

From: s 22(1)
To: s 22(1)
Subject: FW: Action item - training, qualifications and capabilities DEWR requires of Providers regarding trauma-informed servicing, including, but not limited to, suicide prevention and mental health first aid. [SEC=OFFICIAL]
Date: Wednesday, 6 November 2024 2:09:26 PM
Attachments: [Servicing-Participants-in-Crisis-Factsheet.pdf](#)
[Suicide and Self-Injury Flow Chart.pdf](#)

FYI – as per my teams message – Our response to ACOSS

From: s 22(1)

Sent: Friday, 16 August 2024 1:59 PM

To: s 47F(1)

Cc: s 47F(1) s 22(1)

Subject: Action item - training, qualifications and capabilities DEWR requires of Providers regarding trauma-informed servicing, including, but not limited to, suicide prevention and mental health first aid.

Hi s 47F(1)

Apologies for the delay in responding, I have been out of the office. We've consulted with the relevant areas of the department to discuss your request for a summary of the training, qualification and capabilities required of providers regarding trauma-informed servicing (including but not limited to suicide prevention and mental health first aid). While the department doesn't currently prescribe the approach providers must take with regards to trauma-informed servicing or staff qualifications, we support providers with the following resources, tools and guidance:

- Information through our provider portal on *Servicing Participants with Challenging Behaviours*, which features a section on *Mental Health and Wellbeing*. This contains links to resources tools and guidance, including from external organisations including the Black Dog Institute, Beyond Blue, Heads Up and Gayaa Shuwi, contact details for helplines offering immediate support, and departmental resources including:
 - an *Assisting Job Seekers and Participants in Crisis Factsheet (attached)*, which outlines steps Provider staff can take when responding to clients who present with a crisis
 - a sample *flowchart* (attached) which outlines a potential process provider staff could tailor and modify to respond to clients who demonstrate self-injury or suicidal behaviours
- *Learning Centre Modules* for provider front-line staff on mental health awareness, and servicing vulnerable cohorts, to help appropriately service vulnerable people and connect them with appropriate support services.
- The Workforce Australia deeds also enable providers to arrange non-vocational assistance, including mental health support services where these would benefit people on their caseload.

Similarly, the department ensures its Contact Centres Branch staff are sufficiently trained and supported to provide trauma-informed servicing, including, but not limited to, suicide prevention and mental health first aid.

- Staff in the department's contact centres have access to the same resources on the Provider Portal as Workforce Australia providers. They also undertake suicide awareness and compassionate foundations training as they are onboarded, and again as needed.
 - **Suicide Awareness:** covering an introduction to suicide awareness, risk factors, protective factors, how they can support callers, how to recognise if someone is suicidal, how to respond, acknowledge and validate callers, reference and escalation methods, handling stressful interactions, self-care and managing their own wellbeing.
 - **Compassionate Foundations Training:** covering supporting people in vulnerable situations by showing compassion and empathy, identifying and supporting people in early distress, understanding suicidal distress, window of tolerance and compassion fatigue.
- Members of the Contact Centres Branch leadership support frontline contact centre staff, including through live listening and accepting call escalations. Most of this leadership group have completed Mental Health First Aid training. In addition, the Contact Centres Branch employs Wellbeing Officers to support staff following distressing calls and develop additional skills and techniques to best assist callers experiencing trauma.
- When Contact Centres Branch staff encounter particularly vulnerable callers/situations, they will refer them to external services such as Lifeline, 13YARN, Beyond Blue, and in some cases Services Australia Social Workers.

More broadly in its response to the Inquiry Report, the Government highlighted the need to ensure that frontline staff have the necessary skills to respond to people's individual circumstances and needs, and that the Government would explore options to ensure frontline staff have these skills. As such, I have also passed the [paper on Trauma-informed practice in welfare-to-work and employment services](#) that Simone had referenced to the relevant areas of the department for their consideration under current arrangements, and for future policy consideration.

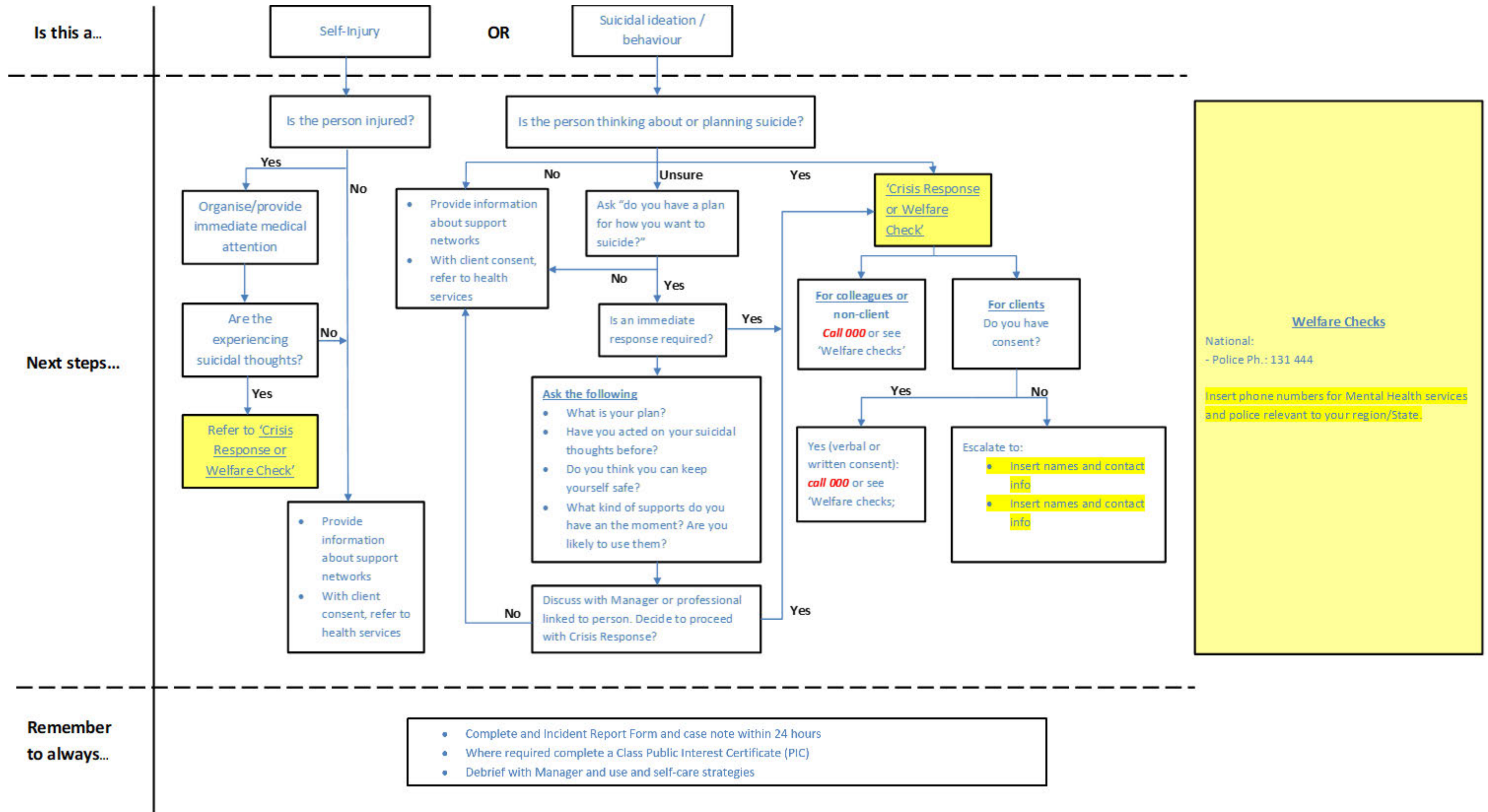
I hope this is helpful,

s 22(1)

Please note this document is an **example only** and can be amended to suit a provider's needs.

Suicide and Self-Injury Flow Chart

This flow chart outlines the process for responding to clients or staff who demonstrate self-injury or suicidal behaviours.



[Text alternative for Suicide and Self-Injury Flow Chart](#)
[Editable version of Suicide and Self-Injury Flow Chart](#)

Appendix

This is the process for responding to clients or staff who demonstrate self-injury or suicidal behaviour.

In cases of self-injury, determine if the person is injured. If not, provide information about support networks and, with client consent, refer them to health services.

If the person is injured, organise/provide immediate medical attention, then check if they are experiencing suicidal thoughts. If they are not experiencing suicidal thoughts, provide information about support networks and, with client consent, refer them to health services. If they are experiencing suicidal thoughts, refer them to your organisation's 'Crisis Response or Welfare Check'.

In cases of suicidal ideation/behaviour, check if the person is thinking about or planning suicide. If they are not thinking about or planning suicide, provide them with information about support networks and, with client consent, refer them to health services.

If you are still unsure ask "do you have a plan to commit suicide?". If they do not have a plan, provide them with information about support networks and, with client consent, refer them to health services.

If they do have a plan to commit suicide and immediate action is required refer to 'Crisis Response or Welfare Check'.

If they do have a plan to commit suicide but an immediate response is not required then ask the following questions. What is your plan? Have you acted on your suicidal thoughts before? Do you think you can keep yourself safe? What kind of supports do you have at the moment? Are you likely to use these supports?

Based on the answers to these questions, discuss with your site Manager and decide whether to proceed to a crisis response.

If it is decided not to proceed to a crisis response, provide the person with information about support networks and, with client consent, refer them to health services.

If it is decided to proceed to a crisis response then refer to 'Crisis Response or Welfare Check'.

If the person is thinking about or planning suicide then refer directly to 'Crisis Response or Welfare Check'.

'Crisis Response or Welfare Check'

For colleagues or non-clients that require a 'Crisis Response or Welfare Check', call 000 or refer to your organisation's own 'Welfare Checks' procedure.

For clients that require a 'Crisis Response or Welfare Check', ask if you have consent to call 000 or use your organisations own 'Welfare Checks' procedure. If you have consent, call 000 or refer to your organisation's own 'Welfare Checks' procedure.

If you do not have consent, escalate the situation to one of your organisation's chosen staff members that has expertise in this area.

'Welfare Checks'

These can include your organisation's own list of Mental Health professionals or police contacts that specialise in welfare checks. For example the national police assistance phone line can is 131 444.

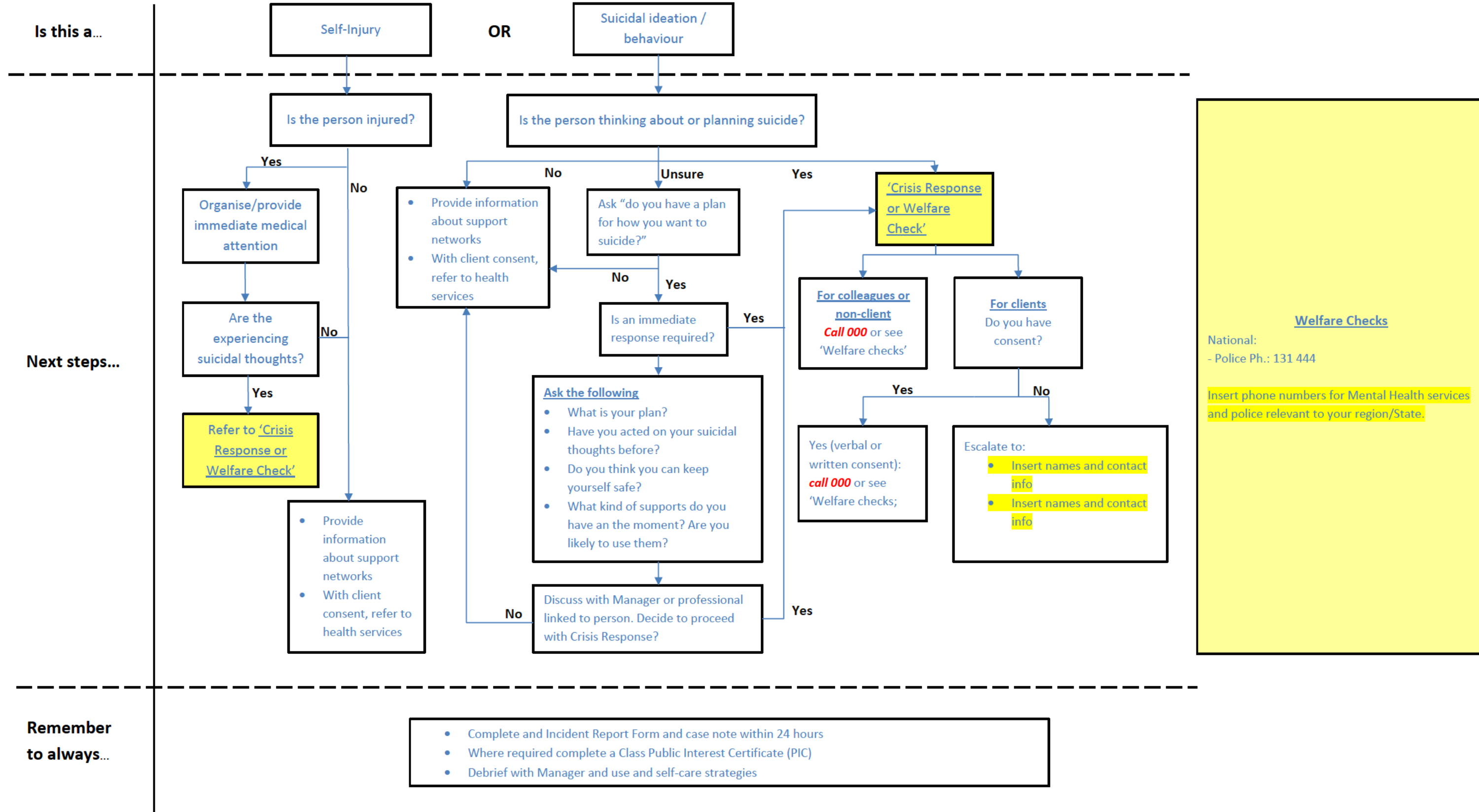
Remember to complete an Incident Report Form, if possible, within 24 hours of an incident occurring. Complete a Release of Protected Information Notification Form if required. Debrief your organisation's manager and use self-care strategies.

[Return to flow-chart](#)

Please note this document is an **example only** and can be amended to suit a provider's needs.

Suicide and Self-Injury Flow Chart

This flow chart outlines the process for responding to clients or staff who demonstrate self-injury or suicidal behaviours.



[Return to flow-chart](#)

Assisting Participants in Crisis Factsheet

Policy intent

This fact sheet is intended as advice for Providers in supporting all Participants in crisis (collectively referred to as 'Participants'), who are in employment services delivered by the Department of Employment and Workplace Relations.

Immediate assistance for a Participant in crisis

If a Participant requires crisis assistance, the Provider should immediately refer them to services or assistance appropriate to their needs. Referrals may be made to suitable community based, in-house or government services, such as accommodation, mental health or counselling services.

Providers themselves may be able to provide assistance to Participants in crisis, if appropriately qualified (and registered with the relevant authority if this is required to practice). The Employment Fund chapter of the [Workforce Australia Guidelines - Part B Guidelines: Workforce Australia Services](#) and the [Delivering ParentsNext Guideline](#) for ParentsNext specify the circumstances under which the Employment Fund and the Participation Fund may be used to assist a Participant in crisis. The [Workforce Australia – Transition to Work Guidelines](#) provide information on the use of Upfront Payments to fund services to assist a Participant.

Services Australia support to help Participants in crisis

There are a range of organisations that provide support services and useful information, and Services Australia's [Payment and Service Finder](#) can help locate services in your local area. This can include counselling and mental health services. Services Australia may assist with a range of services to help in a crisis.

Where appropriate, refer activity tested Workforce Australia Services and Transition to Work Participants to Services Australia to test their eligibility for an exemption.

Transition to Work Providers can consider and grant suspensions for volunteer Participants.

ParentsNext Providers and Services Australia may consider and grant exemptions for ParentsNext Participants.

Appropriate circumstances may include, but are not limited to, mental health and medical issues, housing issues or family and domestic violence.

For more information on support available from Services Australia, please see their [crisis and special help](#) webpage.



Support includes:

- **Social workers** – provide short-term counselling, support and referrals to other services. Participants can ask to speak with a social worker at a service centre or over the phone using their main Centrelink payment line or 13 28 50.
- **Community Engagement Officers** – help people access information, payments and services where they have difficulty using mainstream agency services. More information is available [here](#).
- **Centrepay** – a service to help people pay bills and expenses.
- **Financial Information Service** – a free service to inform and educate people about financial matters.

The Services Australia website provides more information for people experiencing [accommodation, renting and homelessness issues](#) and [family and domestic violence](#). In addition, the *Needing Help in a Crisis* booklet and 'How Centrelink Social Workers can help you' brochures are available at Centrelink Service Centres. The brochures include details about payments, services and assistance, customer rights and responsibilities and how to find out more information.

s 22(1)

s 22(1)

Participants with mental health issues

If a Participant discloses a diagnosed or undiagnosed mental health issue, the Provider should, if appropriate, consider recommending they discuss their circumstances with their General Practitioner or a mental health services provider. Providers may also offer these Participants additional services and support if they have capabilities within their organisation.

Mental health support resources

Both Providers and Participants may benefit from visiting the Department of Health's [Head to Health](#) website, which provides links to a range of resources from some of Australia's most trusted mental

health organisations. It brings together applications, online programs, online forums, phone services and digital information resources in the one place.

Providers and Participants may also wish to contact a JobAccess Adviser on 1800 464 800 or visit the [JobAccess](#) website, which is the national hub for workplace and employment information for people with disability, including people with mental illness, businesses and service providers.

Mental health capacity building training

The Department of Employment and Workplace Relations provides the mental health capacity building training package on the [Learning Centre](#), which may assist Provider frontline staff to be better prepared to support Participants in crisis situations where mental illness may be a factor.

The training package helps staff identify and assist people with mental illness and better connect them with appropriate services through six 20 to 30 minute modules. It includes sections on treatment options and customer engagement, as well as several links to major national organisations, call centre hotlines and health services across Australia.

s 22(1)

s 22(1)



Australian Government
Department of Employment
and Workplace Relations

Suicide and Self-Harm Call Procedure

Contact Centre Branch



With the exception of the Commonwealth Coat of Arms, the Department's logo, any material protected by a trade mark and where otherwise noted all material presented in this document is provided under a [Creative Commons Attribution 4.0 International](https://creativecommons.org/licenses/by/4.0/) (<https://creativecommons.org/licenses/by/4.0/>) licence.

The details of the relevant licence conditions are available on the Creative Commons website (accessible using the links provided) as is the full legal code for the [CC BY 4.0 International](https://creativecommons.org/licenses/by/4.0/legalcode) (<https://creativecommons.org/licenses/by/4.0/legalcode>)

The document must be attributed as the Suicide and Self-Harm Call Procedure.

Document Control

Approved By	Date
s 22(1)	07 June 2024

The following table summarises key changes to this document.

Version	Date	Editors	Summary of Changes	Sections
0.1	10/10/2020	s 22(1)	Original Version	All sections
0.2	20/01/2020	s 22(1)	Updates to scripting	ESFS Templates
0.3	13/04/2023	s 22(1)	Updates to scripting	CRM Templates
0.4	20/04/2023	s 22(1)	Updates to template and scripting.	All sections
0.5	05/01/2024	s 22(1)	Updates to procedure and templates	Procedure and Templates
0.6	04/04/2024	s 22(1)	Updates to templates and scripting	All sections
0.7	22/05/2024	s 22(1)	Updates to templates, scripting and wording	All sections
0.8	03/06/2024	s 22(1)	Updates to templates, scripting and wording	All sections
0.9	10/07/2024	s 22(1)	Formatting changes	All sections
0.9	01/10/2024	s 22(1)	Changes to Wellbeing Officer contact details	After call Wellbeing Support

Contents

Document Control	2
Purpose	5
Introduction.....	5
Suicide and Self-Harm Call Procedure.....	5
When a caller talks about suicide or self-harm	5
Explore if caller has a plan or timeframe	5
If caller is at immediate risk	6
Encourage caller to stay safe and confirm safety	6
If caller does not commit to safety	6
If call disconnects and you're concerned about safety	7
After-call wellbeing support.....	7
Actions to be taken by Team Coach/Team Manager	7
24/7 Support Services	9
State Crisis Support Numbers	9
CRM Templates	10
Inbound Call Suicide and Self Harm	10
Outbound Call Suicide and Self-Harm – Attempt to contact successful	10
Outbound Call Suicide and Self-Harm – Attempt to contact unsuccessful	11

Purpose

This procedure document aims to provide guidance and direction for Contact Centres Branch staff to manage disclosure of suicide and self-harm intent from a participant.

Introduction

This document is for Contact Centres Branch staff to utilise during a suicide or self-harm call. This procedure outlines the steps the Service Officer (SO) and Team Manager (TM)/Team Coach (TC) must follow to manage the call. Staff can use the 24/7 Emergency Support Services information within, or the Mental Health and Online Support Services information: [Mental Health Helplines and Online Support Services.pdf \(sharepoint.com\)](#) to provide specialist referral support information to callers. The procedure also provides wellbeing support information available to staff after a challenging call.

Suicide and Self-Harm Call Procedure

When a caller talks about suicide or self-harm

If the caller talks about suicide or self-harm:

- Pause other tasks to focus on the caller.
- Take the statement of suicide or self-harm seriously.
- Alert your Team Manager or Team Coach via Microsoft Teams so they can support you.
- If your Team Manager or Team Coach is not available, find a TM or TC from another team or check the ESO Support Dashboard for an available TC or TM.
- If on the late shift, reach out for support via Teams to the TM or TC who is on the late shift. You will find the late shift TC/TM pinned in the APS3 and APS4 chats.

Clarify the statement of suicide or self-harm. Prompts to use if applicable:

- "I'm worried about you. Can I please clarify what you said?"
- "You've said you're thinking about suicide/self-harm. Can you tell me what you meant when you said ...?"

You can also clarify by repeating and confirming their statement of suicide or self-harm.

Repeating and confirming the statement gives the caller an opportunity to hear their own words.

This may result in the caller retracting their statement. Even if you consider the caller has retracted their statement, the remaining steps of this process need to be followed.

Explore if caller has a plan or timeframe

Explore if the caller has a plan or timeframe to suicide or self-harm.

Prompts to use if applicable:

- "You said you think about suicide/self-harm. Do you think about acting on these thoughts?"
- "I'm worried that you have a plan to suicide/self-harm?"
- "Do you think about when or how you would act on these thoughts of suicide/self-harm?"

If caller is at immediate risk

If the caller talks about an immediate plan to suicide or self-harm, ask for more information:

- Where are they?
- Is anyone with them or they are in a public place?
- What's their phone number?

Ask for any other details that could help you to support them, and emergency services do a welfare check (if needed).

If the caller is able to talk with you about staying safe, proceed to [Encourage caller to stay safe and confirm safety](#).

If you believe the caller is at immediate risk and they're unable to talk with you about getting support, tell the Team Manager or Team Coach immediately. Then proceed to [If caller does not commit to safety](#), below.

Encourage caller to stay safe and confirm safety

Encourage the caller to reach out to [support services](#), family or carers.

Prompts to use if applicable:

- "Thank you for telling me how things are for you today. I'm concerned and I'd like to give you the numbers of some services that are trained to help you."
- "Who supports you when you're struggling? Is there a person or service you trust?"
- "Would you like some numbers you can call for more support?"

Next, confirm the caller's intention to stay safe.

Prompts to use if applicable:

- "I'm sorry you're struggling. I'm glad to hear you're going to talk to someone after we finish talking."
- "Can I confirm that you're going to do what we talked about, and not act on your thoughts of suicide/self-harm right now?"
- "Can I confirm that you'll be calling a support service after this call? I can transfer the call to that service if you'd like me to?"

If the caller doesn't confirm they intend to stay safe, tell a Team Manager or Team Coach immediately. Then proceed to [If caller does not commit to safety](#), below.

If caller does not commit to safety

If the caller doesn't commit to keeping safe or calling a support service, tell the Team Manager or Team Coach immediately.

They will escalate to an EL1 or above. The decision to contact the police/emergency services lies with the EL1.

Prompts to use if applicable:

- "I'm really worried about you, so I'm going to escalate this to my manager."
- "I'm not sure that you're safe right now, so I'm going to escalate this to my manager."

If call disconnects and you're concerned about safety

Advise the Team Manager or Team Coach that the call has disconnected.

Then make an outbound call as soon as possible to reconnect with the caller. Make a maximum of 3 attempts.

If all 3 attempts to reconnect are unsuccessful, notify your Team Manager or Team Coach immediately. They will escalate to an EL1 or above for further decision making.

After-call wellbeing support

Calls like this can be challenging and impacting.

After a suicide and self-harm call:

- Check in with your Team Manager or Team Coach
- Take an administrative break from phone calls. Place yourself into the Away aux code. Alert your Team Manager or Team Coach that you have done so then go for a walk.

Your Team Manager or Team Coach will check-in so you can debrief. Or you can organise a debrief session with the Wellbeing Officer:

- Through Microsoft Teams, or
- By emailings 22(1)

You can also contact your relevant Employee Assistance Program (EAP) for support:

- EAP for departmental staff: TELUSs 22(1)
- EAP for contracting staff: Consult your Labour Hire company, the Wellbeing Officer, or the Wellbeing Hub ([Wellbeing Hub \(sharepoint.com\)](#) for contact details.

Actions to be taken by Team Coach/Team Manager

When a Service Officer (SO) alerts you that they have a caller who has threatened suicide/self-harm:

- Stop any tasks you are doing and take the call seriously.
- Start to live-monitor the call to offer support (even if you are working remotely). If the Service Officer (SO) requires in-person support while on the call, reach out to an available TC/TM who is in the office to provide this.
- Assist the SO to open the Suicide and Self-Harm Procedure or the Knowledge Base Article to refer to, if not already open.
- Do not instruct the SO to put the caller on hold if they have threatened self-harm or suicidal intent and have not retracted their remarks.
- Contact an EL1 as soon as possible if you consider there is an immediate risk.
- If the call drops out, instruct the SO to make the outbound call attempts (maximum 3 attempts).
- After the call, please check in with your staff member to debrief/offer support.
- Encourage your SO to take an administrative break (use Away aux code) to regroup.
- Make the staff member aware they can reach out to one of the Wellbeing Officers and suggest an EAP for professional support services.
- Advise your or another EL1 about the event.

- If you take over the call from the SO, or feel you need support it is important that you also practice self-care after the call. Take a break and reach out to your EL1 or a Wellbeing Officer to debrief.
- If your EL1 is not available, reach out to another EL1 who is available or a Wellbeing Officer.

If an immediate risk to the caller was identified, please gather the following information for the EL1:

- What was the threat?
- What lead to the threat being made?
- Location of the person when making the threat (if possible).
- What is the JSID, contact number and address (if known)?
- Did the caller hang up? If so, how many attempts were made to contact the caller?

After the call:

Have you had a debrief with your EL1 or Wellbeing Officer? You can organise a debrief session with the Wellbeing Officer:

- Through Microsoft Teams, or
- By email s 22(1)

You can also contact your relevant Employee Assistance Program (EAP) for support:

- EAP for departmental staff: TELUS s 22(1)

EAP for contracting staff: Consult your Labour Hire company, the Wellbeing Officer, or the Wellbeing Hub for contact details.

24/7 Support Services

These services provide support via phone, text or webchat to people who are going through personal crisis or thinking about suicide or self-harm.

Suicide Call Back Service

For people at risk of suicide, carers and bereaved.

suicidecallbackservice.org.au

1300 659 467

Lifeline

Crisis support and suicide prevention services.

lifeline.org.au

13 11 14

Beyond Blue

Anxiety or depression counselling support.

beyondblue.org.au

1300 224 636

Kids Helpline

Counselling for young people aged 5 to 25.

www.kidshelpline.com.au

1800 551 800

13 YARN

A culturally safe space to yarn with an Aboriginal or Torres Strait Islander crisis supporter.

13yarn.org.au

13 92 76

Men's Line Australia

Men's counselling support for mental health and wellbeing.

mensline.org.au

1300 789 978

Open Arms

Veterans and families counselling.

openarms.org.au

1800 011 046

State Crisis Support Numbers

These services respond to people going through a mental health crisis such as suicide or self-harm. They assess the person's current mental state and what support they have. They work with the person and their family or carer to work out the best way to help.

Australian Capital Territory

Mental Health Triage Service

1800 629 354

New South Wales

Mental Health Line

1800 011 511

Northern Territory

Mental Health Line

1800 682 288

Queensland

Mental Health Support

1300 642 255

South Australia

Mental Health Assessment and Crisis Intervention Service

13 14 65

Tasmania

Mental Health Services Helpline

1800 332 388

Victoria

Find [mental health services in your area](#) or call NURSE-ON-CALL on 1300 60 60 24.

Western Australia

Mental Health Emergency Response Line

1800 676 822

s 22(1)

s 22(1)

s 22(1)

From: s 22(1)
Sent: Tuesday, 24 September 2024 11:23
To: s 22(1)
Subject: RE: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

Thanks s 22(1) I will email s 47F(1) to let them know.

Best regards,

s 22(1)

Operational Engagement and Governance

From: s 22(1)
Sent: Tuesday, September 24, 2024 10:56 AM
To: s 22(1)
Subject: RE: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

Hi s
 22(1)

Thanks for raising this.

I have spoken to s 22(1) and she is happy if we say to s 47F(1) that we welcome these organisations joining and we are happy for him to extend the invitation to these organisations (I assuming that he has contacts at them?).

Alternatively, if he provides us with the relevant email addresses, we can forward the invitation to them.

Kind regards
 s 22(1)

From: s 22(1)
Sent: Monday, September 23, 2024 4:31 PM
To: s 22(1)
Subject: FW: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

Hi s 22(1)

Please see s 47F(1) request below to invite other organisations to the trauma-informed servicing meeting.

I recall that we were planning on letting ACOSS/EJA invite others to attend this meeting. Please let me know if s 47F(1) is amenable to re-affirming this invitation.

Best regards,

s 22(1)

Operational Engagement and Governance

From: S 47F(1)
Sent: Monday, September 23, 2024 4:28 PM
To: s 22(1)

s 47F(1)

Subject: RE: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

Thanks^{s 22(1)}

I wasn't at the last meeting (and^{s 47F(1)} is on leave this week) so this may have been raised already – can we include a few organisations with specific expertise in this area e.g. community mental health australia and suicide prevention australia?

Regards,

s 47F(1)

Principal Advisor

ACOSS

(usually in office Monday to Wednesday)

From: S 22(1)

Sent: Monday, 23 September 2024 3:47 PM

To: S 47F(1)

Subject: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

Good afternoon S 47F(1) ,

As discussed at the September Community Bodies meeting, we are arranging an MS Teams meeting with your organisations to discuss the importance of trauma informed servicing, including suicide prevention, and how this could be better operationalised through improved processes, practices and training.

We would therefore greatly appreciate confirmation of your availabilities on either of the following two dates and times:

Tuesday 8 October

10:00am – 11:00am, Canberra time

Wednesday 9 October

10:00am – 11:00am, Canberra time

If you could please let us know by midday Wednesday, 25 September 2024, that would be sincerely appreciated.

Kind regards,

s 22(1)

Operational Employment Stakeholder Engagement

Australian Government Department of Employment and Workplace Relations

dewr.gov.au

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

Notice:

The information contained in this email message and any attached files may be confidential information, and may also be the subject of legal professional privilege. If you are not the intended

recipient any use, disclosure or copying of this email is unauthorised. If you received this email in error, please notify the sender by contacting the department's switchboard on 1300 488 064 during business hours (8:30am - 5pm Canberra time) and delete all copies of this transmission together with any attachments.

s 22(1)

From: s 22(1)
Sent: Wednesday, 2 October 2024 08:41
To: s 22(1)
Subject: RE: FOR ACTION: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

Hi s 22(1)

Thanks for drafting this. I have just made a couple of tweaks below otherwise this is right to go.

Kind regards
 s 22(1)

From: S 22(1)
Sent: Tuesday, October 1, 2024 12:43 PM
To: S 22(1)
Subject: RE: FOR ACTION: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

Hi s 22(1)

Absolutely, please see below:

Good afternoon s 47F(1)

Thank you very much for these additional suggestions.

~~While~~ We recognise the importance of consulting with organisations such as the Antipoverty Centre and the AUWU. **However**, we would like to have an initial discussion with yourselves, ACOSS and a small number of representatives with specific expertise in this area (such as Community Mental Health Australia, Suicide Prevention Australia and s 47F(1)) **first** to understand the issue in more detail, before consulting more widely.

~~We would be happy to discuss this in more detail at this afternoon's Community Bodies meeting.~~

Kind regards,

s 22(1)
Operational Employment Stakeholder Engagement
 Australian Government Department of Employment and Workplace Relations
dewr.gov.au

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

Please note that we have already told ACOSS/EJA that we would be happy to have two other organisations and an academic attend the 8 October meeting. I have worded the email accordingly.

Best regards,

s 22(1)

Operational Engagement and Governance

From: S 22(1)

Sent: Tuesday, October 1, 2024 12:21 PM

To: S 22(1)

Subject: FOR ACTION: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

Hi s 22(1)

Thanks for raising this.

I have spoken to S 47F(1) and she has requested that we draft an email to send along the lines of:

- Thanks for the suggestion.
- We think that it may be worthwhile to consult with APC and AUWU in the future, but we are keen to first have an initial discussion with yourselves and ACOSS to understand the issue etc

Would you be okay to draft this please? Happy to discuss if that would help.

Many thanks

s 22(1)

s 22(1)

Director

Operational Engagement and Governance | Employment Stakeholder and Insights Branch

Employment Strategy and Policy Division

Australian Government Department of Employment and Workplace Relations

s 22(1)

www.dewr.gov.au

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

From: S 22(1)

Sent: Tuesday, October 1, 2024 11:20 AM

To: S 22(1)

Subject: FW: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

Hi s 22(1)

Please see below a request from EJA for the department to consult with APC and the AUWU on trauma-informed servicing.

I was going to reach out to s 47F(1) asking whether she wanted us to invite them to the 8 October meeting, or potentially organise another, separate meeting.

Please let me know if you are comfortable with this approach.

Best regards,

s 22(1)

Operational Engagement and Governance

From: S 22(1)
 Sent: Monday, September 30, 2024 3:06 PM
 To: S 22(1)
 Cc: S 47F(1)
 Subject: RE: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi s 22(1) would it be possible for DEWR to consult with other groups like the Antipoverty Centre and AUWU on this issue? I am aware they speak to people regularly who are experiencing suicidal ideation and they may have insights on how employment services could deal with this better.
 Thanks for consideration

From: S 22(1)
 Sent: Tuesday, 24 September 2024 11:31 AM
 To: S 47F(1)
 Cc: S 47F(1)
 Subject: RE: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

Good morning S 47F(1) ,

We would be happy to extend the invitation to this meeting to these additional organisations and individuals.

At this stage, **Tuesday 8 October 10:00am – 11:00am**, is shaping up to be the preferred meeting time.

If you could please provide the contact details of the other organisations and individuals, we will include them in the event invitation.

Best regards,

s 22(1)
Operational Employment Stakeholder Engagement
 Australian Government Department of Employment and Workplace Relations
dewr.gov.au

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

From: S 22(1)
 Sent: Tuesday, September 24, 2024 10:43 AM
 To: S 22(1)
 Cc: S 47F(1)
 Subject: RE: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

s 47F(1)

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi, I am available both times, and support the inclusion of mental health experts, if not in this session but in the broader scope of work you are doing on this.
There are a number of academics who have been looking at trauma informed employment services in Australia and the UK.

I've copied my colleague S 47F(1) in also as this area of work is of interest to us in the post-Robodebt era and who may also have an interest in participation in the meeting.

Thanks for taking a closer look at this important issue.

From: S 22(1)
Sent: Monday, 23 September 2024 3:47 PM
To: S 47F(1)

Subject: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

Good afternoon S 47F(1) ,

As discussed at the September Community Bodies meeting, we are arranging an MS Teams meeting with your organisations to discuss the importance of trauma informed servicing, including suicide prevention, and how this could be better operationalised through improved processes, practices and training.

We would therefore greatly appreciate confirmation of your availabilities on either of the following two dates and times:

Tuesday 8 October
10:00am – 11:00am, Canberra time

Wednesday 9 October
10:00am – 11:00am, Canberra time

If you could please let us know by midday Wednesday, 25 September 2024, that would be sincerely appreciated.

Kind regards,

S 22(1)
Operational Employment Stakeholder Engagement
Australian Government Department of Employment and Workplace Relations
dewr.gov.au

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

Notice:

The information contained in this email message and any attached files may be confidential information, and may also be the subject of legal professional privilege. If you are not the intended recipient any use, disclosure or copying of this email is unauthorised. If you received this email in error, please notify the sender by contacting the department's switchboard on 1300 488 064 during business hours (8:30am - 5pm Canberra time) and delete all copies of this transmission together with any attachments.

Notice:

The information contained in this email message and any attached files may be confidential information, and may also be the subject of legal professional privilege. If you are not the intended recipient any use, disclosure or copying of this email is unauthorised. If you received this email in error, please notify the sender by contacting the department's switchboard on 1300 488 064 during business hours (8:30am - 5pm Canberra time) and delete all copies of this transmission together with any attachments.

DEWR - Employment Stakeholder Engagement

From: DEWR - Employment Stakeholder Engagement
Sent: Wednesday, 2 October 2024 09:29
To: s 47F(1)
Cc: s 47F(1)
Subject: RE: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

Categories: s 22(1)

Good morning s 47F(1)

Thank you very much for these additional suggestions.

We recognise the importance of consulting with organisations such as the Antipoverty Centre and the AUWU. However, we would like to have an initial discussion with yourselves, ACOSS and a small number of representatives with specific expertise in this area (such as Community Mental Health Australia, Suicide Prevention Australia and s 47F(1)) first to understand the issue in more detail, before consulting more widely.

Kind regards,

s 22(1)

Operational Employment Stakeholder Engagement

Australian Government Department of Employment and Workplace Relations

dewr.gov.au

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

From: s 47F(1)
Sent: Monday, September 30, 2024 3:06 PM
To: s 22(1)
Cc: s 47F(1)
Subject: RE: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi s 22(1) would it be possible for DEWR to consult with other groups like the Antipoverty Centre and AUWU on this issue? I am aware they speak to people regularly who are experiencing suicidal ideation and they may have insights on how employment services could deal with this better.
 Thanks for consideration

From: s 22(1)
Sent: Tuesday, 24 September 2024 11:31 AM
To: s 47F(1)

s 47F(1)

Cc: S 47F(1)

Subject: RE: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

Good morning s 47F(1) ,

We would be happy to extend the invitation to this meeting to these additional organisations and individuals.

At this stage, **Tuesday 8 October 10:00am – 11:00am**, is shaping up to be the preferred meeting time.

If you could please provide the contact details of the other organisations and individuals, we will include them in the event invitation.

Best regards,

s 22(1)

Operational Employment Stakeholder Engagement

Australian Government Department of Employment and Workplace Relations

dewr.gov.au

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

From: S 47F(1)

Sent: Tuesday, September 24, 2024 10:43 AM

To: S 22(1)

s 47F(1)

Cc: S 47F(1)

Subject: RE: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi, I am available both times, and support the inclusion of mental health experts, if not in this session but in the broader scope of work you are doing on this.

There are a number of academics who have been looking at trauma informed employment services in Australia and the UK.

I've copied my colleague s 47F(1) in also as this area of work is of interest to us in the post-Robodebt era and who may also have an interest in participation in the meeting.

Thanks for taking a closer look at this important issue.

From: S 22(1)

Sent: Monday, 23 September 2024 3:47 PM

To: S 47F(1)

Subject: Dates and times for DEWR-ACOSS-EJA meeting on trauma-informed servicing [SEC=OFFICIAL]

Good afternoon s 47F(1) ,

As discussed at the September Community Bodies meeting, we are arranging an MS Teams meeting with your organisations to discuss the importance of trauma informed servicing, including suicide prevention, and how this could be better operationalised through improved processes, practices and training.

We would therefore greatly appreciate confirmation of your availabilities on either of the following two dates and times:

Tuesday 8 October

10:00am – 11:00am, Canberra time

Wednesday 9 October

10:00am – 11:00am, Canberra time

If you could please let us know by midday Wednesday, 25 September 2024, that would be sincerely appreciated.

Kind regards,

s 22(1)

Operational Employment Stakeholder Engagement

Australian Government Department of Employment and Workplace Relations

dewr.gov.au

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.

Notice:

The information contained in this email message and any attached files may be confidential information, and may also be the subject of legal professional privilege. If you are not the intended recipient any use, disclosure or copying of this email is unauthorised. If you received this email in error, please notify the sender by contacting the department's switchboard on 1300 488 064 during business hours (8:30am - 5pm Canberra time) and delete all copies of this transmission together with any attachments.

Notice:

The information contained in this email message and any attached files may be confidential information, and may also be the subject of legal professional privilege. If you are not the intended recipient any use, disclosure or copying of this email is unauthorised. If you received this email in error, please notify the sender by contacting the department's switchboard on 1300 488 064 during business hours (8:30am - 5pm Canberra time) and delete all copies of this transmission together with any attachments.

Meeting on trauma-informed servicing

Attendees:

-> s 47F(1) (ACOSS)
 -> s 47F(1) (ACOSS)
 -> s 47F(1) (Director of Policy at Suicide Prevention Australia)
 -> s 47F(1) (Acting CEO at Community Mental Health Australia)
 -> s 47F(1) (ANU)
 -> s 47F(1) (EJA)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 47F(1)

-> It is critical that you involve the new mental health peaks - National Mental Health Consumers Alliance and Mental Health Carers Australia.

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

.

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 47F(1)
s 22(1)

-> Many community orgs have great resources that could help maybe connecting with the mental health peaks in each state. employment consultants located in the health community mental health teams works well that is based on early IPS work.

-> Thinking about working from a co-design or better still co production space - the Griffith Uni has just completed an excellent co-production framework for the children - 0-12 Assessing, Differentiating and Reporting reference group - the principles of the reference group are highly transferrable to other settings.

s 22(1)

s 22(1)

s 22(1)

-> We are aware of providers who recruit people with lived experience.

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

s 22(1)

-> Future meetings may involve the provider peaks.

s 47F(1)

-> Please consider involving AUWU and APC in future meetings.

Quick Reference Guide Self-Harm Calls

Contents

You have a Self-harm call what now?	1
Clarify the statement - Be specific in your questioning	1
What you should be doing?	1
Most importantly	2
Things to remember.....	2

You have a Self-harm call what now?

- Don't panic, take a breath.

Clarify the statement - Be specific in your questioning

- We want to know what is going on and what has happened – We need to clarify what has been said by asking something like “What do you mean when you say XXXXX?” or “I want you to know there is help available, we can look for this together”
- Try to ask the caller where are they now, are they at home or out? Are they alone or are they with some-one? This is helpful if we need to request a welfare check. Remember not to imply or say we'll call for a welfare check as this can be seen as a negative and not a kindness.
- Remember we still need POI

What you should be doing?

- Contact CSO Support through TEAMS. Keep talking to the caller and ask the caller do they want to get a glass of water as this can break the thought pattern of self-harm by allowing them to take a minute. Say “I will wait for you”, however if they don't want to - that is ok. Remember to get as much detail about why they have called.
- Remain empathetic and if you need some-one to take over the call let CSO Support know.
- Offer all options CRF, Formal Complaint, Transfer or ask if they have spoken with a social worker at Centrelink. If they need support, we have contacts such as Askizzy (for food and assistant) OrangeSky (showers and laundry for the homeless), Beyond Blue etc



Most importantly

- Ask the caller do they still have intention to do XYZ, the majority of the callers are frustrated, feel isolated want to be heard. Ideally, we want confirmation that the caller is not at risk of harming themselves. However, in some instances, we may arrange a welfare check

Things to remember

- Take time for yourself after the call speak to your Team Supervisor.

Version	Date	Author	Summary of Changes	Status	Authorised by
0.1	19/12/2022	s 22(1)	Initial Draft	Draft	
0.2	21/12/2022	s 22(1)	QA Review	Finalised	s 22(1)
Normal	Normal			Normal	Normal

Self-Harm Email Templates

Contents

Introduction	1
Template	1
Version Control	2

Introduction

In instances in which we receive an email inbox item in relation to Self-Harm please advise to a Team Manager and follow-up with the relevant details

Template

Dear _____,

Thank you for contacting the Department of Employment and Workplace Relations' National Customer Service Line (NCSL). Your contact has been recorded in the Customer Relationship Management System under reference number *****.

We have been unable to contact you on ***** to discuss your situation. If you are in need of support or assistance, we encourage you to contact one of these services:

- Lifeline **131114** (free call from mobiles)
- Beyond Blue **1300 224 636**
- Call Back Service **1300 659 467**
- Your local GP or health service
- Centrelink on **132850** and request to speak to a Social Worker or attend your local Centrelink office.
- Ask Izzy <https://askizzy.org.au/> for assistance locating other appropriate services as required.

If you feel you need help and it's not an emergency, it's best to see your doctor. Your doctor might ask you some personal questions to understand your situation. **We also recommend discussing an exemption with Centrelink, and if**



approved, you won't need to look for work for a period of time. Please note: Centrelink will likely require a medical certificate from your doctor.

Alternatively, if you wish to discuss your situation further with us, please contact the NCSL on **1800 805 260** and quote the reference number CAS-XXXXX-XXXXXX.

[NCSL Signature]

Version Control

Version	Date	Author	Summary of Changes	Status	Authorised by
0.1	20/12/2022	s 22(1)	Initial Draft	Draft	
0.2	21/12/2022	s 22(1)	QA Review	Finalised	s 22(1)
Normal			Normal	Normal	Normal



Australian Government
**Department of Employment
and Workplace Relations**

Emergency services referrals made by the National Customer Service Line since 1 July 2024

Between 1 July 2024 and 22 October 2024 The Department of Employment and Workplace Relations (the department) has made referrals to emergency services. The department has identified the following referrals within the scope of the request:

- A total of 185 referrals to emergency services in accordance with Class Public Interest Certificates have been made (this is by all permitted parties, including the Department, Providers/Provider Employees).
- Of the 185 referrals, 12 have been made by the National Customer Service line and the Contact Centres Branch.
- Of the 12 referrals made by the National Customer Service line and the Contact Centres Branch, 10 were suicide or self-harm related.

Contact Centres Branch 22 August 2024

This document is produced by the Contact Centres Branch of the Australian Government Department of Employment and Workplace Relations under section 17(1) of the *Freedom of Information Act 1982* (Cth)