

Having supportive conversations



the power of
humanity

This is a tough time for your community and people are facing a range of different issues. Listening is very important. You can show your concern by giving them the time and space to talk but it can sometimes be hard to know what to say.



START THE CONVERSATION

- “You’ve had a rough time, how are you going?” or “things must be tough, if you ever want a chat I’m always here”
- Take someone for a coffee or ask on a drive, somewhere relaxed and non-intrusive.
- People may talk about a range of things, stress affects people differently.

SUPPORT THEM TO IDENTIFY ‘WHERE TO FROM HERE’

- “Have you thought about talking to someone about what’s going on?”
- “It might be worth going to the doctor to get a bit of check up”
- “There is quite a bit of help out there, the xxx website has a list of the assistance and services.”

ACKNOWLEDGE AND SHOW UNDERSTANDING

- “It’s really tough to go through something like this”,
- Avoid; “You’ll be OK”, “You just need to get on with it” or “others are doing hard too”.
- Feedback with “You seem really..”, “It sounds like..”, “No wonder you feel..”
- Don’t interrupt or talk about yourself

For more information on Red Cross’ work contact contactus@redcross.org.au

- Lifeline: 13 11 14 and [toolkit](#)
- Beyond blue: 1300 224 636
- Kids Helpline: 1800 551 800
- FarmHub farmhub.org.au
- Red Cross’ [supporting children booklet](#)
- Red Cross: [Coping with a personal crisis booklet](#)