



# Profile of a good support



This resource was developed to provide clear, simple, effective information when being a support.

It will identify key areas that you need to action to ensure you are providing best practice support for the people around you. It also provides you the key areas to identify when you are looking to build or maintain a positive support network for yourself. This resource can be utilised in any way you feel it would benefit you, both when being a support and when seeking support.

## **NON-JUDGEMENTAL**

Allow the person to talk freely about their problems, and see their struggles from their point of view.

## **DON'T DISMISS THEIR STRUGGLES**

It may not seem like a huge problem to you, but it may be causing that individual a lot of angst. Be respectful of what is affecting them. Acknowledge their struggles and let them know they are not alone.

## **TRUSTWORTHY**

The individual you are supporting may delve into their inner feelings with you. Let them know that it will remain confidential between you and them. The only time confidentiality can be breached is if your life or their life is at risk, if they give you written or verbal consent, or if it is subpoena in the court of law.

## **ASK THEM WHAT YOU CAN DO TO BEST SUPPORT THEM**

When supporting someone, it's not about telling that individual what to do. Ask them how you can best support them. That may give you a better indication on how you can help them through their struggle.

## **BE RELIABLE**

Be consistent with your support. You may not be there for them 24/7 but give them the reassurance that you'll be there for them consistently and give them other options (other social and/or professional support) if you cannot be reached. (Please refer to our MHM Support Network Toolbox – <https://www.mentalhealthmovement.com.au/resources/supporting-others>)

## **GIVE INDIVIDUALS YOUR TIME**

Affording people your time is an enormously powerful thing to do and can be a great way to support someone better. Not being preoccupied whilst someone is opening up to you (i.e. looking at your phone, needing to be somewhere else, not active listening etc) can lead to that individual being more comfortable opening up to you.

## PROFILE OF A GOOD SUPPORT

Allowing individuals to feel secure when opening up to you and talking about their problems, will help you to get them the most appropriate support.

### ENCOURAGE & LINK INDIVIDUALS TO APPROPRIATE SUPPORT

Your job as a support is not to tell the individual what to do, it is not to diagnose, and it is not to try and solve or fix their problems. It is to identify any change in what they are usually like and start the conversation with them, a change is worth a check in. Your role is then to help link them into appropriate support depending on their change, challenge or adversity.

### CRISIS

If their life or someone else's life is in danger, you **MUST** call professional help.

Lifeline 13 11 14, Emergency 000 or EAP Crisis Line

Don't leave them alone, reduce access to means and harm, connect them to family / social support and self-care and debrief yourself.

### DON'T DIAGNOSE OR TELL INDIVIDUALS WHAT TO DO

Our job as a support is not to provide answers, solutions or diagnosis. Your role is to provide care, support & help link them into further services and supports. You do not have to have all the answers or solutions and you do not have to be a mental health professional. If it is out of your expertise or experience, please refer the individual you are supporting to appropriate professional and clinical support.

## Further information

If you would like further information on how to start and hold conversations around supporting a family member, fellow worker or loved one who may be going through a mental health struggle, please refer to our MHM Support Scaffold via [www.mentalhealthmovement.com.au/resources](http://www.mentalhealthmovement.com.au/resources)

# PROFILE OF A GOOD SUPPORT

This activity is designed to help develop your personal support network. Please identify specific supports that will fit into each of these categories and write them down. Doing this will give you a range of options that you can reach out to and use in your time of need. How you're feeling and what you're experiencing will dictate the support you need and that's why having a range of options is important.

## Who makes up your support network?

### **SELF SUPPORT**

(Coping strategies, mindsets, hobbies etc)

1. ....
2. ....
3. ....

### **FAMILY SUPPORT**

(Partner, kids, parents etc)

1. ....
2. ....
3. ....

### **FRIENDSHIP SUPPORT**

(Friends, local barista, sporting teammate etc)

1. ....
2. ....
3. ....

### **WORK SUPPORT**

(Co-workers, managers, supervisor, EAP, peer supporters etc)

1. ....
2. ....
3. ....

### **COMMUNITY SUPPORT**

(Sporting clubs, church, Men's Shed, She Shed, rotary club etc)

1. ....
2. ....
3. ....

### **CRISIS SUPPORT**

(Lifeline, 000, Suicide Callback, C.A.T.T)

1. ....
2. ....
3. ....

### **PROFESSIONAL AND CLINICAL SUPPORT**

(EAP, GP, Psychologist, Psychiatrist etc)

1. ....
2. ....
3. ....

# SUPPORT NETWORK TOOLBOX

IN AN  
EMERGENCY  
CALL

000

## EAP

### Employee Assistance Programs

Counselling service provided by employers to support staff's emotional & psychological wellbeing both at home and at work. Contact your employer for details.



### GP

Talk to your GP about any mental health concerns & ask for a Mental Health Care Plan & referral. Medicare rebates available for a range of treatments (via a Mental Health Care Plan).



### LIFELINE

Crisis Support & Suicide Prevention: Counselling services for anyone, anytime.  
P: 13 11 14  
W: lifeline.org.au



### Suicide Call Back Service

Provides free, phone, video & online counselling for anyone affected by suicide.  
P: 1300 659 467  
W: suicidecallbackservice.org.au



### Beyond Blue

Provides information and support for people living with depression & mental illness.  
P: 1300 224 636  
W: beyondblue.org.au



### The Black Dog Institute

Dedicated to understanding, preventing and treating mental illness.  
P: (02) 9382 2991  
W: blackdoginstitute.org.au



### SANE Helpline

Information, advice & referral for mental illness.  
P: 1800 187 263  
W: www.sane.org/helpline



### Cyber Clinic

Providing you with availability and access to clinical support suited to your needs in the palm of your hand anywhere, anytime. Available on Apple App Store & Google Play  
W: www.cyberclinic.com.au



### MensLine Australia

Telephone & online support, info & referral service to help men.  
P: 1300 789 978  
W: mensline.org.au



### Mindspot

An online & telephone clinic providing free assessment & treatment services for adults with anxiety or depression.  
P: 1800 614 434  
W: www.mindspot.org.au



### Relationships Australia

A provider of relationship support services for individuals, families and communities.  
P: 1300 364 277  
W: relationships.org.au



### ARAFMI

Provide support for family, friends & carers of people with mental illness.  
P: 1300 554 660  
W: arafmi.com.au



### Headspace & eHeadspace

Provides free online & telephone support & counselling to young people 12-25yrs, their families & friends.  
P: 1800 650 890  
W: headspace.org.au



### Kids Help Line

Provides free & confidential phone & online counselling specifically for people 5-24yrs.  
P: 1800 551 800  
W: kidshelpline.com.au