



THE BUTTERY

The Way Back NSW North Coast

A non-clinical support service focused on providing practical, psychosocial support for people, and their families, experiencing a suicidal crisis or who have attempted suicide.

How it Works / Model of Care

The Way Back NSW North Coast Service Model is delivered by trained Support Coordinators under the supervision of a Clinical Lead (for a period of up to three months).

Through assertive outreach, Support Coordinators co-create safety and support plans and connect participants to available clinical and community-based services, to ensure they are safe and accessing the community-based support that is available. The program incorporates trauma - informed approaches and endorses multi-sectorial methods to health care and safety.

Aftercare is imperative to suicide prevention as it facilitates a gateway for individuals identified as high-risk (of suicidal behaviours). Aftercare provided by our Support Coordinators is based on 4 pillars, to:

1. Help build strength and resilience
2. Ensure psychosocial and clinical needs are complementary
3. Provide tailored support to meet individual needs
4. Recognise that timely support is critical to managing risk.

The Way Back NSW North Coast

How to Access the Service – Eligibility & Referrals

Eligibility

- The person must be located in the North Coast region (Port Macquarie to Tweed Heads).
- The person has recently attempted suicide; or is experiencing a suicidal crisis (includes suicidal ideation; and/or engaging in self-harming behaviour)
- The person is not already being supported by an existing intensive assertive outreach service that can support their mental health needs
- No individuals will be excluded from eligibility (subject to the above), due to age, gender, disability, language, or cultural background.

Primary Eligibility Criteria

- A person who has attempted suicide
- The person presented to a hospital emergency department/community mental health service following a suicide attempt within the last 4 weeks.

Secondary Eligibility Criteria

- The person presented to a hospital while in or following a suicidal crisis or self-harming concerns.

Referrals

Referrals are received from Emergency departments, Community Mental Health and Mental Health Departments.

Email completed referrals to **wayback@buttery.org.au** or send via fax to **(02) 7238 1045**. To make contact with The Way Back intake team, please call **(02) 5601 9600**.

The Buttery will contact the Participant within 24 hours after receipt of a completed referral. Referrals are accepted 7 days/week.

The Way Back NSW North Coast is delivered by The Buttery and funded by Healthy North Coast through the North Coast PHN program.

HEALTHY
NORTH COAST

phn
NORTH COAST
An Australian Government Initiative

