



Improving the competency and confidence of frontline workers to deal with suicidal crisis

What do we know?

- The interactions a suicidal person has with frontline workers (mental health services, police, paramedics and hospital staff), can influence their decision to get help. Frontline workers can validate help-seeking behaviour, de-escalate a crisis and promote safety. However, existing training for frontline workers may not include specific suicide prevention skills.
- Evidence shows that it is the experience rather than strict adherence to a protocol that makes the difference between good and poor care.

- Frontline workers exposed to stressful situations and trauma can also become vulnerable to suicidal thinking.

What is happening?

- Local representatives from frontline services are actively involved in helping improve the interactions those in suicidal crisis have with frontline staff.
- Evidence-based training is being offered to frontline staff. This will provide an opportunity to refresh or learn knowledge and skills, and build their capacity to support members of the community and their colleagues.

What can I do?

Frontline staff

- Undertake Advanced Suicide Prevention Training.
- Participate in local care networks and professional development events.
- Encourage your colleagues to get involved by sharing information and contact your local Primary Health Network (PHN) if you are interested in becoming a Champion.

- Fill out surveys and encourage others to do so, so that we know if the project is working.

Police and Ambulance

- Information entered into standard forms and incident reports provides important information about local risk factors and greatly informs planning for suicide prevention efforts. You can help by ensuring information is accurate and detailed.

Contact us: Call the LifeSpan team at (02) 9382 4530,
email us at suicideprevention@blackdog.org.au or visit our website at www.lifespan.org.au

To find out how you can support this initiative and help make a difference, please visit www.lifespan.org.au