Asking for the right kind of support

Use this before an appointment or a first phone call, and again if support you were given did not seem to fit.

Awareness · Understanding

1 Work out what you are asking for

[ ] I can say in one sentence what is hardest at the moment.

[ ] I know whether I am asking for practical help, medical help, or help making sense of things.

[ ] I have said what I want, rather than waiting to be offered something.

[ ] I have written down what a good outcome would look like for me.

2 Check whether the fit is right

[ ] They have told me plainly what they do and do not do.

[ ] What they offer matches what I said I needed.

[ ] I know who to speak to if it is not working.

[ ] I have not been asked to explain everything from the start again with no reason.

3 Know the difference

- Practical support: money, housing, work, benefits, paperwork.
- Clinical support: your GP, NHS services, a qualified therapist.
- Identity work: making sense of who you are now, which is what AURIS does.
- Crisis support: urgent help when you are not safe. Contact 999 or NHS 111.

4 Where this comes from

- Where Identity Work Belongs
- Why AURIS Exists

AURIS Institute provides education and structured self reflection. It is not therapy, medical treatment or crisis support. If there is immediate danger, use the appropriate emergency service.

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