**LET’S TALK – HOW TO HELP**

**TRANSCRIPT**

Karin - There's many ways you can help, but probably the most important way is if someone approaches you and says they're experiencing violence, the most simple thing you can do is believe them. Second step is to create a safe space and a line of open communication between you and that person but that is safe and the third step is to explore with the person keeping them in the control seat... what can be done? What are the options out there?

Jill - If they see something that they don't think looks right, if they can get the person by themselves to talk to them, what's going on? Is there anything I can do to help you?

Karin - Using simple language and fairly direct language. I've noticed something doesn't seem right here. What can I do to help?

Kristy - I just take my time with them and talk to them and get to know them. Make them comfortable and don't like, force them to talk to me. I'll wait until they're ready.

Jill - Or they might be able to give them a number to ring and then they might be able to direct them into more appropriate services.

Kristy - If you're not quite sure how to talk about it to someone who's going through it or you don't know what to say, make some phone calls to someone and get some advice.

Karin - Or if you're not wanting to get that involved, being able to pass on some information to either the person involved or someone else in their life with their permission. And it's probably good to, you know, not feel you have to have all the answers and know where you need to seek help from others.

Kaitlin - A lot of people can be really worried about making it worse, which is fair enough, because you could be really concerned that saying something or doing something could make the person experience more abuse. But if you're listening to that person, you're talking to them privately, you're offering options, and most importantly, you're following their lead. So you're doing what they choose, not what you think is best for them. You're unlikely to make it worse.

Karin - But if your gut instinct is telling you that something is wrong, I would encourage people to just keep hanging in and checking in with that person, because there might come a day where they say, "You know what, it's not all great and I do need help. Something's very wrong and I need your support."