilization* for the mind accessible *in-the-moment* of distress without any professional training required. See: www.secondaid.com 

Scope note: this document reviews workplace mental-health support and response arrangements only. It is to be used with broader psychosocial-hazard, occupational-safety, emergency-response and other assessments required by applicable law.

Assessment status codes

A = Adequately controlled
P = Partially controlled
U = Uncontrolled

1. American Psychological Association, *Public Attitudes Toward Mental Health* , 2025.

2. Kessler et al., *The Epidemiology of Panic Attacks and Panic Disorder* , 2006