

Becoming a Safe Place: Getting ready, skilling up

- E-induction training increasing your confidence and capability to engage with people experiencing emotional distress
- Resource Toolkit on hand with service provider information
- Safe Place sticker for your shopfront window
- Digital toolkit so you can promote on your Facebook and Instagram pages that you're a Safe Place
- Facilitated face to face/ virtual training

Observable signs you might notice that could suggest someone is experiencing emotional distress

- You might notice a person experiencing difficulty controlling emotions
- You might overhear a phone call or on-site conversation and sense things may not be ok
- You might hear direct statements indicating distress, family problems or loss
- Anger, yelling, hostile outbursts
- Crying, tearfulness, anxious

People attending your Safe Place and providing support

- People at the heart
- Offer compassion and empathy
- Non-judgmental
- A listening ear
- Warm and welcoming
- Offer a quiet space to sit
- Open a conversation and connect
- Host the person by offering a hot/cold drink
- Access to resources to aid further support
- Ask the person what would help right now
- Support looks different for each person

Connecting to Support

Here's some available support numbers:

- **Local Safe Space hubs Mon-Fri 5-9pm and Weekends**
 - Bardon 07 3004 0101
 - Strathpine 07 3493 6710
 - Caboolture 07 5232 1590
 - Redcliffe 0435 827 817
- **Mental Wellbeing Support**
 - Head to Health 1800 595 212
 - 1300 MH CALL 1300 642 255
 - SANE Australia 1800 18 7263
 - GP's
 - Trusted family member, friend, carer, significant other
- **Emergency Support**
 - Ambulance or police 000
- **National Crisis Support Lines 24/7**
 - Lifeline 13 11 14
 - DV Connect 1800 737 732
 - Mensline 1300 789 978
 - 13 YARN 13 92 76
 - Suicide Callback Service 1300 659 467
 - Kids Helpline 1800 551 800
 - Beyond Blue 1300 22 4636
 - Open Arms 1800 011 046
 - OzHelp Building & Construction Workers 1300 694 357
 - OzHelp Transport & Logistics Workers 1800 464 327
 - PANDA Perinatal Mental Health Helpline Mon-Sat 1300 726 306
- **Peer Support**
 - QLife 1800 184 527 3pm-midnight
 - Brook Red Warm Line Mon-Fri 5-9pm 07 3343 9282
 - Roses in the Ocean Peer CARE Companion Warmline (suicide prevention call back service. Call returned within 48hrs) 1800 77 7337