

Crisis Call Card



- 1** The customers we interact with are often experiencing challenging circumstances which can impact upon their mental health.
- 2** At times this may present at a crisis point including a risk of suicide or self injury.
- 3** If you identify a customer who you have significant concerns about raise this **"Crisis Call Card"** to signify the need for additional support:
 - a.** rally support and assist with suicide risk screening
 - b.** provide an opportunity to strategically transfer the call
 - c.** flag a post-call circuit breaker such as a short walk or a hot drink
 - d.** ensure managers have an opportunity to debrief with you



Crisis Support Services

Lifeline Australia

Lifeline Australia provides **24/7** crisis support and suicide prevention services. They offer confidential support and resources for individuals in distress.

 **13 11 14**  www.lifeline.org.au

Beyond Blue

Beyond Blue offers mental health support and information for individuals, families, and professionals. They provide support via phone, online chat, and resources for mental health conditions.

 **1300 22 4636**  www.beyondblue.org.au

Kids Helpline

Kids Helpline provides free, confidential support for young people aged 5 to 25. They offer counselling, information, and referrals via phone, webchat, and email.

 **1800 55 1800**  www.kidshelpline.com.au

QLife

QLife provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings, and relationships.

 **1800 184 527**  www.qlife.org.au

13Yarn

13Yarn (13 9276) is a confidential, anonymous, and non-judgmental telephone and web counselling service for people in rural and regional Australia including First Nations communities. It provides support for a wide range of issues including mental health, relationships, and isolation.

 **13 9276**  www.13yarn.org.au

