

27 March 2020

Use this process if a customer states or implies that they are considering suicide or self-harm.

## In this KA

[Process](#)

[FAQs](#)



## Process

### Before you start

If you are not working in your BAU environment, make sure you and your leadership discuss in advance how to contact them for urgent assistance. (e.g. Chat; phone call; in person)

### Step 1: Alert your leader

Continue the interaction. Contact your leader by the agreed method:

- **Contact Centre:** Hold up your red card
- **Work from home:** Chat message to your rostered leader
- **Service Centre:** As agreed between you and your leader

### Step 2: Leader to join the interaction/call and take over if required

- Leader should listen in to the interaction/call and take over if required.
- Where appropriate, attempt to resolve the caller's original issue.
- If you are unable to resolve the issue, attempt to capture the customer's details including:
  - Full name
  - Phone number
  - Current address (including nearest cross-street)
  - Where appropriate, provide the details of a suitable mental health first aid service (e.g. Lifeline - 13 11 14)

### Step 3: Leader to request a Police Welfare Check if appropriate (or ring 000 if the customer is in evident immediate danger)

- Contact the Police Assistance Line - 131 444
- Provide the **customer's details**:
  - Full name
  - Phone number
  - Current address (including nearest cross-street)
  - What the customer said about suicide / self-harm
- Provide **your details**
  - Name: Leader's name
  - Organisation: Service NSW
  - Phone number: Leader's contact number



## FAQs

Question	Answer
<b>How can I find out a customer's address to arrange a Welfare Check?</b>	If you couldn't get a customer's address as part of the call: <ul style="list-style-type: none"><li>• Check if you can find the address in Salesforce</li><li>• For businesses (including sole traders), you can search the <a href="#">Australian Business Register</a> and then Google the address</li></ul>
<b>If a customer requests a call not to be recorded, and customer starts to threaten staff or start to talk about self-harming, should the CC staff member begin the call recording to capture the details without the customers authorisation?</b>	Due to privacy obligations, it is recommended not to record the call without having customer consent to do so.