

VOLUNTEER have initial contact with **PERSON** in crisis

1. Warm, brief engagement and inform the person that you know someone here who might know how to help
2. Inform a Project staff member



WELLBEING STAFF:

1. ASSIST the person in crisis
2. Be aware of where other staff are located if needed
3. Fill out appropriate documentation
4. Within 24 hrs, inform the PROGRAM COORDINATOR of above normal threshold of normal day to day person crisis



PROGRAM COORDINATOR:

1. Check in with team members or crew involved and arrange debriefing if required.
2. Ensure that incident report forms completed.
3. Inform DIRECTOR IMMEDIATELY if needing assistance or is above threshold of normal day to day crisis

Food Crisis:

Food bank supplies – found in kitchen pantry. (No Money)
OZ Harvest pick up - Tues SOUL cafe Broadmeadow Assistance Centre, Samaritans – 49221540(32 Bunker Rd, Adamstown Hrs: Mon, Wed, Thurs Fri 10-2

Transport Crisis:

Opal Card – found in Administration safe PROJECT COORDINATOR / PROJECT DIRECTOR can retrieve

Homelessness Crisis:

Link2home – 24hr helpline: 1800 152 152 (provides information of local services.) Homeless Connect Newcastle Refuges

Child Protection or Safety Crisis:

If immediate danger – call 000. Record as many details as possible regarding the person you are concerned about. ie. Names, address, DOB, phone contacts, any support persons or services involved, etc. Offer referral information as per referral sheet. If required - Child protection helpline – 132 111

Mental Health Crisis:

Refer to mental health team numbers on referral sheet. If in doubt, call the Mental Health line on 1800 011 511 and get back-up on making a decision about what to do and where to go. If in any danger of self harm or harm to others call 000