## Template Purpose

# TemplateResponding to a mental health and wellbeing concern communication template

As leaders and administrators in a sporting organisation, you are often the first port of call when someone is seeking assistance in responding to a mental health and wellbeing concern.

In these circumstances, it can sometimes be difficult to know how to respond.

The purpose of this **Responding to a Mental Health and Wellbeing Concern Communication Template** is to assist you to respond to a mental health and wellbeing concern from members using safe language and best practice.

An example email template is provided below that can be customised prior to sending to members.

Delete or add to highlighted sections as is appropriate for your messaging.

### Email Template

Dear <insert name here>,

Thank you for contacting <insert organisation name>.

While we do not employ mental health experts and have limited scope to respond appropriately and safely in this space, there are resources available that can support community sports to address mental health concerns and give some guidance on best practice.

The following information is part of these resources and was designed by a psychologist, and we hope will be helpful.

Click **HERE** to access the SportWest website and True Sport Mental Health and Wellbeing resources including a **Critical Incident eToolkit for Mental Health and Wellbeing**, a **directory of mental health services** and a range of other resources.

In addition, the following resources specifically sound like they may be appropriate to suit your needs in this particular circumstance <add most relevant resources or delete if unsure about specific resources – you may attach documents to this email or provide URLS>:

*<Example: Critical Incident Response Overview flowchart.*

*Example: Email to support a member experiencing a critical incident.*

*Example: Critical Incident or Serious Misconduct and/or Abuse Media Template.*

*Example: Safe Language to Reduce Mental Health and Wellbeing Stigma Tipsheet.>*

Some overarching best practice rules of thumb to keep in mind:

* Remember - members should not provide mental health advice beyond their qualification and training. Best practice is to refer and share resources. The True Sport - Mental Health and Wellbeing resources can help with this.
* Encourage members needing support to contact a GP or help line.
* Contact, or have the person contact, [Head to Health](https://www.headtohealth.gov.au/) on 1800 595 212. Head to Health offers free advice and connection to local mental health services.
* Follow up to check in on someone after providing referral information. Assisting someone to book an appointment with a professional is a great way to support them.
* Look after your own mental health and wellbeing, and seek support for yourself as assisting others can be draining and confronting.
* Be assured that referring to professional support is best practice. While it can sometimes feel like you “have not done enough” – it is unsafe for sporting organisations to act beyond this capacity unless appropriately qualified and trained.
* Always provide links to mental health services in any communications regarding mental health and wellbeing such as the following:

In an emergency dial 000

For support call Lifeline: 13 11 14

or visit [True Sport – Community Links](https://sportwest.com.au/how-we-help/mental-health/community-links/) for more services.

<Insert organisation name> can also provide the following assistance <add any resources in place or delete if not appropriate>:

*<Example: The contact details of any mental health organisations that your organisation has partnered with.*

*Example: Employee/Volunteer Assistance Programs available.*

*Example: A letter or phone call of support from our CEO and a bouquet of flowers.*

*Example: Any other supports the organisation has in place or is willing to provide.>*

If you have any further questions regarding accessing the material referenced in this email, please don’t hesitate to contact me.

Warm regards,

<insert name here>

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In an Emergency Dial 000

For support call Lifeline 13 11 14

or visit [True Sport – Community Links](https://www.sportwest.com.au/true-sport-mental-health-and-wellbeing-community-links-2/) for more services.

