



# Understanding military context



## Overcoming barriers to seeking help

For many ADF members, admitting they have concerns about their mental health can be a difficult step to take. Some feel ashamed, some feel they may have failed in some way, and others may feel they haven't lived up to the expectation of being totally self-reliant. Others may have concerns about their careers if they admit to having a problem.

There are things you and your loved one can do to overcome barriers to getting help:

- » Listen to what your loved one is worried about and acknowledge that it can be hard to ask for help
- » Encourage your loved one to talk to peers who have sought help
- » Find out about how services deal with confidentiality. All services are required to provide you with information about how they keep your information private and any limits to confidentiality.
- » Find a service that works for your loved one.
  - » Some people like to access services that are part of their existing support network and can communicate with command.
  - » They member should talk to their treating Garrison Health Medical Officer (MO) about their options.
  - » Others may like to contact a counselling service such as Open Arms, which is independent from Defence but understands military culture.

For practical tips about having a conversation with your loved one about getting help for mental health issues, go to '[Having a conversation about getting help](#)'

## Support Resources

Member can access Garrison Health services to get treatment and support. More information can be found at [ADF Mental Health Services | ADF Members & Families | Defence](#)

Defence and Member Family Helpline for current serving ADF members and their families - [www.defence.gov.au/adf-members-families](http://www.defence.gov.au/adf-members-families) or call **1800 624 608** or email: [memberandfamilyhelpline@defence.gov.au](mailto:memberandfamilyhelpline@defence.gov.au)

Open Arms: **1800 011 046** or visit [www.OpenArms.gov.au](http://www.OpenArms.gov.au)

The ADF all-hours support line: **1800 628 036** in Australia or **+61 2 9425 3878** outside Australia

## To access DMFS support services or products:



1800 624 608



[MemberAndFamilyHelpline@defence.gov.au](mailto:MemberAndFamilyHelpline@defence.gov.au)



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