



Crisis Support: What to Do When You Need Help Now

A Guide for Participants, Families, and Carers

Prepared by Your Story Community Supports

When something goes wrong, it can be hard to think clearly. This guide is here so you always know what to do — whether it's an emergency, a difficult moment, or something that just doesn't feel right.

Keep this somewhere easy to find. Put it on your fridge, save it on your phone, or give a copy to someone you trust.

If Someone Is in Immediate Danger

Call 000 right away.

This includes:

- Someone is seriously hurt or unresponsive
- Someone is threatening to harm themselves or others
- There is a fire, flood, or other emergency in the home
- Someone is missing and you believe they are at risk

When you call 000:

- Stay as calm as you can
- Tell them your address
- Describe what's happening
- Stay on the line — they'll guide you through what to do next
- After calling 000, contact Your Story's on-call team immediately

If It's Urgent but Not Life-Threatening

Sometimes things feel overwhelming but no one is in immediate physical danger. This might include:

- A participant is very distressed or agitated
- A behaviour escalation that staff are managing but need backup
- A medication error has occurred



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- A participant has left the home unexpectedly
 - Equipment has broken down and support is needed

What to do:

- Stay with the person — don't leave them alone
- Use calm, reassuring language
- Contact Your Story's on-call coordinator — they are available 24/7 for SIL participants
- Senior staff will be notified within 15 minutes for high-risk situations
- Urgent support will be arranged within 30–60 minutes

Your Story On-Call Number: Contact your house leader or the number provided in your welcome pack.

If Something Doesn't Feel Right

You don't need to wait for a crisis to speak up. If you notice any of the following, please tell us:

- A participant seems withdrawn, sad, or not themselves
- You're worried about how someone is being treated
- A staff member has done something that made you uncomfortable
- You feel unsafe or unsupported
- Something about the care doesn't seem right

What to do:

- Talk to your house leader or any staff member you trust
- If you'd prefer, contact our office directly
- You can also make a formal complaint — we take every concern seriously
- You will never be punished or disadvantaged for raising a concern

Mental Health Crisis Support

If you or someone you support is experiencing a mental health crisis:

Service	Contact
Lifeline	13 11 14 (24/7)
Beyond Blue	1300 22 4636 (24/7)
Suicide Call Back Service	1300 659 467 (24/7)



Service	Contact
Mental Health Line (NSW)	1800 011 511
13YARN (Aboriginal & Torres Strait Islander crisis support)	13 92 76
Kids Helpline	1800 55 1800

For Carers

If you're a carer and you're feeling overwhelmed, burned out, or like you can't keep going:

- **Carer Gateway:** 1800 422 737 (Mon–Fri, 8am–5pm)
- **Your Story Community Supports** can help arrange emergency respite

You are not failing — you are doing an incredibly hard job, and asking for help is the strongest thing you can do.

What Happens After a Crisis

At Your Story, every incident is followed up. Here's what you can expect:

- **Immediate debrief** — Staff involved will check in with you and the participant
- **Incident report** — A formal record is completed within 24 hours
- **Post-incident review** — We look at what happened, what worked, and what we can improve
- **Plan update** — If needed, we'll adjust the participant's support plan to prevent it happening again
- **Follow-up support** — Ongoing check-ins to make sure everyone is okay

We follow all NDIS, WHS, and restrictive practice requirements. Your safety and dignity always come first.

Quick Reference Card

Situation	Action
Life-threatening emergency	Call 000 then Your Story on-call
Urgent (not life-threatening)	Call Your Story on-call coordinator
Concern or complaint	Speak to house leader or contact office



Situation	Action
Mental health crisis	Lifeline 13 11 14 or Beyond Blue 1300 22 4636
Carer burnout	Carer Gateway 1800 422 737

A Note from Our Team

Crises are stressful for everyone — participants, families, and staff. We want you to know that reaching out is always the right thing to do. There is no concern too small and no question too silly.

Our team is trained in crisis prevention, de-escalation, trauma-informed care, and positive behaviour support. We are here around the clock for our SIL participants, and during business hours for all other supports.

You are not alone in this.