



# Dealing with at risk community members

We are aware that your organisation may be familiar with many of these resources – and may have community guidelines for dealing with people potentially at risk. These points for referral below are Beyond Blue recommendations and may be useful when constructing a reply.

Please note due to limited resources and duty of care, Beyond Blue cannot provide responses on behalf of other organisations on social media. Beyond Blue monitors all comments that come through our social media channels, so if there's something that needs attention, we will usually be aware of it, and will take the necessary action.

## Composing a reply

**Acknowledge** and empathise — greet the community member and express a level of care for what the member is experiencing. Make it clear that you have read what they have said, by repeating some of the phrasing they have used and acknowledging the difficulty this must have caused them.

**Refer** – offer them, if possible, two or three different paths to go down. These can be links to Beyond Blue resources, external resources or support services.

## Resources you can point to:

### Mental health resources, information and advice

- [www.beyondblue.org.au](http://www.beyondblue.org.au)

### Mental health resources, information and advice for Aboriginal and Torres Strait Islander community members

- <http://bb.org.au/1M9InJn>

### Local services that offer Aboriginal and Torres Strait Islander-specific service

- [www.sewbmh.org.au/location/list](http://www.sewbmh.org.au/location/list)

### National counselling and referral service for lesbian, gay, bisexual, trans and intersex (LGBTI) people, families and friends

- [www qlife.org.au](http://www qlife.org.au) or 1800 184 527

### Workplace mental health resources, information and advice for individuals and organisations

- [www.headsup.org.au](http://www.headsup.org.au)

### **Crisis and suicide counselling**

- Lifeline – 13 11 14 and [www.lifeline.org.au/Get-Help/Online-Services/crisis-chat](http://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat) (online chat available 7pm-midnight)
- Suicide Call Back Service – 1300 659 467
- 000 – if they are an immediate danger to themselves

### **Beyond Now – A suicide safety planning app for people who experience suicidal thoughts, feelings, distress or crisis**

- [www.beyondblue.org.au/beyondnow](http://www.beyondblue.org.au/beyondnow)

### **Support, advice, referrals, low-level counselling for depression or anxiety**

- Beyond Blue Support Service – 1300 22 4636, webchat or email available at [www.beyondblue.org.au/getsupport](http://www.beyondblue.org.au/getsupport)

### **Support, advice, referrals, low-level counselling, face-to-face counselling for depression or anxiety and other life issues – for 12-25 year olds**

- Headspace – [www.eheadspace.org.au](http://www.eheadspace.org.au) or 1800 650 890

### **Low intensity Cognitive Behavioural Therapy (CBT) coaching (Specific locations around Australia only)**

- [www.beyondblue.org.au/NewAccess](http://www.beyondblue.org.au/NewAccess)

### **Advice for trauma and working in high-risk organisations**

- Phoenix Australia (Centre for Posttraumatic Mental Health) – [www.phoenixaustralia.org](http://www.phoenixaustralia.org)

### **Advice on relationships/family issues**

- Relationships Australia – 1300 364 277

### **Advice on returning to work following depression, anxiety or a related mental health problem**

- Return to Work website – [www.returntowork.workplace-mentalhealth.net.au](http://www.returntowork.workplace-mentalhealth.net.au)

### **Beyond Blue online forums**

- A space where people can talk safely and anonymously with others who are experiencing or have experienced anxiety and depression – or care for someone who does. People can provide support or advice based on their own experiences: [www.beyondblue.org.au/forums](http://www.beyondblue.org.au/forums)

### **EXAMPLE reply for someone in crisis**

*Hi [NAME], it sounds like you are going through a really difficult time at the moment. Please know that there's always somewhere to turn to in dark periods like this. If you're feeling suicidal or are having thoughts about harming yourself, it's important that you take immediate steps to keep safe. You can contact Suicide Call Back Service (1300 659 467) or 000 in case of emergency. We also encourage you to call Lifeline on 13 11 14 or the Beyond Blue Support Service on 1300 22 4636. They can help 24 hours a day, 7 days a week with counselling support, information and referrals. They also have a webchat service available from 3pm to 12 am daily, which you can access at [www.beyondblue.org.au/getsupport](http://www.beyondblue.org.au/getsupport)*

### **EXAMPLE reply for someone you may be concerned about**

*Hi [NAME], thanks for sharing this with us. This is a difficult situation to manage on your own, so it's important to seek advice and support from people around you and also keep in regular contact with your GP, who can help. If you're unsure where to turn we'd encourage you to contact the Beyond Blue Support Service (1300 22 4636 or <http://www.beyondblue.org.au/getsupport>) or Lifeline (13 11 14) and talk things through. All the best.*

### EXAMPLE reply for someone recently bereaved by suicide

*Hi [NAME], we're so sorry to hear about your.... Thank you for sharing your story here and we hope that you have someone that you can talk to and some support during this tough time. We'd encourage you to get in touch with the Beyond Blue Support Service on 1300 22 4636 or [www.beyondblue.org.au/getsupport](http://www.beyondblue.org.au/getsupport) and they can talk through some options to help you through your loss. You may also want to check out beyondblue's 'Recently bereaved by suicide' page here: <http://www.beyondblue.org.au/the-facts/suicide-prevention/recently-bereaved-by-suicide>*

## Beyond Blue social handles

- Facebook: @beyondblue
- Instagram: @beyondblueofficial
- Twitter: @beyondblue
- LinkedIn: @beyondblue

For social media or moderation enquiries, contact [Social.Media@beyondblue.org.au](mailto:Social.Media@beyondblue.org.au)