

# Encouraging people to get and give support

Many people in culturally and linguistically diverse communities don't ask for or seek support until problems become very serious.

This can happen for many reasons:

- Cost
- Ineligibility (due to visa status)
- Mistrust of government services
- Fear of being put in hospital
- Lack of access to workers that understand their culture
- Thinking that seeking help outside of the family is only for major emergencies
- Feelings of guilt about accessing services when they or their families have endured far greater adversity.

**It's important to help people think about the different kinds of support they can use or give to others.**

Having many types of support means people don't have to face problems on their own and can find the kind of help that works best for them. Some suggestions for how to include this in your broadcast are on the next page.



Give people a few different options for supports as part of your broadcast, but remind your listeners not to feel worried about choosing. Timeframes for some services vary, so listeners should consider what supports are available right away and which might take longer.

As part of your program you can encourage people to reach out to:

- Doctors (GPs).
  - Family and friends.
  - Community or religious leaders.
  - Services designed for their culture or language, for example, local cultural support groups or networks, or mental health professionals who speak their language.
  - Services made for certain types of experiences, for example, people who are seeking asylum or who are refugees, people who have experienced domestic and family violence.
  - Services in the local community, for example neighbourhood or community centres (Read more: [\*Useful places to find more information and support\*](#)).
  - Peer workers (people trained to support others, who share a similar background).
  - Government run health services.
  - Mental health telephone support lines.
- NOTE:** When giving helpline numbers, explain that the services are free, confidential, do not require a Medicare card, and often have interpreters.

“The reality is that unfortunately most people from (our) community access the mental health system at the acute end, usually when they are in crisis. That’s why our focus has to be on prevention or early intervention.”

Ayman Islam  
Centre for Muslim Wellbeing

### What next?

Read through the other topics and considerations for your broadcast and then use the template to write down your ideas.

