

The

REAL TALK

FRAMEWORK



NOTICE, INQUIRE, PROVIDE

What to notice, how to inquire, and how to provide support when you are concerned about the mental health of someone you know

NOTICE CHANGES IN SOMEONE'S MOOD AND BEHAVIOUR

- Not switching on their camera during class or participating when they usually would
- A comment or online status update, including talking or writing about being a burden to others
- Withdrawing from university life and their friends or colleagues
- Giving away possessions
- Engaging in risky behaviour, including increased use of drugs or alcohol, without concern for their safety

INQUIRE ABOUT WHETHER SOMEONE IS OK

- "Hey, I've noticed you don't seem to be yourself lately? Just checking that everything is ok?"
- "You seem a little more distracted than normal. Is there anything that is taking your focus that I can help you with?"
- "I haven't seen you hanging out with your friends lately? Is everything ok there?"
- "I've noticed you haven't had a lot to say in tutorials lately. That's not like you. Is everything ok?"

PROVIDE SUPPORT TO SOMEONE

- "It sounds like you are juggling a lot at the moment. Is there a plan we can come up with to reduce your stress?"
- "I can hear it is really tough for you right now. Is it ok if we think about finding a service that might be best suited to providing you some support right now?"
- "I want to help you but I don't think I know the best course of action from here. Do you mind if we call someone to see what they think?"
- "While we look at getting some professional supports, are there things that have helped you in the past that may help you until that time?"

HELPFUL HINTS

- If there is an immediate concern about safety, call 000 and seek advice – don't wait for permission
- Check that we're not putting ourselves at risk of experiencing our own mental health difficulty before we start the conversation, and debrief afterwards
- Be clear about our role, our level of expertise, and our capacity to provide support – our job may simply be to listen or to connect people to support in the university or in the wider community
- Listen without judgement, and use respectful, empathetic language

THINGS TO AVOID

- Multi-tasking
- Making decisions on their behalf, or anticipating what they might say
- Making promises we can't keep
- Inquiring about past traumas
- Taking on too much or offering more time or support than you can provide

SUPPORT SERVICES

If you or someone around you is in immediate danger, call Triple Zero (000).

Beyond Blue 24/7 mental health support service: 1300 22 4636

headspace online support and counselling for those aged 12-25: 1800 650 890

Kids Helpline 24/7 crisis support for those aged 5-25: 1800 55 1800

1800RESPECT 24/7 support for sexual assault and domestic violence: 1800 737 732

Lifeline 24/7 crisis support and suicide prevention services: 13 11 14

Suicide Call Back 24/7 crisis support and counselling for people affected by suicide: 1300 659 467

Mensline 24/7 counselling service for men: 1300 78 99 78

QLife LGBTQI peer support and referral: 1800 184 527