

WHAT IS 'DISTRESS BRIEF SUPPORT'?

Distress Brief Support is a local, community-based approach to supporting people in distress.

Distress Brief Support has two parts:

- Community Engagement Points offer an initial, compassionate response.
- Wellbeing Team are trained workers who provide short-term support

NEED MORE SUPPORT?

When someone you are engaging with wants extra support, connect them with the Wellbeing Team at the Mareeba Community Centre.

The Wellbeing Team provides free, confidential, short-term support (up to 3 weeks) via outreach and locations across the Atherton Tablelands and Mareeba region.

All you need to do is:

- ▶ Explain that accessing the Wellbeing Team is free, confidential and you'll receive support within 48 hours.
- ▶ Provide them with contact details below (or ask for consent to share their details)
- ▶ **Connect with the Mareeba Community Centre:**

w: www.mccinc.com.au

m: 0491 178 175

p: (07) 4092 1948

e: enquiries@mccinc.org.au



Free helplines

If you are supporting someone with immediate safety concerns, follow your organisation's procedures, call 000 and ask for an ambulance.

Alternatively, reach out to one of helplines below to get support.

- **Lifeline:** 13 11 14
- **Kids Helpline:** 1800 55 1800
- **13YARN:** 13 92 76
- **Beyond Blue:** 1300 22 4636
- **Farmer to Lifeline Farmer:** 1800 936 229
- **Suicide Call Back Service:** 1300 659 467
- **Cairns Regional Domestic Violence Service:** 07 4033 6100
- **Alcohol and Drug Information Service:** 1800 177 833
- **Headspace:** 1800 650 890
- **Open Arms (Veterans and Families Counselling):** 1800 011 046

Distress Brief Support is funded by Northern Queensland PHN.



DISTRESS BRIEF SUPPORT

Building a network of community engagement points across Atherton Tablelands and Mareeba region, to offer a compassionate first response when someone is having a tough time.

Distress Brief Support is a partnership between Beacon Strategies and Mareeba Community Centre



WHAT IS DISTRESS?

Distress is a common human experience. It can be linked to many pressures — e.g. relationships, money, housing, ageing, or feeling disconnected.



Not everyone needs a clinical response. Often, being noticed, heard, and offered a simple next step makes a difference.

WHAT IS A COMMUNITY ENGAGEMENT POINT?

Community Engagement Points are where everyday conversations happen, such as:

- Small businesses (hairdressers, barbers, cafés)
- Workplaces (agricultural suppliers, workforce agencies)
- Neighbourhood and community centres
- Sports and recreation clubs
- Faith and cultural groups
- Libraries and Men's Sheds
- Community services (social, health, tenancy, financial, etc.)

ROLE OF A COMMUNITY ENGAGEMENT POINT

As a trusted Community Engagement Point, you may notice when someone is struggling — at the counter, training night, sign-on, a community event, or over a cuppa.

Your role is to:

- Notice when someone may be doing it tough
- Respond with care and compassion
- Connect them to further support if they want it

HOW TO RESPOND WITH CARE

- ▶ **Listen more than you speak** — allow pauses, you don't need to solve the problem.
- ▶ **Acknowledge feelings** — simple reflections like "That sounds really hard" help.
- ▶ **Ask open questions** — "Would you like to talk about what's been happening?"
- ▶ **Check what they want** — "What would be most helpful right now?"
- ▶ **Keep it safe and appropriate** — offer privacy and explain any limits to confidentiality.



WHAT WE OFFER YOU AS A COMMUNITY ENGAGEMENT POINT



We support trusted people and places — like community centres, sports clubs, and local businesses — to offer a compassionate first response when someone is having a tough time.

When you work with us, you can access:

- **Check-ins** with the program coordinator to talk through situations and build your confidence
- **Training** to strengthen skills in responding to distress
- **Resources and tools** for everyday use
- **Networking opportunities** to learn with other community engagement points in the region

Our role is to grow a connected network across the Atherton Tablelands and Mareeba, building consistent, compassionate responses to distress.

Head to www.netcep.com.au (or use the QR code below) to learn more, subscribe to our newsletter or have a chat.

