

Hey Lemonade x My Integra Tools & Tips

My Integra Support Coordinators session - designed to help you tune into your own wellbeing, build habits that sustain you through a busy role, and feel more equipped to show up for your participants day after day.

What is Hey Lemonade?

A human-first, evidence-based mobile and web based app, and digital content library delivering short, practical emotional resets ('micro-motivations'). 3-5 minutes long our pep talks are designed to help people regulate, reframe and reconnect in real time, and build and maintain psychological resilience, at home and in the workplace, both proactively and in the moments they need it most.

We sit at the intersection of science, entertainment and accessibility - making wellbeing support feel genuine, relatable and actually usable, at work and in life.

CSIRO tested

Psychologist overseen

Trusted voices

On-demand

Rest is not indulgent. Rest is infrastructure

There is actual medical evidence - that wounds don't heal properly when we're sleep deprived. That our immune systems are compromised when we don't rest. That the brain literally cannot process or regulate without adequate recovery time. So making sure you rest is an essential part of the work. It's not selfish. Self-care is a professional responsibility. The way you feel directly affects the quality of care you're able to provide. That's not a moral statement - that's just science.

"You cannot pour from an empty cup.

But also - your cup deserves to be full. Not just functional. FULL."

EMOTIONAL RESILIENCE

How to stay steady when the work gets heavy

Resilience is the ability to feel the full weight of something - and still find your way through. It's a skill. Which means it can be built.

Resilience requires having routines and strategies that help you recover, knowing when you need to step back before you snap, and being able to ask for support without guilt.

3 tools to build emotional stamina:



Name what you're feeling.

Naming an emotion reduces its intensity. Don't judge it. Just name it. And for a moment, just sit with the name.

"I am frustrated right now."
"I am genuinely furious at this NDIS portal."



Give the feeling somewhere to go.

1. Ask yourself 'Where do I feel this in my body? Identify that.
2. The body needs a release valve. So allow it some way out: Write it down, play a song, take some breaths.



Notice what restores you.

Focus on what actually releases tension for you. A walk, a trashy TV show and a biscuit. Some people like to set an intention. Watch a funny cat meme & give yourself 1 minute to crack a smile.

COMPASSION FATIGUE

Recognising the signs before burnout takes hold

.Compassion fatigue is what happens when you have given so much empathy, for so long, without enough coming back in, that your capacity to feel it starts to dim.

Warning signs

- Feeling numb when you hear difficult news that would have upset you six months ago.
- Dreading conversations with participants you used to feel energised by.
- Cynicism sneaking in.
- Going through the motions.
- Feeling like nothing you do actually helps.

*Remember: the important thing to remember is that these are warning signs, not permanent states. The sooner you notice them, the easier they are to address.

Practical tools to reduce it

- End-of-day TECH SUNSET or OFFLOAD RITUAL: 20min intentional wind-down - no new emails, brain dump what's on your mind, consciously say: 'I am leaving this here. I will come back to this tomorrow.'

- TRANSITIONAL RITUAL

A walk, a song, changing out of work clothes. It doesn't matter what it is - what matters is you do it consistently, so your brain starts to associate it with 'off'.

- CONNECTION

Talking to a colleague, or debrief with your partner. Peer support isn't a luxury. It's medicine.

Protecting your energy without compromising your care

Boundaries are not walls. They are how you remain available to your participants long-term. A support coordinator who burns out in two years is not more caring than one who protects their capacity and is still there in five.

Practical boundary ideas:

Communicate expectations.

Define your contact hours and communicate them clearly. 'I'm available for calls between these hours And outside of those, I'll get back to you the next morning.'

Clear, communicated response times are professional, they are also kindness, modelled.

Know your referral pathways.

Know who your escalation is. And say out loud: "I am not the NDIS. I am working within it, often heroically. I am not the only support this person has."

When a participant is in crisis and needs more than you can give, that is not your failure. Ask for help.

Take your time.

Give yourself permission to not have the answer right now. "I'm going to look into that and come back to you" - is a complete sentence. It's professional. It's honest. And it buys you the space to not make a terrible decision under pressure.

Empathy vs. absorbing other's distress as your own.

You can hold someone's experience with care and compassion without taking it home in your body.

Get your own support: Clinical supervision, peer supervision, a mentor, a trusted colleague. You cannot carry other people's heaviness in isolation. It needs somewhere to go.

SUSTAINING YOU

Keeping the passion alive for the long haul

The same generosity of spirit that makes you brilliant at this work is exactly what gets worn down if it isn't replenished.

Looking after yourself is not separate from looking after your participants. It IS looking after your participants. YOU ARE THE TOOL - You need to look after the thing you use most, which is your heart, your mind, your nervous system.

- **Celebrate the micro wins.**
- **End each day with one good thing: Not 'what went perfectly' - just one thing that went well, or mattered, or made a difference. This practice of gratitude of appreciating 'good enough' rewires your brain's negativity bias over time.**
- **Protect your peer supervision and check-ins fiercely. They are not admin, they are essential professional nutrition.**
- **Have something in your life that is just for you. Whole people do better work.**

Make Lemonade together

Think through these areas and identify the one or two that you do the least. That's your starting point. It is the roadmap as to where your attention wants to go to better support yourself. Join with a friend or colleague to keep you accountable.

You don't have to fix everything at once. You don't have to fix it today. But naming it is the first step. You can't address something you haven't acknowledged.