SUPPORTING MENTAL HEALTH CONVERSATIONS

Has someone not been themselves?

If you notice someone’s been off for more than two weeks, seems to be getting worse, or is struggling with daily functioning, they may need some support with their mental health. Have the conversation and link them to the right support.

ASK
Start the conversation to give them a chance to open up.

“If you seem off your game”

“If everything okay?”

“I’ve noticed you haven’t been yourself lately”

Monitor and check in as needed

NO

Are they okay?

YES

UNDERSTAND
Ask open, empathetic questions to understand what’s going on and how serious it is.

“How long have you been feeling this way?”

“Has anything happened to make you feel worse?”

“Are you thinking about suicide? Do you have a plan?”

Call 000 or take them to the emergency department

NO

Are they at risk of harm right now?

YES

REFER
If needed, help them find additional support.

GP

Help and crisis lines

Online help

Contact parents as needed

NO

Are they a young person?

YES

CHECK IN

“How are you going since we last talked?”

“Have you talked to anyone else about this?”

“Do you need any more support?”

Monitor and check as needed

NO

Are they doing better?

YES

Conversation tips:
• Be honest about your concerns
• Show you care
• Don’t try to fix everything

Conversation tips:
• Listen without judgement
• Take what they are saying seriously
• Ask about suicide if you are worried about it

Conversation tips:
• Normalise mental health conversations to reduce stigma
• Know the limits of your support
• Look after yourself

This information is meant as a guide only. If you are unsure how to proceed, always seek professional help by contacting one of the services listed above.

Developed in consultation with clinical staff at Relationships Australia Tasmania.