



How to have a **conversation** with someone in 5 simple steps



TALK WITH THEM

If you can, try to start a conversation if the person is alone in a place where it is safe to speak with you. They may be willing to talk if they feel safe and they trust you.



ASK CLEAR QUESTIONS

Open ended questions will allow you to get more factual information from the person. Consider asking:

"How are things going at home?"

"How do you spend your day?"

"How is (wife/partner/son/daughter/friend) managing?"

"How are you managing financially?"



BELIEVE WHAT THEY SAY AND LISTEN WITHOUT JUDGEMENT

It is important that you **believe what they tell you**. They are more likely to downplay their experiences rather than exaggerate them out of fear, shame or concern for their family. Listen without judgement, and ask how you can help them rather than telling them what to do.



REFER TO SERVICES THAT CAN HELP

Let them know there are organisations that can help. If you think it's important to seek professional assistance, encourage the person to do this on their own behalf. **Remind them of emergency phone numbers.** The Ageing and Disability Abuse Helpline can also give free advice, and can take anonymous calls on 1800 628 221 (M-F, 9-5).



CONTINUE TO SUPPORT THEM

Remain in contact with them, even if they continue to stay in the environment, or under the care of the person causing them distress. Respect their position and their cultural views on family and relationships. At the same time **remind them that everyone has the right to live free from abuse, neglect and exploitation.**