



# 2008 LIFE AWARDS

IN RECOGNITION OF THOSE WHO HAVE MADE AN OUTSTANDING CONTRIBUTION TO SUICIDE PREVENTION WITHIN AUSTRALIA

The National Suicide Callback Service is a new service offering easily accessible, medium-term professional counselling to Australians at risk of suicide, their carers and those bereaved by suicide.

It delivers services to people who are geographically isolated, or who are unable to seek face-to-face support.

The nature of phone consultation allows for client anonymity, and greater scheduling flexibility; it is uniquely well-suited to those who find it difficult to access conventional counselling due to disability, domestic commitments or lack of transport.

Clients can access up to six fifty-minute sessions, with the aim of helping them work through a crisis situation, or to provide interim support until they access other services.

Evidence indicates that people who have used the service are at substantially lower risk of suicide, particularly those who complete the six available sessions; feedback from clients shows that almost all of them found the service helpful, and showed a reduced level of risk.

The effectiveness of the Call-back service has been acknowledged by the Royal Flying Doctor Service of Queensland, Centrelink and various mental health service providers, which have established referral protocols for the service.

This award recognises the unique achievement of Crisis Support Services in offering this innovative, front-line approach to suicide prevention.

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