

1 Ask

There's no right or wrong way, but make sure you are comfortable.

Try saying ...

You haven't seemed yourself lately — I've noticed ...
(insert change in behaviour)

Do you want to talk about it? I'm worried about you.

If they don't want to talk, let them know you care and are willing to chat when/if they feel ready.

Or try this ...

OK, but you know you can talk to me if you ever need to.

Would you feel more comfortable talking to ... ?

Suggest other people who they might feel more comfortable talking to, like a close friend, family member or confidential helpline.

2 Listen

Try saying ...

Take your time, I know talking about this can be difficult.

If they want to talk, let them: don't underestimate the importance of just being there.

I can tell the past few months have been really difficult for you. How're you feeling about it?

Don't try to fix their issue. The most helpful thing you can do is listen.

3 Support

At the end of the chat ask what you can do to support them.

Try saying ...

You don't have to deal with this on your own. I'm here for you.

Things can get better — what have you tried already?

Help them explore their options. These may include more regular catch-ups, online and self-help options, seeing a health professional or contacting a support service.

How can I help?

If you feel they need professional support but are hesitant, talk through what's stopping them and how you might be able to help. Offer, but be guided by them. Remember it's their decision.

I know it can be hard to talk about this — thanks for trusting me with it.

Finish on a positive note and thank them for trusting you with this conversation.



Where to get support

Beyond Blue Support Service
1300 22 4636
beyondblue.org.au/getsupport

Lifeline
13 11 14
lifeline.org.au

Suicide Call Back Service
1300 659 467
suicidecallbackservice.org.au



Emergency and crisis situations

If the person you are talking to is in crisis, call emergency services (triple zero — **000**), contact your GP or local mental health crisis service, or go to your local hospital emergency department. Don't leave the person alone, unless you are concerned for your safety.



For more tips and advice on having a conversation visit:

beyondblue.org.au/conversations

Also, remember that it's important to look after yourself and seek support if you need it. See the 'Where to get support' section of this card.

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How to check in with someone

Check-in steps

- 1 Ask
- 2 Listen
- 3 Support

Flip over to read how