



TIP SHEET.

Supporting a colleague in distress.

What to do

- Acknowledge their experience and, without judgement, how they are feeling
- Listen - to enable linking them into other supports
- Provide practical support (taking time off work, calling family members, meals)
- Engage in conversations about other things
- Give them time - to heal
- Encourage them to look after themselves and start to establish a routine
- Encourage them to seek professional assistance (EAC, GP, Crisis Intervention)
- Be aware of different referral options for support (DCP intranet)

What not to do

- Don't take on the responsibility for alleviating their distress or 'fixing' their issues
- Avoid simple reassurances, e.g. You'll be ok, I know how you feel
- Don't take on the role of a counsellor
- Don't ignore your own needs and the needs of your family
- Don't lose yourself in the other person's distress

Setting boundaries/ Encouraging effective coping

- Encourage them to look after themselves (eating, sleeping, exercise etc.)
- Encourage them to access their supports
- Establish expectations around the nature of support you can provide
- Be supportive of their coping efforts, no matter how small

Looking after yourself

- Acknowledge your own emotions- feeling overwhelmed, distressed, confused, frustrated, guilty
- Be mindful of your own distress signs and need for support
- Continue to engage in your usual routine- social, personal, hobbies
- Debrief with colleagues

Human resources

Human Psychology - 1300 277 924 | www.humanpsychology.com.au

Lifeline - 13 11 14 | www.lifeline.org.au

Beyond Blue - 1300 224 636 | www.beyondblue.org.au

Assessment and Crisis Intervention Service - 13 14 65 | www.sahealth.sa.gov.au