

Pantea, 36

High school teacher who turned to mental health tele-tech services when in need, SYDNEY

High school teacher and adventure sports lover, Pantea, 36, Sydney, has turned to mental health tele-tech services in the past to help guide her through difficult moments.

In the past, Pantea has benefited from using professional tele-tech psychology consultations, in combination with meditation and other wellness techniques.

Pantea recently learned about the new tele-tech service, My Mirror – an Australian, digital mental health clinic that strives to normalise the process of talking to a mental healthcare professional – through her school workplace, which is committed to supporting student and staff mental wellbeing. Her workplace is currently providing staff members an opportunity to obtain tele-tech mental health support, if, and when, required.

Today, Pantea is wishing to share her personal mental health journey to encourage others in similar circumstances, to seek tele-tech mental health support services without delay.

This is Pantea's story.

Currently, Pantea is in a great place. Several years ago, however, she was overcome by anxiety and depression.

"At the time, I wasn't comfortable, or confident enough to talk openly about my mental health challenges. I was also hesitant to approach a GP or psychologist for help.

"I was concerned that if I chose to reach out for help, that very act in itself, would be an acknowledgment that something was wrong," said Pantea.

"I also felt overwhelmed by when, and to whom I should reach out to."

Eventually, Pantea turned to a tele-tech service that offered her many benefits to seeking an in-person psychology session, and found the experience to be profoundly positive.

"At the time, my head felt like a fishbowl. I was catastrophising my feelings, and felt very isolated.

"For someone who may be experiencing anxiety, as I was, just the thought of visiting someone can trigger fear and further heighten feelings of anxiety," Pantea said.

"Being able to access a tele-tech service almost immediately, in the comfort of my own home, where I felt safe and comfortable, with next to no wait time, helped to ease my heightened anxiety in the moment, and guided me towards further help.



"I felt reassured to have another person acknowledge my state of mind, and to both validate, and normalise, the experience I was going through" said Pantea.

Pantea benefited from the many advantages that mental health tele-tech offers.

"In the past, I felt constrained by having to organise a face-to-face psychology appointment around my work, at a time when I needed immediate support.

"I also found having to wait a long time to see a particular psychologist with whom I had built a strong rapport, to be challenging," Pantea said.

"In contrast, I was able to connect with someone within the hour via tele-tech."

Nowadays, Pantea is passionate about sharing her personal story to help other Australians to navigate their own mental health journey. She encourages anyone experiencing mental health distress, to seek help straight away.

"Everyone, even the most resilient, are overcome by negative feelings at some stage in their lives. For some people, it is a moment, while for others, it is a more prolonged season in their lives. It is a universal human experience.

"As individuals, we need to challenge the old story of struggling through our difficulties alone, and as a community, we need to ensure that there is professional support available for those in distress," said Pantea.

"Talking to someone, particularly to a professional, can really help to put things into perspective.

"The current COVID-19 environment has increased many people's levels of stress and anxiety, far above and beyond what they would normally experience," Pantea said.

"Tele-tech services, such as My Mirror, can help these people to deal with the challenges they are currently facing."

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