

# hi from headspace Tweed Heads

Hey there,

Our headspace Tweed Heads team and Youth Advisory Group (YAG) members just wanted to reach out as we know things are looking a little bit different at the moment. Border closures and having to stay at home can bring up lots of different feelings. While the sleep-ins and more time to chill out on your own might appeal to some people at first, it's normal to also feel confused, lonely, angry, frustrated, sad or anxious. We're missing out on events, birthdays, friends, holidays... and we're Definitely. Over. Zoom.

We know it can be tough. Whatever you are feeling is valid for you right now. So be kind to yourself, let yourself feel your feelings and rest when you need to - it is not going to be possible to be productive every minute you are at home!

While this situation is testing all of us, at headspace we have learned a thing or two over the years about ideas for managing some of the tough feelings that might be coming up, and some ways to cope when things are tough. In this pack you'll find some tips, as well as places you can reach out to for support. There is no shame in talking with a professional about how you feel - it can be the best way to work through things when they are overwhelming.

We are here for you. You've got this (in whatever way is best for you),

☺ The YAG and team at headspace Tweed Heads

**headspace Tweed Heads**

Monday - Friday 9am-5pm

145 Wharf St, Tweed Heads, NSW, 2485

Call (07) 5589 8700 for appointments and info

[enquiries@headspace-tweed.org.au](mailto:enquiries@headspace-tweed.org.au)

[headspace.org.au/tweedheads](https://headspace.org.au/tweedheads)

# Get Support Anytime

## If you need someone to talk to

### Kids Help Line



For anyone 25 or under - Kids Helpline is a free, private and confidential 24/7 phone and online counselling service for young people aged 5 to 25.



TELEPHONE

1800 55 1800  
24/7



ONLINE

Webchat 24/7  
<https://kidshelpline.com.au/get-help/webchat-counselling>

### Lifeline



For all ages - 24-hour crisis support telephone service. Lifeline provides 24/7 crisis support and suicide prevention services.

CALL: 13 11 14  
24/7

TEXT: 0477 131114  
6:00PM - Midnight

Crisis Support Chat  
7:00PM – Midnight  
<https://www.lifeline.org.au/get-help/online-services/crisis-chat>

## If you or someone else are in a mental health crisis

### Mental Health Access Line and Acute Care Team

A mental health professional will answer your call about mental health concerns for you or someone you are concerned about, including children, teens, adults and older people

**NSW:**  
1800 011 511  
24/7

**QLD:**  
1300 642 255  
24/7

### Are you in danger?

If you, or someone you are with is in immediate danger please call:



or

go to your nearest hospital emergency department

Stay up to date with us



@headspace\_tweed



headspace Tweed Heads

# Get Support Online

## headspace.org.au

### Group Chat

Group chats allow you to connect with other people like you. Led by a headspace professional, group chats explore a range of helpful topics.

Join in



### Your own space

Create a place where you can collect and manage resources to build your own personalised mental health toolkit

Create your own space



### Connect with us 1-on-1

We are open 9am – 1am (Melbourne time) 7 days a week for a 1-on-1 chat. It's a confidential, free and safe space to talk about what's going on.

Connect

### Stay up to date with us

 [@headspace\\_tweed](https://www.instagram.com/headspace_tweed)

 [headspace Tweed Heads](https://www.facebook.com/headspaceTweedHeads)

# headspace

## we've got your back

## Novel Coronavirus (COVID-19)

# how to cope with stress related to COVID-19

**It can feel stressful and overwhelming during an event like the outbreak of the Novel Coronavirus (COVID-19) and we can all be affected differently.**

You might feel overwhelmed by the information, conversations and the increased levels of stress in your community. It can be hard to know what information to trust especially in a situation where things are changing so quickly. It can be helpful to keep up-to-date but it's also okay to switch off from the 24 hour media cycle if this is getting too much.

During this time some things in your life may be affected by attempts to contain the spread of the virus. You may have been looking forward to a gig or a trip that's been cancelled. You may be affected by school, uni or your workplace temporarily closing. Or you may have a loved one who is directly affected by the virus.

It's important to find the right level or type of support for you. And keep in mind that the type of support you may need can change as time passes. For many people staying connected to family and friends/loved ones is important.

### Tips to maintain a healthy headspace during this time

- 1** Be mindful of exposure to information through stories, traditional and social media. It can be helpful to take a break from the 24-hour news cycle
- 2** Do things that make you feel safe and connected, and be with those who are helpful to your wellbeing
- 3** Engage in activities that promote a sense of calm and feeling grounded (use of alcohol and other drugs can be counterproductive with this)
- 4** Our [7 tips for a healthy headspace](#) demonstrate simple and effective things that can help people to create and maintain a healthy headspace, irrespective of whether they have been affected by COVID-19 or not
- 5** It can help to talk with a trusted adult if it all feels a bit much.

### Please note

The latest medical information is changing on a daily basis. If you suspect you are at risk, or would simply like to understand COVID-19 more, please visit the Department of Health's website.

[health.gov.au](http://health.gov.au)

## Common reactions

### Fear and anxiety

At this time you might experience feelings of fear or anxiety. You might be worried about the virus and how it might affect you, your loved ones or your life.

### Anger, frustration and confusion

It can be difficult to understand what to do in these situations because of the volume of different information available. This might feel confusing and frustrating, this is normal. Events like these can reduce the things we normally do in our days and that can seem unfair. This might make you feel frustrated or angry.

### Sadness

If you've been asked to stay at home or stop your normal activities you might feel disconnected from important people or things in your life. This might make you feel sad or bored.

### Denial

When bad things are happening, some people might prefer not to think about them at all. This might be helpful to start with, but our feelings can catch us by surprise later on. It's OK to distract yourself, but also find some time to think about what is happening and how you're going.

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If you start to notice that you are experiencing these things, it is important to remember that these are normal reactions to a not normal time. During this time it is important as best as possible to keep engaged with the activities that support your wellbeing. You might need to get creative in how you continue to do them.

# When should I get help?

If you ever feel unable to cope because of overwhelming or intense emotions, or if you have any thoughts of harming yourself, then ask for help immediately.

## National 24/7 crisis services

- **Lifeline:** 13 11 14 or [lifeline.org.au](https://www.lifeline.org.au)
- **Suicide Call Back Service:** 1300 659 467 or [suicidecallbackservice.org.au](https://www.suicidecallbackservice.org.au)
- **beyondblue:** 1300 224 636 or [beyondblue.org.au](https://www.beyondblue.org.au)

## Additional youth support services

- **headspace:** visit [headspace.org.au](https://www.headspace.org.au) for eheadspace or more information
- **Kids Helpline:** 1800 55 1800 or [kidshelpline.com.au](https://www.kidshelpline.com.au)
- **ReachOut:** [reachout.com](https://www.reachout.com)
- **SANE Australia:** 1800 187 263 or [sane.org](https://www.sane.org)

Talk with a trusted adult, such as a parent, teacher, school counsellor or find out if there is a headspace centre near you.

Speak to your local doctor or General Practitioner (GP) and help make a plan for your recovery. Or you can search for a health service and GP on [healthdirect](https://www.healthdirect.gov.au).



headspace

# learn skills for tough times



***“It’s OK to feel not okay – tough times happen for everyone. The fact that you’re reading this shows that you’ve noticed things aren’t so great, or that a friend or family member’s not feeling so great, and you want to do something proactive or different...”***

Liam – hY NRG member  
(headspace Youth National Reference Group)

Developing your own positive ways to handle tough times can help develop your self-awareness, build confidence and leave you more resilient – all helping to keep your headspace healthy.

## **Developing your personal coping strategies**

There’s no doubt about it, life can be hard sometimes. From relationship issues, to work and study stress, to days when we don’t feel great – we all go through stressful and emotional periods.

When that happens our coping strategies kick in – these are things that we’ve learnt over time that help us feel better. Some people naturally use ways of coping that are helpful – like journalling, meditation or speaking with friends. But for some of us, the way we cope can leave us feeling worse in the long term. We may stop doing things we enjoy, use alcohol and other drugs or disconnect from friends and family.

So, where should you start if you want to learn new ways to cope with difficult times? The important first step is to reflect on how you react to stress – taking time to understand *what* you do and *why* you do it. This builds your self-awareness. It can help you learn things about yourself that will help you handle tough times in the future. The more you understand yourself, the better you will be at applying more helpful strategies that *work for you*.

## **Learning new and positive ways to handle tough times can:**

- improve your self-awareness
- give you a sense of achievement
- build your confidence
- lift your energy
- improve your motivation.



## Develop your own healthy coping strategies

- **Notice how you respond in tough times.** Pausing for a few seconds before you engage in any type of coping strategy gives you the power to choose how you'd like to respond, rather than reacting automatically.
- **Reflect.** Think about whether your current coping strategies are helpful. This is not easy to do, and can take some practice. It might help to give yourself some time to ponder these questions, and write down anything that comes up:
  - How do I respond in tough times?
  - Do my thoughts or feelings influence what I do?
  - Is the way I respond useful or not?
  - Why do I think I respond in that way?
  - How can I approach the challenges differently?
- **It's never too late to begin.** It doesn't matter how long you've been having a tough time, there's always time to learn new coping strategies.
- **Make it work for you.** Your plan for dealing with tough times might be very different to someone else's. That's OK! Everyone is different. Coping with stress and emotion is individual.
- **Get support.** It can help to let those closest to you know your new coping strategies. That way, if you're distressed and struggling to think clearly, they can support you through your new plan.
- **Take notice.** Learn to notice how you handle these challenges and pay attention to whether the strategies are useful. Growth can come from how we manage the challenges that life throws at us. Noticing the benefits will help motivate you to try new ways, and help build your resilience.

## Ideas for how you can handle tough Times differently

- journaling
- using artwork to express your feelings
- writing down what you find difficult and potential ways to handle it differently
- catching up with friends and family
- deep breathing
- disconnecting from social media for a while
- spending time in nature
- practising being kind to yourself
- meditation
- exercise (even a short walk can be helpful!)



*“There are so many ways that you can do self-care, and for everyone that's different. I found goal-setting, or even schedule management, really helpful. Young people have a lot of stuff going on, they're trying to find work, keep active, keep up with study or work and it can get pretty hectic quickly, if you keep it all in your head.*

*Something as simple as having a diary – where you can plan out your days – can really help. It also just helps relax your mind from trying to keep everything in your head.*

*If you're able to do these positive things as part of your daily schedule, you can lean on this when you're feeling stressed. It's a lot easier to start when you're feeling OK, rather than when you're feeling really low.”*

Liam, hY NRG member  
(headspace Youth National Reference Group)

When you go through stressful periods, it's a good idea to put healthy habits in place – to give yourself a better chance of coping with life's challenges.

Having your own plan for looking after yourself in times of stress is important. Things like exercise, eating well and spending time on your relationships are also good for your mental health.

Regardless of your situation, there are lots of options to help you cope and you're never alone.



**If you or someone you know is going through a tough time you can get help and support from headspace, your school or university wellbeing service or your local health provider. For more information, to find your nearest headspace centre, or for online and telephone support, visit [headspace.org.au](https://www.headspace.org.au)**



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## how to balance

# screen time

### (for a healthy headspace)

The internet has changed the way we work, socialise and relax, with a lot of these activities now happening online. It has added a lot of value to our lives.

Gaming can be a positive and enjoyable pastime. It can help us connect with others, feel socially included and improve our self-esteem. Healthy gaming can bring structure and routine into our lives and give us some beneficial downtime, relaxation and fun.

The research is unclear how much screen time is too much. What is clear however, is that it is important to keep a healthy balance of online and offline activities in our lives.

Not all screen time is the same. Screens and devices have become essential for us to do our work, and can be excellent learning devices. We can use them to connect with others, get support, master new skills, relax and have fun. Some online activities help us learn and be productive, whilst others provide downtime and enjoyment. However, there are other online activities that are less productive or maybe unhealthy, for example distressing violent games or if the content you are watching is not making you feel good. So not all screen time is equally valuable.

#### Signs that your screen time is becoming unhealthy

It is important to think about the impact that your screen time is having on your life in each of these areas below.

- **Exercise:** Research has linked screen time with an increased amount of sedentary behaviour in children and teens, and we know that being active is good for our physical and mental health. Are you still making time to move? Play sport or be more active?
- **Sleep:** is VERY important. If you are gaming when you would normally be sleeping you might need to turn off a little earlier or move your device out of your bedroom. Most young people need between 8 and 10 hours of sleep per night to be at their best, both physically and mentally.
- **Social time:** Being connected to others helps us feel good. We can connect with others online but it is important to see people we care about too. Are you making time to regularly meet up with friends and family?
- **Variety of activities:** are you keeping up with your school tasks and work? Are you doing a variety of other activities that you enjoy like reading, music or other hobbies? Do you make time to stop and eat well? Don't let other activities slip off the radar, they are important for you too.
- **Conflict, irritability and stress:** if you are getting into conflict with others about your gaming or are feeling irritable, sad or tense when you game or can't game, it might be time to think about the balance of screen time in your day.
- **Money:** are you spending more money than you can afford on new games or in-game purchases? This can become a problem for some people too.



## Supporting yourself and getting help

The amount of time you spend on your screen can sneak up without you realising it. What can you do if your screen time has gotten out of balance?



Get other activities done first before you relax online. For example do some exercise, get your homework and chores done, walk the dog and spend time with your family before turning on your device. Treat it as a reward.



Decide in advance how much time you want to spend online, then set a timer to help you stay within that time limit.



Schedule in some 'no screen times' during your day. Set up times to 'unplug'.



Make mealtimes screen free.



Make sure you have offline hobbies and interests that you enjoy regularly, like seeing friends or playing sport.



Exercise while you game, by getting up and moving regularly. Doing some simple stretches can really help.



Work out how much sleep you are getting? Sleep should be a priority, as it is important for our physical and mental health.



Charge your devices outside of your room or perhaps don't have them in your bedroom at all. It will reduce the temptation to be online instead of sleeping.

If you find that your relationships, mood, school performance or work are being impacted by your continued or increased gaming use, then it might be useful to talk with someone you trust like a parent, teacher, school counsellor, family member or friend. A general practitioner (GP) is another good place to start when seeking help and information. You can also contact **headspace**, your local **headspace** centre, or Kids Help Line if you wanted to talk to somebody about your internet and gaming use.



**With the right support, most people are able to get back to enjoying the benefits that gaming and internet use can contribute to their lives.**



### Where can I get help

If you or someone you know is going through a tough time you can get help and support from [headspace.org.au](http://headspace.org.au), your school or university wellbeing service or your local health provider.



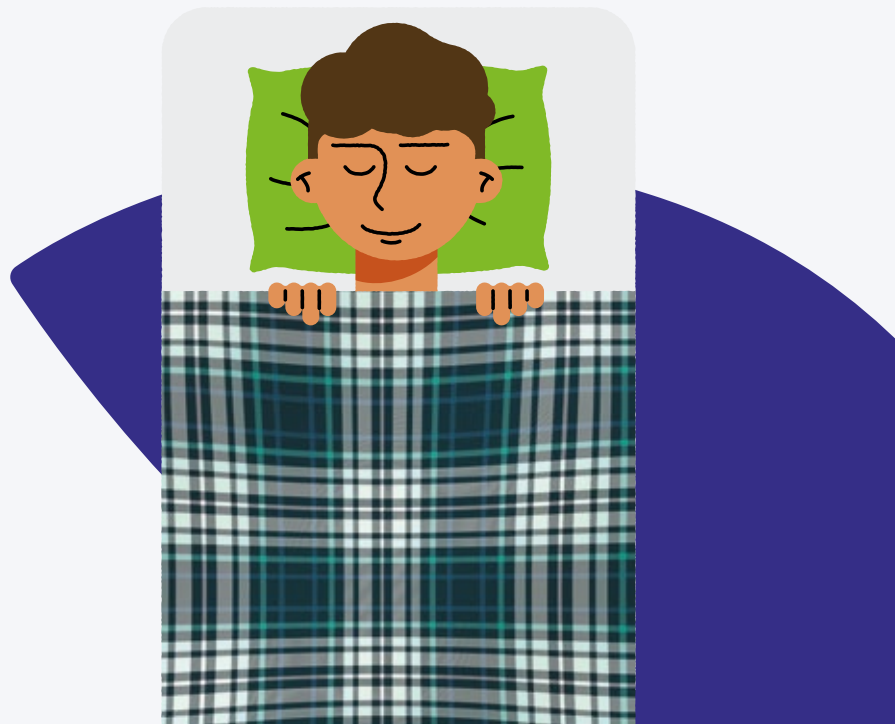
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# sleeping well for a healthy headspace





***“After making small changes to my routine I really noticed the positive benefits of quality sleep. I feel brighter, more optimistic, and energetic when I sleep well.”***

May Lyn, hY NRG member  
(headspace Youth National Reference Group)

Getting the right amount of quality sleep can give you more energy, improve concentration, help you better deal with stress and, you guessed it, keep a healthy headspace!

## **Sleep and your mood**

Quality sleep is like a mental health superpower.

When you get enough sleep it's easier to manage your emotions, you have more patience and you deal with stressful situations better. Also, you reduce your risk of mental health challenges in the future!

Yet, it's so common to struggle to sleep. That's because your sleep can be impacted by many things – from the food you eat to feeling worried or anxious and even using your phone before bed.

So... how much is enough? If you're aged between 12-17 then 8-10 hours sleep is ideal, while 18-25 year olds should try to get 7-9 hours.

Here's how those zzz's can improve your headspace. It can:

- give you more energy
- improve your memory, attention and concentration
- make you less likely to crave unhealthy snacks
- help you better deal with stressful situations.

## **Ask an expert – how do I sleep better?**

Michael Gradisar is a sleep expert from the National Sleep Foundation. Here are his quick tips for improving your sleep.

- At least an hour before bed, switch from video games, YouTube and social media to TV or watching a movie.
- Lower the brightness on your phone and computer screens at night. Some have features where you can automatically dim and change the colour of your screens to help you prepare for rest.
- If you find it hard to wind down, try a mindfulness exercise like one from the Smiling Mind app.

- Try to sleep the same amount every night. An extra hour, every now and then, is fine – but any more can confuse your body clock.
- If you need to get up during the night try to avoid turning on bright lights and hop back into bed quickly.
- Avoid caffeine at least six hours before you go to bed.
- If you can, avoid napping during the day.



***“For years, whenever I was feeling low and stressed I would stay up really late. It really affected my mental health.***

***I read about the link between quality sleep and mood so I decided to try to improve my routine. I began with small changes – aiming to be in bed before 11pm. And from about 9pm I would watch Netflix or read, instead of browsing the internet or chatting with friends online. Slowly my routine changed and now I really notice the positive benefits of quality sleep – I feel a lot brighter, optimistic, and energetic when I sleep well. And I'm more productive!***

***It can take a while to find something that works and things can get thrown out of whack. So it's important to be patient and flexible. Try different things and be kind to yourself.”***

May Lyn, hY NRG member  
(headspace Youth National Reference Group)

When you're feeling low or stressed it's important to put healthy habits in place that build your emotional strength – to prepare yourself for riding life's ups and downs.

Getting a good night's sleep is one of these healthy habits, but it's not the only one. Things like exercise, eating well, and spending time with people you love also play an important role in good mental health.



**If you or someone you know is going through a tough time you can get help and support from headspace, your school or university wellbeing service or your local health provider. For more information, to find your nearest headspace centre, or for online and telephone support, visit [headspace.org.au](https://www.headspace.org.au)**



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how to help

# a friend going through a tough time

**When you know a friend is going through a tough time, it can be hard to know what to do or say.**



## Helping a friend who's having a tough time

When you see a friend having a tough time, it's a good idea to reach out and offer support. You might have noticed they don't seem like themselves, or they're not acting the way they normally do. Finding the words to start a conversation isn't easy, especially when you don't know what kind of help you can offer. It can make a big difference to someone experiencing difficulties.

It can be as simple as checking in, letting them know that you care and that you're there to help them. Let your friend know what changes you've noticed, that you're worried about them and that you'd like to help.

Even if they don't open up much at first, simply showing you have their back can give your friend strength and hope. This also tells them that you're someone they can talk to if they do decide to open up later on.

## What if my friend doesn't want any help?

Some friends need time and space before they feel ready to get support. Being afraid of things changing or being judged, can be a big factor in why people don't seek support when they need it.

You may need to be patient with your friend and try not to judge them or get frustrated if you can't get through to them at first. Remind them that you are there if they need you. Give them time.

Sometimes you might need to involve someone else – this may be a trusted adult. If you do decide to tell someone, try to let your friend know that you're planning on doing this first and encourage them to get involved in the discussion.

Letting someone else know can be a difficult decision to make, especially if they don't want help. You might be worried they may lose trust in you. There's a chance your friend might feel like this at first but remind them it's only because you care. In the long run, they will usually understand why you got someone else involved.

If your friend is at risk of harming themselves or somebody else, you need to seek help straight away, even if they ask you not to. If your friend needs urgent help you can call 000. You could also ask someone you trust, such as a parent or teacher for help.

## What can I say to help my friend with their mental health?

It's important to encourage your friend to get further support. You can say things like:

- 'Have you talked to anyone else about this? It's great you've talked to me, but it might be good to get advice and support from a health worker.'
- 'It doesn't have to be super intense and you can make choices about what's best for you.'
- 'Your GP (general practitioner) can actually help you with this stuff. You can find one that bulk bills, so you don't have to pay. I can go along with you, if you want?'
- 'There are some great websites you can check out to get more information. Have you heard of headspace or ReachOut or youthbeyondblue?'
- 'Did you know that you can get free and confidential support online or over the phone from places like headspace, Kids Helpline and Lifeline? All of these services are anonymous and can help you figure out what's going on for you and where to go for the right support.'
- 'I know you're not feeling great now, but with the right support, you can get through this. Lots of people do.'
- 'It's OK to feel this way and I'm here to have your back.' Make sure you validate your friend's concern and let them know they're not alone.

## Looking after yourself

Supporting a friend through a tough time can be difficult, so it's important that you take care of yourself, too. You can check out our tips for a healthy headspace fact sheets to look after your own wellbeing and build your mental fitness every day.

Try to remember that you're their friend and not their counsellor. Be realistic about what you can and can't do. Set boundaries for yourself to make sure that you're doing the best thing for yourself, your friend and the friendship.

If you're feeling overwhelmed and need support for you, it might be a good time to reach out for extra help. A good place to start is a trusted adult (e.g., family member, teacher or GP). You can also contact Kids Helpline (1800 55 1800).



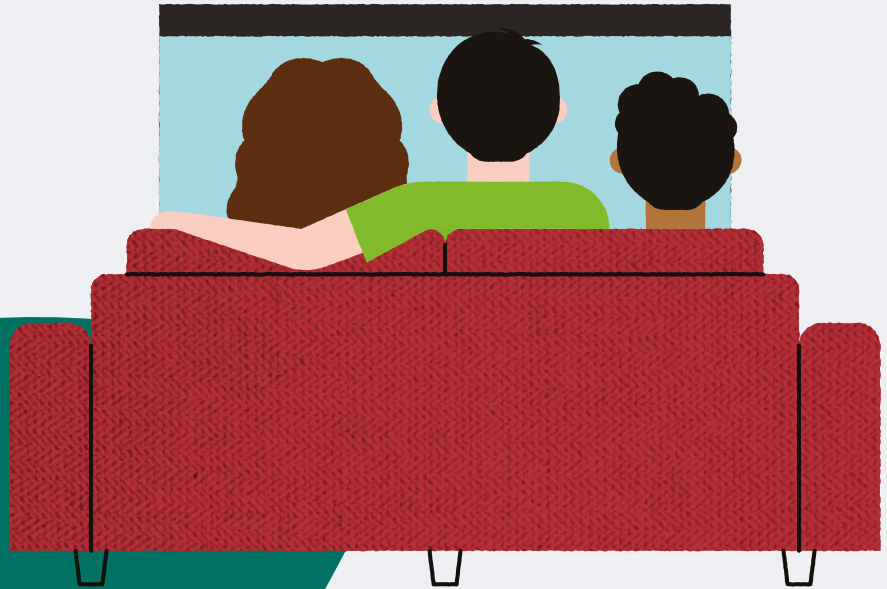
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# responding to family conflict



## **Conflict is a normal part of all relationships including those in your family and it's something we all experience at times.**

Family looks different for different people. Family might include your biological family member(s), caregivers, partner, step family, housemates or close friends. Family conflict can occur between any of these people.

There are lots of different reasons family conflict occurs. We are all different and our unique experiences in life shape how we communicate, what we value and how we live our lives. Conflict can occur when others have different values, communication styles or believe things should be done in different ways, or we just misunderstand what someone means.

Family conflict can be more common at times of increased stress like isolation due to COVID-19 and this can affect the whole family or individual members. Other things such as job changes or loss, exams, health concerns, moving house and new or changing family members can also have an impact.

## **Please note**

The latest medical information for COVID-19/Coronavirus is changing on a regular basis. If you would like to understand more, please visit the Department of Health's website.

[health.gov.au](https://www.health.gov.au)

You can also find more COVID-19 mental health information at: [headspace.org.au/covid-19](https://www.headspace.org.au/covid-19)

## **Dealing with family conflict**

Conflict feels different for different people. Some people don't like conflict and will try to avoid it or please everyone. Others may try to defend themselves quickly as a way to protect themselves when they sense conflict. Others don't mind conflict and feel confident in being able to express their perspective, hear others and respond to family conflict.

If family conflict is occurring on a regular basis it may start to have an impact on a family member's stress, mood, how they feel about themselves and impact on their relationships even when the conflict is not happening.

Family relationships are important to us and can make us feel great when they are good and not so great when they are struggling. It is important to respond to family conflict in a calm and considered way that can hopefully lead to a mutual solution where everyone feels heard.



# Understanding and managing yourself

When understanding and responding to family conflict it is important to take some time to think about what it is that you are feeling and thinking. When we are feeling angry or hurt we can say or do things that we don't mean to the people we care about. It can also be really hard to talk about our feelings as it makes us feel vulnerable.

It is a good idea to think about what you are upset about so that you can communicate that clearly to your family members. It might be good to go to another room or to a quiet space somewhere to do this.

## Some good things to think about and ask ourselves include:

- **Is this what I am really upset about?**

Sometimes we have had a bad day or are feeling tired and overwhelmed about other things but our family member says something that makes us feel overwhelmed and we react in the moment.

Other times it is not so much what has been said or done by the other person but it's more their body language or facial expression that's making us feel upset.

It can also be something small that has happened that brings up feelings associated with something bigger that we have experienced before.

- **What do I want the other person to know?**

It's good to think about and understand what the most important thing is that we want to let the other person know so that we can communicate this clearly.

It's also important to think about how you want to respond to family conflict. This might be how you would like family conflict to be resolved or thinking about helpful ways of responding to other members of the family.

## Some ideas include:

- **Taking a 'you and me vs the problem' approach**

If you think about the problem side by side rather than 'you vs me' you are more likely to get a good outcome for everyone.

- **Letting the other person know that you care about them...**

...even though you may have different perspectives. Experiencing conflict with family doesn't mean we don't care about them. It is good to let the other person know this too.

- **Noticing your own physical reactions...**

...when experiencing conflict like a tense body or fists, fast thoughts, heart beating or tight chest. These are often the first signs that you are starting to get upset. It's understandable to be upset but this can make it harder to communicate clearly,

- **Acknowledge the experiences or feelings...**

...and take time out when required. If we notice ourselves getting upset, we can let the other person know this and that we need to take some time to calm down before talking.

- **Responding and repairing after conflict.**

If things don't go to plan that's okay. It's good to go back to the person, apologise and let them know that you would like to be able to try again. This can be hard to do but important for our relationships.

Remember that you are not always going to get all of this perfect, no one does. It can be really hard to take this approach with family members if you do not usually express feelings like this.



## Timing

It is really important to think about when to have conversations in responding to family conflict.

When people are upset or angry their logical brain goes offline and we respond with our emotions instead. This is when we can end up saying things that we don't really mean. When we are in these moments of emotion it is good to try to take some time out, go for a walk or get some fresh air rather than talk to the person we are feeling upset with.

If this is happening for you, or the other person is still trying to talk to you about it, you could say:

- **I am feeling really [angry, hurt, scared, sad] right now and I need to take some time out.**

I really want to talk to you about this but I am hoping we can talk about this later when we are both calm.

- **I can see you are really [angry, hurt, scared, worried, sad] right now.**

I would really like to talk about it but feel like it would be good if we took some time to calm down first so that we can both listen to each other properly.

## Communication is key

Communication is really important when responding to conflict. It can be the difference between people feeling heard, supported and understood in relationships or feeling further apart. Often what we are trying to say can get missed by other people depending on what is going on for both us and them at the time.

### Some tips for good communication

- 1. Acknowledge and summarise what the other person has said.**

This shows you're interested and listening to the other person. When we feel our perspective has been heard and understood we are more able to listen to what the other person has to say.

- 2. Use 'I' statements to communicate.**

Using 'I' statements helps us to own what we are saying rather than giving a sense of blame that can happen with 'you' statements.

- 3. Think about your non-verbal communication like facial expressions, nodding and body language.**

Non-verbal communication is as important, if not more important than what we are saying. If we say all the right things but our facial expression says something different the other person won't hear what we are saying.

- 4. Be prepared to negotiate.**

It is important to go into conversations prepared to listen to the other person's perspective and see if we can find an agreement that works for everyone.

### If you are not sure how you might start the conversation, here are some ideas:

- I can hear that you are feeling really [hurt, sad, scared, worried] about ....
- I am sorry I got angry with you. I was feeling ....
- When ... happens, I feel ..... I would like it if you could ...
- I really care about you and can see that this is impacting on us both. How about we take some time together to think about how we could do this differently?
- How do you think we could do things differently?



## How do I know if it is more than family conflict?

It can sometimes be hard to know the difference between what might be family conflict and what might be domestic violence. Domestic violence can occur to anyone in any relationship and it is never okay.

Domestic violence can take different forms including harming someone physically, verbally, sexually, psychologically, emotionally, economically, spiritually or legally.

Domestic violence can make you feel scared, confused or anxious a lot of the time in your family relationships.

If you are having any of these experiences or think you might be experiencing family violence it is important to talk to a professional about what you are experiencing.



**Below are some places you can go to for help.**

- 1800 Respect: [1800respect.org.au](https://www.1800respect.org.au) or 1800 737 732
- If you are ever in immediate danger, call the police on 000.

## Where else can I go for help?

If you ever feel unable to cope because of overwhelming or intense emotions, or if you have any thoughts of harming yourself, then ask for help immediately.

### National 24/7 crisis services

- Lifeline: 13 11 14 or [lifeline.org.au](https://www.lifeline.org.au)
- Suicide Call Back Service: 1300 659 467 or [suicidecallbackservice.org.au](https://www.suicidecallbackservice.org.au)
- Beyond Blue: 1300 224 636 or [beyondblue.org.au](https://www.beyondblue.org.au)

### Additional youth support services

- headspace: visit [headspace.org.au](https://www.headspace.org.au) to find your nearest centre or call eheadspace on 1800 650 890
- Kids Helpline: 1800 55 1800 or [kidshelpline.com.au](https://www.kidshelpline.com.au)
- ReachOut: [reachout.com](https://www.reachout.com)
- SANE Australia: 1800 187 263 or [sane.org](https://www.sane.org)

Talk with a trusted adult, such as a parent, teacher, school counsellor or find out if there is a headspace centre near you.

Speak to your local doctor or General Practitioner (GP) and help make a plan for your recovery. Or you can search for a health service and GP on [healthdirect](https://www.healthdirect.gov.au).

### Other useful headspace links

- Understanding anger issues in children:  
<https://www.headspace.org.au/friends-and-family/understanding-anger-issues-in-children/>
- Building a healthy relationship with your young person  
<https://www.headspace.org.au/friends-and-family/building-a-healthy-relationship-with-your-young-person/>



**If you or someone you know is going through a tough time, you can get help and support from headspace, your school or university wellbeing service or your local health provider.**

**For more information, to find your nearest headspace centre, or for online and telephone support, visit [headspace.org.au](https://www.headspace.org.au)**