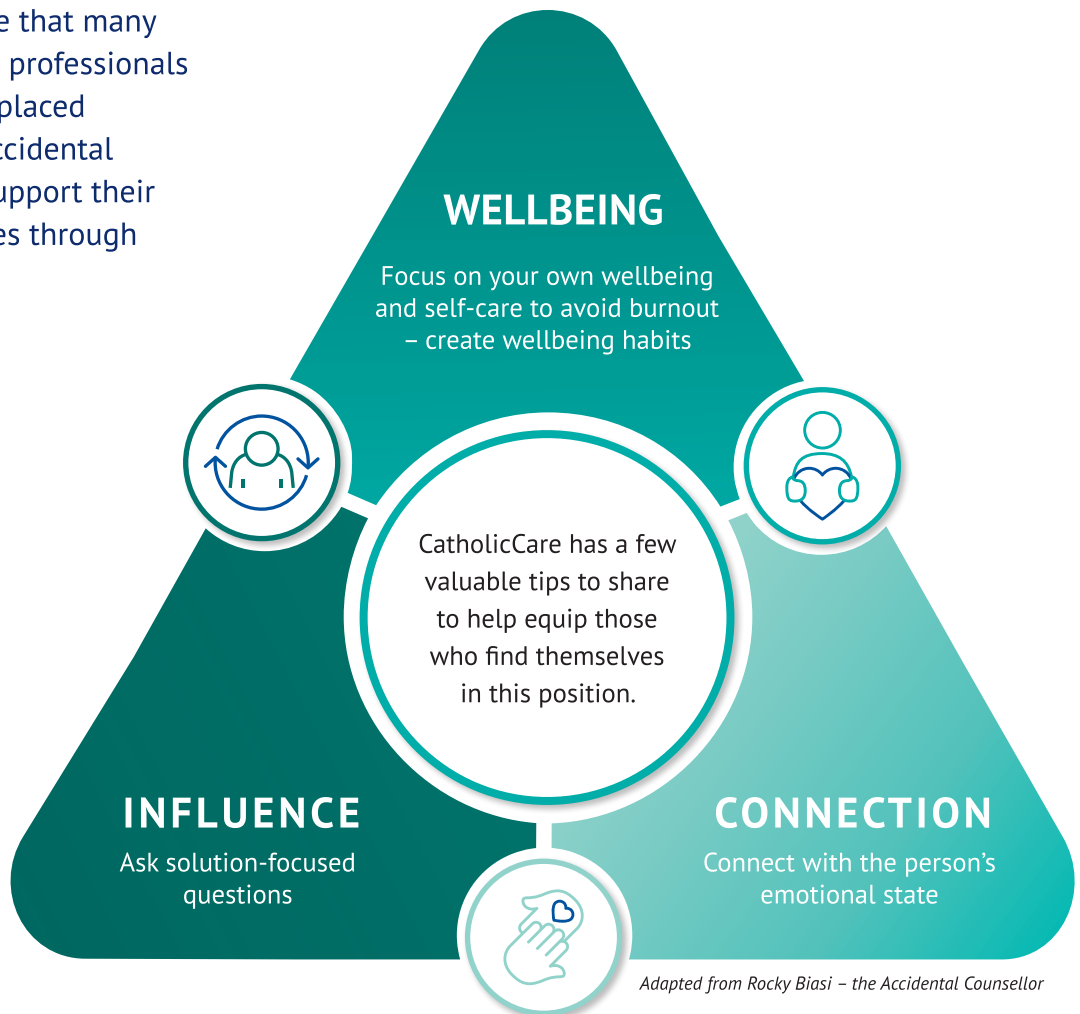


CatholicCare is aware that many business owners and professionals have suddenly been placed into the role of an 'accidental counsellor', as they support their clients and colleagues through this difficult time.



TOP TIPS:

Don't give advice!

- Acknowledge, Affirm and Validate the person's experience
- Be non-judgmental, show empathy and respect

Listen

- Listen to verbal and non-verbal communication.
- Ask for clarification.

Empower

- Empower the person by creating space.
- Walk with them on their journey.

Don't be afraid to ask

- Ask the difficult questions.
- Asking someone if they are thinking about suicide is not going to put the idea in their head. If the answer is yes, support them in accessing professional help.

Avoid comparisons

- Avoid saying things like: That's like what happened to me when.
- Remember that everyone's experience is different.

Don't try to solve problems

- If the person is struggling or if you, yourself, are feeling overwhelmed, encourage the person to consider counselling or alternative support. However, leave it up to the person to decide, unless you feel the person is at immediate risk of harm (in which case either call your local Acute Mental Health Service, or '000').

CatholicCare has professional counselling support available during this time.

We're with you.

