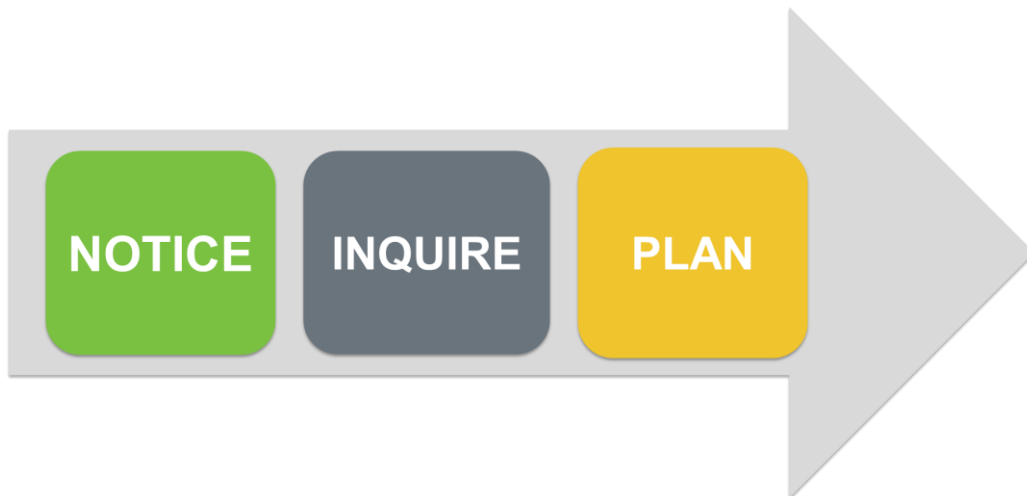


# Starting a conversation

“NIP it in the bud” 3 step process



## Notice

N stands for Notice:

You might notice changes in a young person:

Things like

- A noticeable change in how they are feeling and thinking
  - Feelings like anger, sadness, fear, not caring about anything, risk taking
  - You might see changes in the way your child is behaving or acting
  - Not enjoying things anymore
  - Changes in eating or sleeping
  - Being easily irritated or having problems with friends and family
  - Finding they can't focus on things or maintain attention
  - Feeling down or that there is no hope or point to life
  - Having trouble concentrating or remembering things
  - Turning to alcohol or drugs to cope with feelings
  - Having negative thoughts or distressing thoughts
  - Feeling unusually stressed or worried
  - OR, Changes socially **like** withdrawal, being secretive, acting out of character
-

## Inquire

I stands for Inquire:

There's no perfect way to start a conversation about mental health – so it's ok if you're finding it hard. It can help to do some research first, and also find a time and place where everyone involved is feeling safe.

When asking, it can help to be specific about the things you've noticed. And remember, you're asking to understand. Understanding your young person's experience can leave you in a better place to respond in a way that helps.

Some ways to try might be:

*Q: Hey, I've noticed you seem to have a lot on your mind at the moment. I'd like to hear how it's been for you.*

*Q: I've noticed that sleep has been harder for you lately. Have you got some ideas about why that might be?*

*Q: I haven't seen any of your friends recently. How have things been going?*

*Q: What can I do to be help?*

## Provide

P stands for Provide.

It's about providing whatever it is you think your young person might need at that time. It will include support, listening, and empathy. Responding in a way that shows you're really listening can make a big impact. Here are some statements that might help.

*Statement - I can hear this is really tough for you*

*Statement – It sounds like it's been impacting lots of areas of your life*

*Statement - Thank you for sharing with me, I care about how you feel and what you're going through.*

Taking the time to really try to understand can show the young person you're a safe place to go to for support, and might mean they end up sharing more. In trying to find the best way to offer some support, it can help to share the decisions with the young person. Some statements that might help are:

*Statement – I'd like to find a way that I can be helpful for you. Would that be ok for you?*

*Statement – It sounds like home is a bit stressful at the moment. Would you like to have a go with me at figuring out some ways to take some of that stress away?*

*Statement – I'm not feeling very confident about the best way to help at the moment. Would it be ok if we called a service to help us figure out the best way forward?*

**If you have immediate concerns take them to Emergency or phone 000 and stay with them.**

# Local Support Services

## headspace Geelong

Supports young people from 12-25 who are going through a tough time.

To book an appointment, call 5222 6690. [www.headspace.org.au/headspace-centres/geelong/](http://www.headspace.org.au/headspace-centres/geelong/)

## Hope Bereavement Care

Offers free information, support and counselling when grieving the death of a child, the sudden and unexpected death of an adult and those experiencing loss after suicide

Call: 03 4215 3358 EMAIL: [hope@bereavement.org.au](mailto:hope@bereavement.org.au)

## Barwon Health Jigsaw & Barwon Child and Youth Triage

This is the initial point of contact within Barwon Health Mental Health Drug and Alcohol Service for infants, children and young people aged 0-25 years and their families.

## 24/7 Support line for young people & families



Barwon Health's Mental Health, Drugs and Alcohol phone service for advice and support 24 hours a day, 7 days a week

# 1300 094 187

If the situation, or person's safety, becomes an emergency, phone 000 immediately

### ➤ TIPS WHEN CALLING:

1. You will be asked to make selections to help us direct your call to the most appropriate Mental Health service
2. It may take a few minutes, but your calls are important and we will speak with you as quickly as we can
3. If you cannot wait on the line, please select the option for a call back so that we know you have called and a mental health clinician can return your call. Your place will be held in the queue

# National Support Services



## Mental Health Services and Support

### Beyond Blue

24/7 mental health support service

1300 22 4636  
beyondblue.org.au

### headspace

Online support and counselling to young people aged 12 to 25

1800 650 890 (9am-1am daily)  
For webchat, visit: [headspace.org.au/eheadspace](http://headspace.org.au/eheadspace)

### Kids Helpline

24/7 crisis support and suicide prevention services for children and young people aged 5 to 25

1800 55 1800  
kidshelpline.com.au

### 1800RESPECT

24/7 support for people impacted by sexual assault, domestic violence and abuse

1800 737 732  
1800respect.org.au

### Lifeline

24/7 crisis support and suicide prevention services

13 11 14  
lifeline.org.au

### Suicide Call Back

24/7 crisis support and counselling service for people affected by suicide

1300 659 467  
suicidecallbackservice.org.au

### Mensline

24/7 counselling service for men

1300 78 99 78  
mensline.org.au

### QLife

LGBTI peer support and referral

1800 184 527 (6pm-10pm daily)  
qlife.org.au (online chat 3pm-12am daily)

If you are concerned about someone at risk of immediate harm, call 000 or go to your nearest hospital emergency department.



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