

Association of Mental Health First Aiders: Membership Code of Conduct

The Association of Mental Health First Aiders® (AOMHFA) is a professional membership body for Mental Health First Aiders (MHFAiders®). Our mission is to grow and empower the largest community of Mental Health First Aiders to transform how we talk about and support mental health.

By creating the largest dedicated community of MHFAiders and a professional membership body, we can support MHFAiders long after they have completed their course. We provide our members with exclusive access to a wide range of resources, from ongoing training and qualifications to events and research so that we can harness their collective power to raise awareness and understanding of mental health stigma.

Being a member of the Association of Mental Health First Aiders demonstrates that an MHFAider has been trained to a recognised international standard and that they have an active and valid certification in Mental Health First Aid. The Association is not a regulator of the provision of Mental Health First Aid; any concerns about an MHFAider should always be directed to the organisation that an MHFAider is employed by or volunteers for.

This code of conduct policy outlines the expected behaviours of our members as part of their membership of AOMHFA.

Code of Conduct Standards

All members are required as a condition of their membership to adhere to the following code of conduct. Failure to do so may lead to removal of membership and therefore access to membership support and benefits.

MHFAiders who are members of the Association of MHFAiders are expected to:

- Use the knowledge and skills gained through their MHFA training and ongoing membership support to uphold good practice and provide MHFA interventions in line with their MHFA training.
- Uphold the reputation of the MHFAider community and AOMHFA and our positive collective impact.
- Maintain their active and valid certification in MHFA by attending a qualifying MHFA training course every 3 years in order to maintain membership.
- Demonstrate commitment to equity and inclusion – discrimination, bullying or harassment will not be tolerated.
- Be respectful and supportive of other members and AOMHFA staff at events, in discussions and communications.
- Use the AOMHFA membership badges in line with brand guidelines.

- Where an MHFAider is also an Instructor of MHFA, they must also comply with the standards set out in the Instructor Member Handbook and adhere to the Instructor Member Agreement.

Code of Conduct Complaint Process

A complaint regarding a member and any potential breach of the code of conduct can be made by anyone, whether they are a member of AOMHFA or not.

Complaints can be made in writing to queries@aomhfa.org

The complaint investigation and resolution process will involve the following steps:

- Step 1 – The AOMHFA membership team will seek to understand the facts around the complaint and whether it is within scope of the AOMHFA Membership Code of Conduct. In some cases, depending on the nature of the complaint, it may be more appropriate for an organisation that a member belongs to as an employee or volunteer to investigate the complaint.
- Step 2 – Where a complaint is in scope, the complaint will be reviewed by the AOMHFA Membership Committee who will decide the outcome. This includes whether a complaint should be upheld or not and, if upheld, any sanctions that may apply. The outcome will be communicated in writing to the member.
- Step 3 – Where a complaint is upheld, and sanctions are applied a member has the right to appeal the outcome. The appeal must be made in writing within 15 days and will be reviewed by a panel comprising of members of the AOMHFA Board. The outcome from the appeal will be communicated in writing within 10 working days of the appeal being submitted.

Depending on the nature of the complaint, sanctions could include:

- Informal or formal warning
- Removal of Membership

In the case of removal from membership the decision is permanent, and an individual may not access membership again by completing either an MHFA Refresher course or the full MHFA course.