

**I Am Here**  
TRIBE MEMBER AND AMBASSADOR  
GUIDE



TRIBE MEMBER

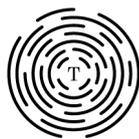
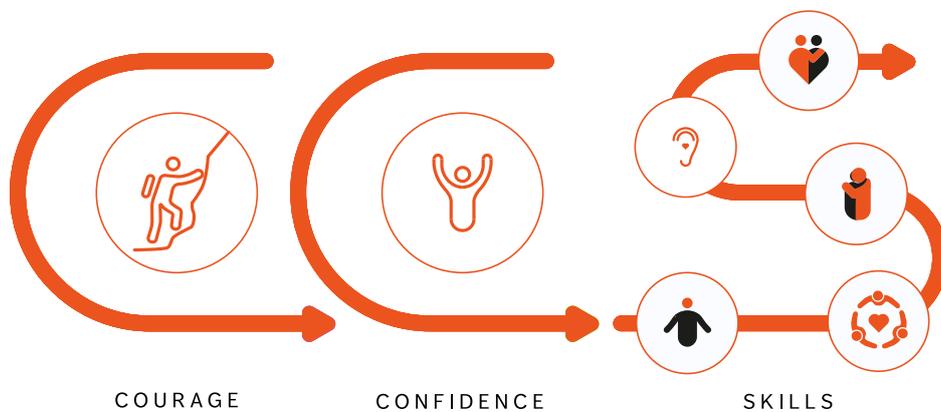


AMBASSADOR

At some stage in our lives, we, or someone close to us, will experience a mental health or wellbeing challenge.

As an I Am Here Tribe Member, you will develop the **courage, confidence, and skills** to Show you care and refer someone to an I Am Here Ambassador when needed.

As an I Am Here Ambassador, you will further develop your **courage, confidence, and skills** to act as a signpost to connect people with the help and support they may need when these challenges arise.



Tribe Members **and Ambassadors** are **courageous, confident, and CLEAR.**



COMPASSION



LISTENING



EMPATHY



ACCEPTANCE



REAL

You have **Compassion**, you **Listen** carefully, you show **Empathy**, you demonstrate **Acceptance**, and you are **Real**.



TRIBE MEMBER



Your role as a **Tribe Member** is to:  
Have the **courage, confidence, and skills** to **Show you care.**



**As you Show you care:**

- Be present and simply listen.
- Recognize the warning signs.
- Tune in to your head, heart, and gut feelings.
- Identify any internal, external, or environmental barriers and break them down.



Knowing the role an Ambassador plays and refer someone to an Ambassador when needed.



Recruit more Tribe Members.



Know what help and support is available and where to find it on the I Am Here Arena.



## AMBASSADOR

Your role as an Ambassador is to **Show you care**,  
**Ask the question**, and **Call for help**. That's it!



### As you Show you care:

- Be present and simply listen.
- Recognize the warning signs.
- Tune in to your head, heart, and gut feelings.
- Identify any internal, external, or environmental barriers and break them down.



### As you Ask the question, remember to:

- Ask open questions and listen carefully to the person.
- Never make a diagnosis.
- Ask, listen, and decide if you need to Call for help or not.
- Demonstrate complete acceptance and have respect for the person.



### During Call for help:

- Advise the person of available help and support.
- Ensure the person is given the time and space to Call for help.
- You can accompany the person to the help or support; however, they must make contact themselves.
- Accept the person's decision to take the help or not.

If you believe there is an imminent risk that the person will be a danger to themselves or others, you must call for emergency help or support. Do not leave the person on their own, and do not delay taking action.

## Your mental health and wellbeing is as important as anyone else's.

As a Tribe Member and Ambassador, it is important to perform a **self-check**. You do this to ensure you are ready, willing, and able to assist others before opting in for the day. Just before you Show you care, you will also need to perform a self-check.

<b>Am I feeling ok today?</b>		Can I show self-care?
<b>Do I have time today?</b>		How is my day looking? Will I have time to apply Show you care as a Tribe Member?
<b>Can I be my own observer today?</b>		Am I in the position to observe my own thoughts and feelings?
<b>Do I need any help today?</b>		Have I reminded myself that <b>it's ok not to feel ok; and it's absolutely ok to ask for help?</b>

And remember, as a Tribe Member or Ambassador you too have access to help and support. This help may be internal or external to the organization and is available under the following six pillars:



EMOTIONAL WELLBEING



PHYSICAL HEALTH



SPIRITUAL WELLBEING



SOCIAL WELLBEING



FINANCIAL WELLBEING



WORK AND CAREER

If you believe there is an imminent risk that the person will be a danger to themselves or others, you must call for emergency help or support. Do not leave the person on their own, and do not delay taking action.



## The Power of One.

As a **Tribe Member** and **Ambassador**, you can have a real impact on a person's life by fulfilling your role. Please remember the **Power of One** as you continue your journey from here.

- The **one** person you share the purpose of I Am Here with today
- The **one** person you share the message that **it's ok not to feel ok; and it's absolutely ok to ask for help** with today
- The **one** person that you Show you care to today
- The **one** person that you encourage to join the Tribe today
- The **one** fellow Tribe Member that you thank for having the **courage, confidence and skills** to Show you care and refer someone else to an Ambassador when needed
- The **one** Ambassador that you thank for having the courage, confidence, and skills to safely signpost someone else to help and support when needed
- **The one lovely, loveable and loved person...yourself...that you encourage to reach out for help and support when needed**

Stay connected to the Tribe by following us on social media:



**It's ok not to feel ok; and it's absolutely ok to ask for help.**