

Information

IT STARTS WITH S

a guide to supporting others

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Emergency response

An emergency is a serious, unexpected and often dangerous situation that requires an immediate response because the lives and/or safety of individuals are at risk. Emergencies can be medical or mental health related.

During an emergency

You should always call Triple Zero (000) for ambulance, police, or fire/rescue services.

Tips to consider:

- 01 Prioritise protecting yourself and others from immediate danger
- 02 Contact emergency services (000) as quickly as possible
- 03 Stay calm and reassure the person that help is on its way
- 04 Be honest with emergency services, providing accurate information about the person and their drug or alcohol intake or mental health status – this helps emergency services to provide the right care
- 05 Make sure to debrief afterwards and seek support for yourself

Be proactive: upskill your knowledge by taking a First Aid or Mental Health First Aid course

Start influencing change

We can all take small steps to challenge stigma and make help-seeking normal among our friends, family, workplaces and educational settings.

Here are some practical approaches:

Challenge stereotypes:

Refrain from judging, labelling, or discriminating against those around you. Speak up when people make stereotypical or uncomfortable comments.

Positive language:

The words we use can have a significant impact on ourselves and others. Check out these helpful language guides; NADA & NUAA Language Matters Guide or MHCC Recovery Oriented Language Guide.

Educate yourself and others:

Stay open to learning opportunities and engage in respectful conversations to educate those around you.

Connect with the Youth Solutions team for more information about our drug and alcohol training offerings via social media or our website.

NADA & NUAA
Language Matters Guide



Aged between 16-25yrs? Join our Youth Advisory Group and get involved in making a difference in our local community.



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Self-care: the place to start

Supporting others experiencing drug, alcohol or mental health concerns?

To best support others, it is important to first check-in with yourself and look after your own health and wellbeing.

Here are some simple ways to get started:

Prioritise the essentials: exercise regularly, eat well and get enough sleep

Understand your boundaries: don't hesitate to decline commitments to make room for what truly matters to you

Make time for your hobbies and passions

Don't be afraid to reach out for assistance, and be open to accepting help when it's offered

Think about your own alcohol or drug use and seek support if you'd like to reduce your intake or if your use is becoming problematic

Without caring for yourself you won't be able to care for others.

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Level up your self-care with our top picks

Be Active

Make the most of:

- Local reserves, parks, gardens, picnics, bushwalks
- Outdoor exercise equipment and sporting fields/courts
- Swimming pools

Simple and effective

Try out:

- Journalling, colouring, puzzles
- A Netflix session, music, reading
- Board games

Arts, culture and libraries

Consider a visit to:

- Library services
- Museums and exhibitions
- Arts centre and shows

Something special

Make time for something you love, perhaps try:

- Markets, shopping
- Restaurants and cafes
- Or insert your fave hobby here!

Start a conversation & foster positive connections

Initiating the first conversation is a crucial step in supporting someone in need. Regularly check in on people, especially if you sense they are struggling or notice changes in their behaviour.

Helpful suggestions:

Start with a simple question like, "How are you feeling?" or "Are you doing okay?"

Be understanding if they are not ready to talk; reassure them you're available whenever they're comfortable and check in later

Suggest doing a positive and enjoyable activity together

Encourage them to seek support if necessary

Follow up later to enquire about their wellbeing and offer further assistance if needed.

Encourage action

When assisting others with drug, alcohol or mental health issues, we need to recognise our own limitations and ensure that we connect the person with professional support.

Some people may feel overwhelmed with the support offerings. You can ease this process by being with them when they call or visit a support service. Don't forget to check in with them regularly to enquire about their progress.

Remember, if the initial service they reach out to is not the best fit, there are always other resources and services available to help.

Help & support: where to start?



Scan the QR code to visit the It Starts With Us campaign page (which includes some key support services that can help).

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