

Calmer mind, safer choices.

Understanding our emotions

We all have different ways of coping with difficult situations or difficult times in our life. Some people use healthy ways of coping, like exercise or talking to someone they trust. Others may have strategies to help feel calmer in the moment.

However, for many of us, the strategies we use can leave us feeling worse. We may stop doing things we enjoy, turn to alcohol or other drugs, disconnect from family and friends or find ourselves using violence.

At times, we all feel emotions like anger, frustration, or shame. What is important is how we respond to these emotions. This is because feeling a strong emotion, and how we respond to it, are different things.

To help learn more about our emotions, and how we can better manage them in times of stress, the video below covers:

- Why we feel strong emotions,
- Strategies to help manage our emotions.
- Where we can gain further support.



SCAN TO WATCH VIDEO
(7 mins)

If you do not wish to take this handout home, you can find an online version here: <https://metro-north.health.qld.gov.au/rbwh/healthcare-services/in-hand>



**Metro North
Health**



**Queensland
Government**

Further support

Learning to manage our emotions in healthier ways can be difficult to do on our own. However, finding support from the right people can make a big difference. Information regarding supports is also available here:



If you feel you would like further support, the services listed below may be able to help. You can access these services by contacting them directly (no referral is needed).

Looking to support a friend or family member? Many of the services listed on this page can help family and friends find ways to support someone close to them.

Relationships Australia

<https://www.raq.org.au/>

Phone: 1300 364 277

Gambling help, domestic and family violence, relationship counselling. Interpreter service available.



Men's referral service

<https://ntv.org.au/mrs/>

Phone: 1300 766 491

A 24/7 phone counselling, information and referral service for men who use violence and abuse to change their behaviour.



Mensline

<https://www.dvconnect.org/mensline/>

Phone: 1800 600 636

Free helpline for men using abuse, or experiencing abuse, in their intimate partner, ex-partner or family relationships. Interpreter service available.



Headspace

<https://headspace.org.au/>

Insta: headspace_au

Free, confidential support either online, phone or in-person for young people aged 12-25.



13 YARN (13 92 76)

[13YARN - Call 13 92 76 | 24 /7 Crisis support for Aboriginal and Torres Strait Islanders](https://www.13yarn.org.au/)



Free and confidential service available 24/7, 7 days a week. 13 YARN is run by Aboriginal and Torres Strait Islander people.

General Practitioner

Your GP is another source of support. You may also be eligible for appointments with a psychologist via a mental health care plan.

You may also be able to reach out to your school, TAFE or university counselling services.

National Alcohol & Other Drug Hotline

[National Alcohol & Other Drug Hotline \(lifeline.org.au\)](https://www.nationalalcoholandotherdrughotline.org.au/)

1800 250 015

Free, confidential 24/7 service for anyone struggling with their use of alcohol and/or other substances.

National Alcohol and Other Drug Hotline

Lifeline

Phone : 13 11 14

Text : 0477 131 114

Online chat: www.lifeline.org.au

Call **000** if life is in immediate danger.



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