



If someone is showing signs of distress or acting differently from their usual self, it's important to connect with them, listen to them and show your support.

C

Connect with them.

Ask how they're doing. Try saying:

- "You don't seem like yourself, you OK?"
- "Hey, what's happened?"
- "We winning?"
- "Hey, how're you doing?"

H

Hear and see them.

Listen to what they share with you.

Validate their experiences.

Be respectful.

Show you understand where they're coming from.

A

Act on ways you can help right now.

Sit with them.

Offer a space to talk. Go somewhere they feel comfortable.

Reassure them that you care and can find them support.

Stay calm and cool.

T

Take talk about suicide seriously.

Believe what they share with you.

Keep checking in with them.

Respond to distress.

S

Share and escalate concerns.

Talk to your team and support services.



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It's okay to ask someone if they're thinking about suicide or are suicidal.

Be direct. Try asking:

- "Do you ever think about suicide?"
- "Have you thought about ending your life?"

If they answer 'yes', ask if they've thought about how. Take safety steps if you can (e.g. remove all methods, where possible). Escalate concerns.

Be alert for signs of distress. Listen, validate and understand where they're coming from.

If they've thought about suicide, acknowledge what's been shared.

- "Thanks for sharing this with me."

Anchor the conversation. Reinforce hope.

- "I'm sorry you're going through this. Let's work through it together."
- "It must feel tough at the moment. How can I help?"
- "Suicide is a permanent solution to a temporary problem. Let's see how we can help you."

Keep the person safe.

Don't promise to keep their 'thoughts' secret. Be honest about needing to get extra support.

- "I really want to get more help for you, so I need to share with others who can help us."
- "It takes a lot of courage to share what you did. I want to support you to feel better."

Talking safely about suicide won't make someone act on their thoughts. It may save their life!

Look after yourself.

Supporting someone in distress can be tough on you too.

Try to:

- Eat healthily and get enough sleep
- Do things you enjoy
- Spend time with friends and whānau
- Share how you're doing with your team or supervisor
- Set your own boundaries and recognise your limits
- If you need help, call a free helpline or talk to a GP or counsellor.

Finding help.

Contact a **free** helpline for support for yourself:

- Need to talk? Call or text **1737** to talk to a trained counsellor (24/7)
- Youthline: Text 234, call 0800 376 633, webchat youthline.co.nz, Instagram [@youthlinenz](https://www.instagram.com/youthlinenz) (24/7)
- Lifeline: Text 4357 or call 0800 543 354 (7am - midnight)



For more information and free tools visit mentalhealth.org.nz or scan the QR code



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