

**Step-by-Step PFA Actions**

1. **Make contact: Make contact with the person by introducing yourself (your name and agency) and how you can help.**
2. **Keep safe: If necessary and possible, remove the person from any dangers in the situation and from exposure to upsetting sights or sounds, the media or onlookers.**
3. **Provide quiet and privacy: Where appropriate and possible, find a private and quiet space for the person to rest, if they like, or to talk.**
4. **Practical comfort: Offer practical comfort, like a glass of water or blanket.**
5. **Listen: Ask the person if they would like to talk about what happened, and listen carefully to their story and any feelings and concerns they share. If they do not want to talk, just stay with them.**
6. **Reassure and normalise feelings: Reassure them that it is normal and human to have an emotional reaction to a very distressing event.**
7. **Help prioritise needs: Ask the person what they need, and help them to think through what is urgent and what can wait for later. Help them, if necessary, to meet urgent needs, such as housing or health care.**
8. **Connect with loved ones: Help the person connect to loved ones who can provide support.**
9. **Give information: Give factual information (i.e., names, contact details) about where and how to seek additional support.**