



## Tool 1: Self Instruction Training

Some self-statements that others have found helpful for each of the stages include:

### Preparing for a stressor:

- What is it that I have to do?
- I can work out a plan to handle this
- This may upset me a little, I know I can cope with it No negative self-statements, just think rationally Take a few deep breaths, just relax and take it easy

### Confronting the stressful situation:

- “Psych” yourself up – you can meet this challenge Just take things one step at a time
- Don’t add frightening thoughts, just concentrate on what you have to do This stress is “ok”, I can cope with it
- Relax, you’re in control, relax my breathing, things are going well, I’m handling it OK

### Coping with feelings of anxiety:

- Just relax, take a few breaths and slow things down
- There’s no hurry, take time to think and plan what you have to do I expect some anxiety but I can handle it
- Don’t try to get rid of it totally – just keep it manageable I’m still in control, things are going okay

### Reflecting on the experience:

- It was a difficult situation: I handled it as well as could be expected OK, I could have handled it better, but it’s not the end of the world I did it! I’m getting better all the time
- It wasn’t nearly as bad as I had expected Well done, and keep practicing

*In the space provided below, write down some instructions that you could give yourself to help cope with an upcoming stressful situation*

Preparing for a stressor:

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Confronting the stressful situation:

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Coping with feelings of anxiety:

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Reflecting on the experience:

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## Tool 2: Common Reactions and Coping Strategies

Transport safety investigators, by virtue of the work they do, have a foreseeable and predictable risk of being exposed to potentially traumatic events (PTEs). At times, exposure to these types of events has the potential to cause reactions that can affect workplace, psychological and social wellbeing, impacting on individuals, work units and families.

### People can be affected in different ways by a PTE

Most will cope with the experience of these critical incidents by drawing upon their natural resilience, service training, coping strategies and support systems. There is, however, no single way people react or respond to these incidents. We can expect a range of responses:

- Most will feel some distress, but bounce back after a short period of time
- Some will feel largely unaffected by these incidents – although in some cases, the effects are felt sometime later, particularly following a reminder of the incident or a significant stressful incident.
- Some will feel strengthened by the incident/s
- Some however, may develop more complex reactions that are more serious and often need referral for assistance.

### Common reactions to a critical incident include:

- Feelings of guilt, sadness, relief, anger, fear, anxiety, confusion, uncertainty, hopelessness
- Feeling numb, increased heartbeat, sweating, shaking, trembling or shortness of breath
- Difficulty making decisions and comprehending complex information
- Difficulty communicating clearly with others
- Feelings of helplessness or powerlessness
- Feeling overwhelmed.

### Complex reactions to a critical incident include:

- Panic attacks and feelings of overwhelming anxiety
- Self-harm – it is important to always take someone who threatens to harm or kill themselves seriously and not leave the person alone until more help arrives.
- Harmful coping methods – include self-medicating with drugs or alcohol, becoming violent or aggressive, withdrawing or keeping oneself completely apart from other people
- Prolonged grief
- Sleeping problems – initial sleeping problems are common, but if ongoing or severe, sleeping problems can interfere with daily life, including physical and mental health, and seeking support can be helpful
- Flashbacks - often feel real and can be confusing and frightening. They can be a normal reaction to abnormal experiences. However, help may be needed to manage them.

Feelings of stress, sadness, anxiety and anger are common reactions to a critical incident. However, some people may experience intense or prolonged feelings that do not resolve as expected. These people may benefit from more specialised support.

### **Cognitive coping skills**

Challenge overly negative appraisal of reactions to the critical incident, e.g., “I must be going mad; things will only get worse; I’m weak”

- Think and talk through the experience but avoid rumination
- Think through decisions logically
- Identify problems and apply practical problem solving.

### **Emotional coping skills**

- Try to understand and accept that you may feel more emotional at this time
- Be aware that it is okay to show emotion
- Write about the event if it helps.

### **Behaviour coping skills**

Arousal reduction strategies such as:

- Controlled breathing
- Brief Progressive Muscle Relaxation
- Gentle exercise
- Schedule some potentially pleasant or positive activity (for example going for a walk on a beach)
- Acknowledge the value of humour as a coping strategy (with judicious use of black humour)

### **Social coping skills**

Social support is an important predictor of recovery. Remember, what is important is whether the person feels supported – not how many family and friends they appear to have.

### **Some general advice**

- Keep in contact with people that you like spending time with. Even if you do not want to talk to friends or family about what happened, it is still beneficial to spend time with them.
- Talk about the event if and when you feel the need
- It’s okay to want to be left alone sometimes, but don’t isolate yourself
- If you feel very distressed in the short-term, or if you experience ongoing signs, symptoms of stress, anxiety or other mental health concerns after the initial reaction period has passed (the initial stress reaction may usually last for a few weeks after an event), or a complex reaction, then it is important to talk to someone you can trust about your mental health. Professional assistance is available and can include accessing a community service such as Beyond Blue or Lifeline, your employee assistance program, your General Practitioner or a psychologist or other mental health professional. Talking to someone about your mental health does not mean that you should feel obliged to discuss the incident specifically if you do not want to, and it does not necessarily mean that you have a mental illness or will need to have ongoing treatment. However, many people will find talking to a mental health professional helpful.



## Tool 3: Trauma Screening Questionnaire (TSQ)

If you have recently been exposed to a potentially traumatic event (a PTE), here is a tool that may help you to identify whether or not you should seek additional help in recovering from its effects. Have you recently experienced any of the following:

**YES  
at least twice in  
the past week**

**NO**

1. Upsetting thoughts or memories about the event that have come into your mind against your will

2. Upsetting dreams about the event

3. Acting or feeling as though the event were happening again

4. Feeling upset by reminders of the event

5. Bodily reactions (such as fast heartbeat, stomach churning)

6. Difficulty falling or staying asleep

7. Irritability or outbursts of anger

8. Difficulty concentrating

9. Heightened awareness of potential dangers to yourself and others

10. Feeling jumpy or being startled by something unexpected



## Tool 4: Investigator Personal Plan

Investigator Name: \_\_\_\_\_

Date: \_\_\_\_\_

List 3 ways in which you can minimise your own risks:

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

List 3 ways in which you can look after yourself:

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If you feel overwhelmed, or feel that you are not coping, please list 3 steps that you can take:

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

When you are not working, you should ensure that you maintain a healthy lifestyle (eating, sleeping and exercising appropriately), spend time with friends and family, spend time engaged in enjoyable activities.



## Tool 5: The Psychological First Aid Checklist

The following has been adapted from the Australian Red Cross (2020).

### 1. Ensuring safety

Ensuring safety may include:

- Removing people from, or reducing their exposure to, the threat of harm
- Helping people meet basic needs for food, water, shelter, financial and material assistance
- Helping people obtain emergency medical attention
- Providing physical and emotional comfort
- Providing repeated, simple and accurate information on how to get these basic needs met.

### 2. Promoting calm

Stabilising people who are overwhelmed or disoriented. This may include:

- Providing an environment, as far as practical, removed from stressful situations or exposure to an emergency
- Listening to people who wish to share their stories and emotions, without forcing them to talk
- Remembering that there is no right or wrong way to feel
- Being friendly and compassionate even during difficult interactions with people
- Providing information on stress and coping
- Reminding people when they express fear or worry, that more help and services are on the way (if you know)
- Techniques such as grounding, slow/controlled breathing may be helpful for those who are emotionally overwhelmed.

### 3. Promote connectedness

- Helping establish contacts with support people (friends, family or community)
- Offering practical help to people to address immediate needs and concerns
- Providing information and directing people to those services that are available
- Linking people with available services
- Respecting cultural norms regarding gender, age, family structures and religion.

### 4. Promoting self-efficacy

- Engaging people in meeting their own needs
- Assisting with decision making and helping them to prioritise problems and solve them.

### 5. Instilling hope

- Conveying an expectancy that people will recover
- Being there/being willing to help
- Reassuring people that their feelings are normal.

NB: provide only those elements that are needed and within your area of expertise. In an emergency situation call 000.



## Tool 6: Controlled Breathing

The way we feel is affected by the way we breathe. For example, when we are upset, we are often told to 'take a few deep breaths'. This is not quite right, however. When we are feeling anxious or frightened, we don't need to take a deep breath; we need to take a normal breath and exhale slowly. Breathing out is associated with relaxation, not breathing in.

- While concentrating on a long, slow exhalation, it is a good idea to say the words 'calm' or 'relax' to yourself. These are good words to use because they are already associated with feeling peaceful and at ease. They can also be dragged out to match the long, slow exhalation, as in 'r-e-e-e-l-a-a-a- x' or 'c-a-a-a-a-l-m'.
- The third thing to remember is to slow your breathing down. Often when people are frightened or upset, they start to breathe faster. This is a natural reaction and prepares the body to fight the threat or to run away.
- If you are not going to fight or run away, however, you may be taking in too much air and start to over- breathe or 'hyperventilate'. This causes unpleasant physical symptoms. So, what we need to do is to slow our breathing down and take in less air. We do this by taking smaller breaths and by pausing between breaths to space them out. It is also important to try and breathe in through your nose, not through your mouth. When you have taken a normal breath in through your nose, hold your breath for a count of four before exhaling slowly.
- Now, try putting it all together. Take in a normal breath through your nose with your mouth closed; pause briefly while you count to four; exhale very slowly (mouth open or closed, whichever feels most comfortable) while saying 'calm' or 'relax' to yourself; repeat the process. It is a good idea to repeat the whole sequence 6 - 10 times. Try to practice this type of breathing at least twice a day. That way, when you become frightened or anxious, you will be ready to use the technique to help you calm down.





## Tool 7: Progressive Muscle Relaxation

Make yourself comfortable in your chair. Take a deep breath; let it out slowly.

- And again. What you'll be doing is tensing and relaxing specific groups of muscles. As you do this, I'd like you to focus on how the muscles feel, when they're tense compared to when they're relaxed. Breathe slowly and evenly and try to think only about the feeling in your muscles as we work through your body.
- Build up the tension in your lower arms by making fists with your hands and pulling up on your wrists. Press your fingers against your palms to make fists. Feel the tension through your lower arms, wrists, fingers, knuckles, and hands. Focus on the tension – notice the sensations of pulling, of discomfort, of tightness. Hold the tension (for 10 seconds). Now, release the tension and let your hands and lower arms relax onto the chair (or bed, when you do this exercise at home), with palms facing down. Focus your attention on the sensations of warmth in your hands and arms. Feel the release from tension. Relax the muscles (for 20 seconds).
- Now, build up the tension in your upper arms by pulling your arms back and in toward your sides. Feel the tension in the back of the arms, radiating up into your shoulders and back. Focus on the sensation of tension. Hold the tension for 10 seconds. Now, release your arms and let them relax heavily down. Focus on your upper arms and feel the difference compared to the tension you felt previously. Your arms feel heavy, warm, and relaxed. Relax (for 20 seconds).
- Now, build up the tension in your lower legs by flexing your feet and pointing your toes toward your upper body. Feel the tension in your lower legs by flexing your feet and pointing your toes toward your upper body. Feel the tension as it spreads through your feet, your ankles, your shins, and your calf muscles. Feel the tension spreading down the back of the leg and into the foot, under the foot, and around the toes. Focus on that part of your body (for 10 seconds). Now, release the leg tension. Let your legs relax heavily onto the chair or the bed. Feel the difference tension as your muscles relax. Feel the release of tension, the sense of comfort, and the warmth and heaviness of relaxation (for 20 seconds).
- Now, build up the tension in your upper legs by pulling your knees together and lifting your legs off the bed or chair. Focus on the tightness through your upper legs. Feel the pulling sensations from your hip down and notice the tension in your legs. Focus on that part of your body (for 10 seconds). Now, release the tension, and let your legs drop heavily down onto the chair or bed. Let the tension disappear. Focus on the feeling of relaxation. Feel the difference in your legs. Focus on the feeling of comfort (for 20 seconds).
- Now, build up the tension in your stomach by pulling your stomach in toward the spine, very tight. Feel the tension. Feel the tightness and focus on that part of your body (for 10

seconds). Now let the stomach go - let it go further and further. Feel the sensation of warmth circulating across your stomach. Feel the comfort of relaxation (20 seconds).

- Now, build up the tension around your chest by taking in a deep breath and holding it. Your chest is expanded, and the muscles are stretched around your chest – feel the tension around your front and your back. Hold your breath (10 seconds). Now, slowly, let the air escape and breathe normally, letting the air flow in and out smoothly and easily. Feel the difference in tension as the muscles relax (for 20 seconds).
- Moving up to your shoulders, imagine your shoulders are on strings being pulled up toward your ears. Feel the tension around your shoulders, radiating down into your back and up into your neck and the back of your head. Focus on that part of your body. Describe the sensations to yourself. Focus (10 seconds) and then let your shoulders droop down. Let them droop further and further, feeling very relaxed. Feel the sense of relaxation around your neck and shoulders. Focus on the comfort of relaxation (20 seconds).
- Build up the tension around your neck by pressing the back of your neck toward the chair or bed and pulling your chin down toward your chest. Feel the tightness around the back of the neck spreading up into your head. Focus on the tension (10 seconds). Now release, letting your head rest heavily against the chair. Nothing is holding it up except for the support behind. Focus on the relaxation (20 seconds) and feel the difference in tension.
- Build up the tension around your mouth and jaw and throat by clenching your teeth and forcing the corners of your mouth back into a forced smile. Hold the tension (10 seconds). Feel the tightness and describe the sensations to yourself. And now release the tension, letting your mouth drop open and the muscles around your throat and jaw relax. Focus on the difference in the sensations in that part of your body (20 seconds).
- Now build up the tension around your eyes by squeezing your eyes tightly together for a few seconds and releasing. Let the tension disappear from around your eyes. Feel the difference as the muscles relax.
- Now build up the tension across the lower forehead by frowning, pulling your eyebrows down and toward the centre. Feel the tension across your forehead and the top of your head. Focus on the tension (for 10 seconds) and then release, smoothing out the wrinkles and letting your forehead relax. Feel the difference.
- Finally, build up the tension across the upper forehead by raising your eyebrows up as high as you can. Feel the wrinkling and the pulling sensations across your forehead and the top of your head. Hold the tension (10 seconds) and then relax, letting your eyebrows rest down and the tension leave. Focus on the sensation of relaxation and feel the difference in tension.
- Now, your whole body is feeling relaxed and comfortable. As we count from 1 to 5, feel yourself becoming even more relaxed. One, letting all the tension leave your body. Two, sinking further and further into relaxation. Three, feeling more and more relaxed. Four, feeling very relaxed. Five, deeply relaxed. Now, as you spend a few minutes in this relaxed state, think about your breathing. Feel the cool air as you breathe in and the warm air as you breathe out. Your breathing is slow and regular. And, every time you breathe out, think to

yourself the word, relax....relax....relax... feeling comfortable and relaxed (2 minutes). Now, as you count backwards from 5 to 1, gradually feel yourself becoming more alert and awake. Five, feeling more awake. Four, coming out of the relaxation. Three, feeling more alert. Two, opening your eyes. One, sitting upright.

### **Brief progressive muscle relaxation**

Through practising PMR, signs of muscle tension (an early symptom of physiological arousal) will be detected more readily. Once you are familiar with PMR and well-practiced in its use, you can learn an abbreviated relaxation response, which can be used when confronting stressful situations. Brief PMR involves going through the tense and relax cycle with a few muscle groups at a time rather than individually. These muscle groups are:

- Lower limbs (feet and legs)
  - Stomach and chest
  - Arms, shoulders and neck
  - Face
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- Alternatively, it can involve running through the tense and relax cycle with any muscle groups where tension is detected



## Tool 8: Suggestions for Self-Care

An information sheet for investigators who have exposed to a potentially traumatic event (PTE).

If you have been affected by a PTE, there are several things you can do to enhance your ability to cope. Even if you feel unmotivated and apathetic, try to do some of the things below. They will help you to come to have a less intense reaction to the stress of the event and an improved ability to manage problems.

- Recognise that you have been through an extremely stressful event. Give yourself time and space to acknowledge what you have been through and that you will have an emotional reaction to it. Give yourself permission to feel rotten but don't overreact- it is unpleasant but you can cope with it.
- Focus on the positive aspects of the event/ investigation. Although an investigation may have been very confronting or distressing, and may have even involved a death, in many cases there are positive aspects that should be acknowledged. For instance, it is important for you to acknowledge to yourself that you did a good job, that you behaved professionally, that you comforted distressed relatives, that you found an important piece of evidence that will help the investigation, and so on.
- Use your sense of humour. It is important to try and maintain a sense of humour, although be sure to use your humour judiciously.
- Look after yourself: get plenty of rest, even if you can't sleep, and try to eat regular, well-balanced meals. Regular exercise, like walking, cycling or jogging, is very good at reducing physical effects of stress and trauma; try to do a little every day. Relaxing activities such as listening to music, yoga, meditation, or taking a hot bath may also be of use.
- Cut back or cut out tea, coffee, chocolate, cola and cigarettes. Your body is already 'hyped up' and these substances will only add to this. Do not try to numb the pain with drugs or alcohol, this will lead to more problems in the long term.
- Spend time with people you care about, even if you do not want to talk about the event. Contact friends and, if necessary, have someone stay with you for a few hours each day. Sometimes you will want to be alone; that's ok but try not to become too isolated.
- Contact a peer supporter or EAP if you feel you need to talk.
- Recurring thoughts, dreams and flashbacks are normal. Don't try to fight them. They will decrease in time. Try not to block them out or bottle up your feelings. Confronting the reality, bit by bit, will help you to come to terms with the experience.

- Be more careful than usual, for example when cooking, driving or using machinery. Following a critical incident, you may be more vulnerable to accidents and physical illness.
- Try to resume a normal routine as quickly as possible, but take it easy, do not throw yourself into activities or work in an attempt to avoid the unpleasant feelings and memories. Tackle the things that need to be done a bit at a time and count each success.
- Avoid making any major life decisions, such as moving house or changing jobs, in the period following the trauma. On the other hand, make as many smaller daily decisions as possible, like what you want to eat or what film you'd like to see. This helps to re-establish feelings of control over your life.
- A PTE can have an impact on how you see the world, your life, your goals and your relationships. Giving yourself time to re-evaluate what you think and talking to others about it may help.
- You may wish to provide support to others who have been through similar situations, especially as you start to feel better.

### **How you can help your peers**

If one of your co-workers has been affected by a critical incident, you can help by:

- Recognising that they have been through an extremely stressful event. They may need time and space to acknowledge what they have been through. You can help by offering practical support with things like giving them a lift home from work.
- Offering to keep track of developments related to the event so that they do not feel the need to monitor it continuously. While it is important for people to keep informed of the facts, it is not good to focus too much on media accounts of the event.
- Encouraging them to re-establish normal routines as quickly as possible; this helps to restore a sense of order and control in their life. Help them to start with small daily goals and to recognise each success. Equally, don't allow them to throw themselves back into activity as a way of avoiding unpleasant feelings or memories; encourage them to slow down.
- Helping them to think through decisions, but don't make decisions for them. Advise them to avoid making any major life decisions in the period following the trauma.
- Encouraging them to think constructively about their lives. Help them to plan things that they want to do and to acknowledge their success in coping so far. For example, ask questions such as: "Are there any things that you think would help you to feel better, anything that I can get for you or do for you? Do you have any concerns or problems that we could sort out together? What have you done in the past to make yourself feel better when things got difficult?"

- Your work mate might want to talk to you about their experience or feelings. If possible, choose a time and place to talk where you won't be interrupted and when neither of you is rushed or tired. All you need to do is listen. Don't feel that you have to say 'the right thing'; you're there as a colleague or friend, not a mental health professional. Here are some general pointers to being a good listener.
- Listen intently if they talk to you about their experience. Don't interrupt, offer examples from your own life, or talk about yourself. Try to avoid offering simple reassurances like "I know how you feel" or "It's all going to be ok". Instead, just acknowledge the situation with responses like "It's really tough to go through something like this; This is such a difficult time for you"
- You might want to reassure the person that distress is to be expected after such events. Even when coping well, things can be hard.
- If you think that the person needs more help than you can offer, suggest that they contact their Team Leader, Investigator-in-Charge, EAP or local GP. If the person doesn't want to talk about the experience or their feelings, don't force it. Just try to be with them and focus on practical help, and other topics of conversation. Let them be alone for a while if that's what they want. However, it is a good idea for them not to get too isolated and to have some company for some part of each day.

### ***What are posttraumatic mental health problems?***

*While most people will come through the worst of any post critical incident difficulties within the first fortnight or so, some people will face ongoing problems. Posttraumatic mental health problems include a range of reactions to a traumatic event, including anxiety, depression, PTSD, and risky alcohol and drug use, as well as difficulties with relationships, work, or study. These problems do not only affect the individual, but can have a significant impact on family, friends, and carers.*

### ***When to get further help***

*Following a critical incident, the majority of people will not need professional help. However, it may be necessary to seek further assistance if initial distress has not reduced after two weeks; if you feel highly anxious or distressed; if your reactions to the event are interfering with home, work or relationships; or if you are having thoughts of harming yourself or someone else.*

*Your GP or the EAP are both good first ports of call. They will be able to determine if there is a problem, what the best approach might be and provide referrals to mental health professionals such as psychiatrists, psychologists and social workers if need be.*



## Tool 9: Practicing Mindfulness

Below are two suggestions for practicing mindfulness that can be done anywhere, at any time. It is important to note that not every technique will work for everyone, so try out a few different mindfulness activities and see what works for you.

### *Mindful seeing*

If you can see out a window with some sort of view, try this activity.

- **Step 1:** Find a space at a window where there are sights to be seen outside.
- **Step 2:** Look at everything there is to see but avoid labelling and categorising. Instead thinking “tree” or “cloud” try to notice the different colours, the textures and the patterns of everything you can see.
- **Step 3:** Pay attention to the impact of the elements, such as the wind moving the grass or leaves or the way the sun is creating shadows. Notice how many different shapes are in this small piece of the world you can see. Try to see the world outside the window from the perspective of someone unfamiliar with these sights.
- **Step 4:** Ensure you are being observant and not critical and be aware of but not fixated on what you can see.
- **Step 5:** If you become distracted, gently pull your mind away from the distraction and notice a shape or colour again to help you return to the right frame of mind for the exercise.

Do this for a few minutes, or as long as you need to, to bring you back into a positive headspace.

### *Five senses exercise*

This mindfulness technique can be used quickly and in nearly any situation. It requires no tools and only a few minutes of time to complete. You will be directed to notice something you are experiencing with each of the five senses.

- **Notice 5 things you can see:** look around and focus your attention on five things you can see. Try and pick things you wouldn't normally notice, like a small crack in the concrete or the colours in a wooden piece of furniture.
- **Notice 4 things you can feel:** bring your awareness to four things you are currently feeling, like the texture of your clothing or the smooth surface of the table.
- **Notice 3 things you can hear:** take a moment to listen and note three things you can hear in the background. Maybe it is the chirping of a bird, the hum of nearby electronics, or the faint sounds of traffic.
- **Notice 2 things you can smell:** Bring your awareness to smells that you would usefully filter out, whether they are pleasant or unpleasant. Maybe you can smell the fast food restaurant nearby, or the smell of cleaning products.
- **Notice 1 thing you can taste:** Focus on one thing that you can taste right now. You can take a sip of a drink or take a bite of something to eat, maybe a piece of gum or a mint. Notice the current taste in your mouth.



## Tool 10. Support Services (in Australia)

As an investigator of transport accidents and incidents you will face many challenges. Some challenges can be anticipated, but others can creep up on you without you realising it. One day you might find yourself in a situation where the work you are doing may have an affected on your mental health OR you realise you just want to improve your wellbeing overall.

What to look out for: problems sleeping, mood changes (sometimes raised with you by your loved ones), low energy levels or having issues in your relationships. During times like this, it is important to know where you can go for help.

Everyone's situation and needs are different, so what is useful will vary from one person to the next. Digital mental health resources can often be effective, so if you're not comfortable talking to someone in person, that may be the way to go.

There is plenty of information available, to get you started we have provided some resources below.

### *R U OK?*

For information and access to a range of resources visit [www.ruok.org.au](http://www.ruok.org.au)

### *Black Dog Institute*

For information and access to support services and online resources visit [www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)

### *Beyond Blue*

Beyond blue has a range of resources to help you support yourself, others and seek guidance on wellbeing activities. For information you can visit <https://www.beyondblue.org.au/personal-best/pillar/supporting-yourself>

### *Head to Health*

For information, advice, and a wide range of support services visit [www.headtohealth.gov.au](http://www.headtohealth.gov.au).

### *MensLine Australia*

MensLine provides free support and counselling services for men. Call 1300 789 978 or visit [www.mensline.org.au](http://www.mensline.org.au) for more information.

If you or someone you know is in crisis and needs help now, please [call 000](tel:000).

### *Headspace*

You can visit [www.headspace.org.au](http://www.headspace.org.au) for youth support services.

### *Lifeline*

For help and tips on looking after your mental health during the pandemic visit [www.lifeline.org.au](http://www.lifeline.org.au) or [call 13 11 14](tel:131114).



#### *Kids Helpline*

Provides free services for children and young people. For more information visit [www.kidshelpline.com.au](http://www.kidshelpline.com.au) or call 1800 551 800.

#### *Financial support*

You can also get free, independent and private advice from a financial adviser. You can access this by visiting [www.ndh.org.au](http://www.ndh.org.au) or by contacting the National Debt Helpline on [1800 007 007](tel:1800007007).

#### *Australian Psychological Society*

For information about psychological services in Australia visit [www.psychologyl.org.au](http://www.psychologyl.org.au).

#### *Relationships Australia*

##### Relationships Australia

1300 364 277

A provider of relationship support services for individuals, families and communities.

#### *SANE Australia*

##### SANE Australia

1800 18 7263

Information about mental illness, treatments, where to go for support and help carers.

#### *Veterans and their families*

[The Department of Veterans' Affairs](#) can provide information and referral advice.

Call 133 254 (metro) or 1800 555 254 (regional).

[Open Arms – Veterans & Families Counselling](#) (formerly VVCS) is a specialised, free and confidential service provided by the Department of Veterans' Affairs for Australian veterans and their families. Call 1800 011 046, from anywhere in Australia. If you have questions about your eligibility to access Open Arms services, contact your nearest office.

#### *Translating and Interpreting Service*

If you are a non-English speaker you can contact the Translating and Interpreting Service on [131 450](tel:131450). They will connect you to an interpreter in your language. They will then ask you the name and phone number of the organisation you need to contact.

Stay on the line while the operator connects you and the interpreter through to the organisation.