

How to get support

What you should know



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

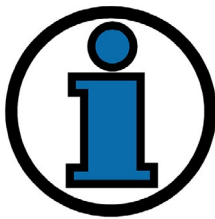
Help with this book



You can get someone to help you

- understand this book

- find more information.



Contact information is at the end of this book.

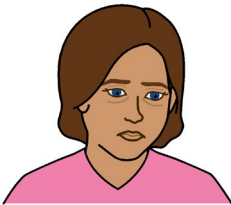


About this book

This book is from Beyond Blue.

We wrote this book to tell you about

- **anxiety**
- **depression**
- how to get support.



Anxiety is when you feel very worried and stressed for a long time.



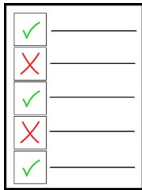
Depression is when you feel very sad and low for a long time.

About anxiety and depression



Anxiety and depression

- are very common in Australia



- share some symptoms



- can be treated so you can live well.

**You can call our support service
to get help right away.**



Call 1300 22 4636

More about anxiety

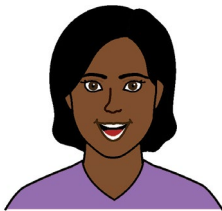


It is normal for everyone to feel worried and stressed sometimes.



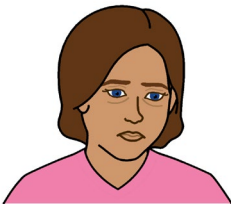
Everyone feels worried in a stressful situation.

For example, when you start a new job.



The feelings normally go away when the stressful situation is over.

We'll call it anxiety when



- the worry and stress do **not** go away
- you **cannot** live well.

Some signs you might have anxiety

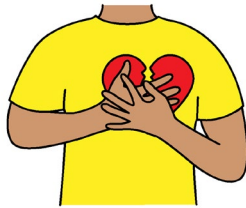


Anxiety might feel like

- you are dizzy and sick



- it is hard to breathe



- your heart beats very fast

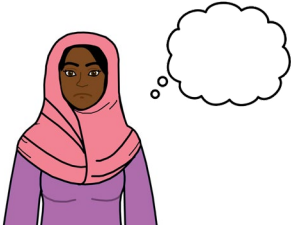
- your chest is tight



- you worry about a lot of things



- a lot of things are scary
 - for example, when you have to meet new people.



We can give you support if you

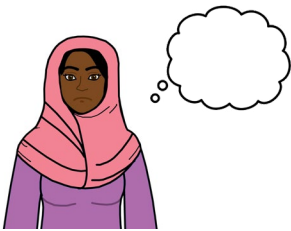
- think you have anxiety



- feel you have anxiety



- have lots of signs of anxiety.



We can also help you get support for someone else who

- you think might have anxiety

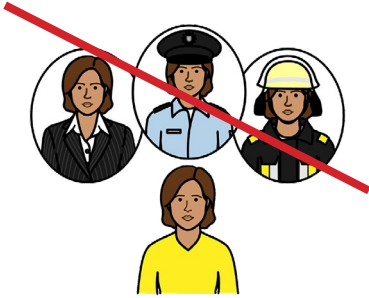


- has lots of signs of anxiety.

More about depression

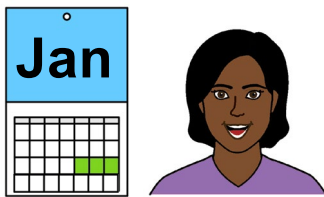


It is normal for everyone to feel sad and low sometimes.



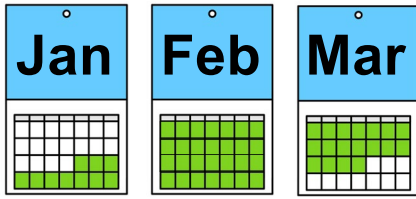
Everyone feels sad in a hard situation.

For example, if you lost your job.



The feelings normally go away after a small amount of time.

For example, a few days.



We call it depression when

- you are sad and low for a long time
 - for example, more than a few weeks

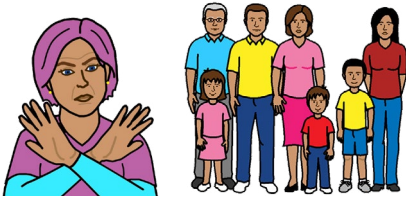
- your body feels sad and low even if you have **not** been in a hard situation



- you no longer enjoy life

- you **cannot** live well.

Some signs you might have depression



Depression might feel like

- you do not want to go out, like to visit family



- it is hard to enjoy activities



- it is hard to concentrate and get things done, like at work



- it is hard to make decisions

- you are not worth much



- you need to use more alcohol or drugs

- how much you eat has changed.

Depression might also feel like



- it is hard to relax or get to sleep

- it is hard to stay awake in the day



- you are always in a low mood

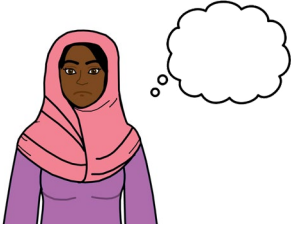


- a lot of things are bad

- life is too much



- people will be happier without you.



We can give you support if you

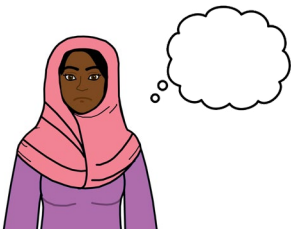
- think you have depression



- feel you have depression



- have lots of signs of depression.



We can also help you get support for someone else who

- you think might have depression



- has lots of signs of depression.

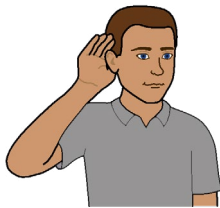


How we give support

We have trained **mental health professionals**.

They are people that know how to help if you

- have a mental health condition, like anxiety or depression
- are going through a tough time.

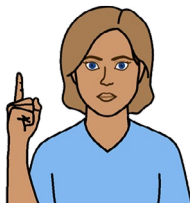


Our mental health professionals will

- listen to what you tell them



- give you information



- help you understand the information



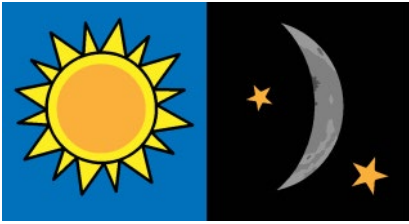
- tell you who else can give you support.

How to get our support



You can call us

Call 1300 22 4636



We can talk to you on the phone when you need us, like late at night.



When you call us you can

- choose an option from the voice menu

or



- wait on the phone for us to start the call.

You can email us

Please visit our website to email us.

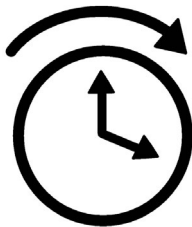


beyondblue.org.au/get-support/talk-to-a-counsellor/email

When you go to the website you should

- go to where it says email us

- send your message using the form.



We will reply to your message within 24 hours.

For example, if you send us a message at 4 pm we will reply by 4 pm the next day.

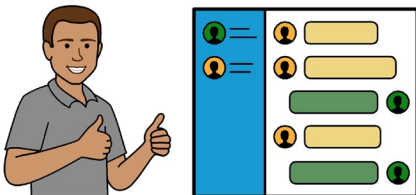
You can chat with us online



beyondblue.org.au/get-support/talk-to-a-counsellor/chat

To chat with us you should

- go to where it says chat online
- fill in your details
- agree to the chat rules.

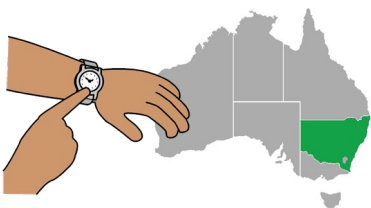


We will start the chat when a mental health professional is ready to talk with you.

M	T	W	T	F	S	S
✓	✓	✓	✓	✓	✓	✓

You can chat with us any day from 3 pm to 12 am.

We use a **time zone** called AEST.



Time zone tells us the current time in a location.

How to get support in a crisis



Please call emergency services if you

- are in an emergency

or



- think you might harm yourself or others.



You can call Triple Zero

Call 000

You can also call Lifeline

Call 13 11 14

More information



You can learn more about our support service on our Beyond Blue website.

Website beyondblue.org.au



Use our checklist to find out if you might have anxiety or depression.

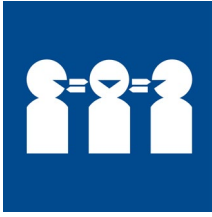
Website beyondblue.org.au/mental-health/k10

Head to Health

A website to help you find mental health support.

Website headtohealth.gov.au

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660



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