



Voices Distressing Your Loved one? Here's How to Help

Voices can be distressing for the hearer, and also for you -
here's how to navigate this together
(a resource for people based in Western Australia)



I've noticed they seem to be talking to someone who isn't there

- Share this observation with them. Explain you want to check in with them
- Hearing voices can be confusing and distressing - let them know you're there to provide support without judgment
- Listen to them share about their experiences, without judgement, and refrain from telling them "just ignore them, they aren't real" as to them they sound very real
- Encourage them to seek support from a mental health professional like their GP or a psychologist



I'm worried they're feeling anxious because of the voices

- Encourage them to practice grounding techniques like naming their senses or holding ice cubes
- Offer to do a calming activity together like taking a walk in nature or listening to soothing music
- Offer to attend a support group meeting such as with the Hearing Voices Network with them for peer connection and support
- Suggest they read or listen to other people's recovery journeys - www.perthvoicesclinic.com.au/resources




I'm worried for their safety and wellbeing

- Contact the Mental Health Emergency Response Line on 1300 555 788 (metro) or 1800 676 822 (peel) or 000 in an emergency
- Stay with them in a safe, secure environment without access to anything they could use to harm themselves (as long as it's safe for you to do so)
- Encourage them to call a trusted friend or family member

Grounding Strategies

- Splash cold water on their face or take a cold shower
- Suck on a strong mint or chew a piece of gum
- Smell a strong scent like peppermint, lemon or vanilla
- Tightly squeeze a stress ball or other firm object
- Wrap themselves tightly in a blanket or hug a pillow
- Stomp their feet on the ground or clap their hands loudly
- Repeat a mantra or affirmation like "I am safe" or "This will pass"
- Repeat the alphabet slowly or count backwards from 20
- Describe their surroundings in detail using all five senses
- Recite a favourite poem, prayer or song lyrics
- Slowly breathe in for 4 counts, hold for 4 counts, exhale for 6 counts
- Carry a special object that reminds them of their strength
- Drink a glass of cold water or suck on an ice cube
- Stretch their body or do a few jumping jacks
- Have a hot or cold shower or bath

Who to contact for Support

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- Their GP (family doctor) can provide an initial assessment, treatment recommendations, and referrals to psychologists or psychiatrists
 - The Perth Voices Clinic in Perth offers psychological therapy specifically for people who hear voices (for those aged 18+ 0477 453 264)
 - The Hearing Voices Network WA offers peer support groups and information at 1800 742 466
 - The Early Psychosis Youth Centre (EPYCentre) provides specialised support for young people (aged 12-25 years) after their first episode of psychosis (137824)
 - The Mental Health Emergency Response Line is available 24/7 for urgent support at 1300 555 788 (metro) or 1800 676 822 (peel)
 - Lifeline WA provides 24/7 crisis support and suicide prevention at 13 11 14

In an Emergency

If your loved one is in immediate danger of harming themselves or others, take action right away:

- Take them directly to the nearest hospital emergency department
- Call 000 to request emergency medical or police assistance
- Contact the Mental Health Emergency Response Line at 1300 555 788 (metro) or 1800 676 822 (peel)

Remember, getting professional help quickly in a crisis can make a critical difference. Trust your instincts - if you feel your loved one is at serious risk, don't hesitate to call for emergency support.

