

helping someone who is feeling overwhelmed

24 hour crisis line: 1800 806 292



Advice for family and friends...

- • Listen carefully
- • Spend time with them; remember to respect their decisions
- • Offer your assistance and a listening ear even if they have not asked for help
- • Reassure them that they are safe
- • Offer to help with everyday tasks like cleaning, cooking, caring for the family, minding children
- • Give them some private time
- • Don't take their anger or any other feelings personally
- • Don't tell them they are "lucky it wasn't worse"; people are not consoled by these ideas.

Instead tell them that you're sorry that such an experience occurred and that you want to understand and assist them.

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• • Here is a list of some things that people have found helpful.

• • Noticing what helps – and what doesn't – is an important step in healing.

• • Use this sheet to add more care strategies that work as you discover them.



WestCASA

Western Region Centre
Against Sexual Assault
53 Ballarat Road, Footscray

Counselling Service:
9687 5811

www.westcasa.org.au