

5 Steps of Supportive Conversations

1. PREPARE : Reflect and plan

e.g. What is my primary reason for having this conversation?

2. INQUIRE: Gather and share information

e.g. Can you help me understand how you've been feeling lately?

3. IDENTIFY: Acknowledge strengths and resources

e.g. What strengths or resources can you call on to help you overcome this challenge?

4. PLAN: Agree on an action plan

e.g. What do you see as a reasonable next step?

5. FOLLOW UP: Arrange progress check-ins

e.g. What would be the best time and day for a quick check-in?

Helpful Contacts

LIFELINE

24 Hours

13 11 14

MENSLINE AUSTRALIA

24 Hours

1300 78 99 78

SANE HELPLINE

Mental illness information, support and referral

1800 18 7263

BEYOND BLUE

24 Hours

1300 22 4636