

Information for making contact with Mental Health Triage

1300 721 927

- Provide detail regarding **name, current address, Phone, D.O.B.**
- Be clear about **your observations** of client and/or specific information gathered about the situation from carers.
- Use **mental state assessment** terminology when you can
- Why do you require the assistance of mental health services at this time? (**Why now?**)
- Describe the **Safety Issues:**
SLAP...
 - ⇒ **Specificity.**
 - ⇒ **Lethality.**
 - ⇒ **Availability.**
 - ⇒ **Proximity.**
- What are the person's **current supports?**
 - ⇒ i.e. family, friends, services, networks.
- Consider whether **Emergency Services** (Police, Ambulance) are a more appropriate point of contact
- Be prepared to pursue support if the client is assessed as high-risk by your service's Risk Assessment method and does not have any other source of adequate support to maintain their safety or the safety of others.
- **Document** your conversations and plans