

A guide for dealing with suicidal threats

A customer discusses attempting suicide or harming themselves:

- remain calm
- listen carefully to them and do not dismiss any information that they share
- allow the customer time to express themselves
- say to the customer 'I will get someone who is trained to help you
- consider warm transferring the customer to Lifeline. To transfer a customer to Lifeline you must first seek the customer's permission, along with their location and phone number, which must be provided to Lifeline when the call is transferred
- If a customer declines a referral to Lifeline (or withholds consent to release their location and phone number), contact a Team Leader or Manager immediately as they have delegation to release information to police or other relevant authorities where necessary to prevent or lessen a threat to life, health and welfare of a person.
- If a customer terminates the call before they can be transferred to a help line **contact a Team Leader or Manager immediately**. The Team Leader or Manager who will determine whether a release of information to police or other authorities is necessary to prevent or lessen a threat to life, health and welfare of the customer
- Staff affected by a difficult situation should speak to a Team Leader or manager who can provide critical incident reporting and staff support.
- Seek Staff Support Assure (EAP for MOP(S) Act employees – 1800 945 145 provides information to support employees.

Further questions that could be asked if the person refuses to be transferred or connected with a help support.

- Do you intend to take your life? (INTENTION)
- Do you have a plan to take your life? (PLAN)
- Do you have access to the means to carry out your plan? (MEANS)
- Do you have a timeframe for taking your life? (TIMEFRAME)
- Treat all threats seriously
- Listen to the caller, they may just want to talk
- Encourage the person to contact one of the following support services listed below

Support

- Lifeline 13 11 14
- Suiced Call back service 1300 659 467
- Mensline Australia 1300 789 978

Websites

- www.blackdoginstitute.org.au
- www.SANE.org
- www.Mindhealthconnect.org.au
- www.beyondblue.org.au
- www.reachout.com.au