

Emergency	Crisis			Intervention required				Advice		
0	1	2	3	4	5	6	7	8	9	10
Medically compromised	Under 15, homeless and in need of assistance							No immediate concerns, looking for advice		Everything okay, no concerns
Injured		15-16, alone and in need of assistance (basic needs)					Over 18, presenting as homeless or at risk.			
Attempting to kill self currently				Over 16 and presents as vulnerable, limited support (basic needs not met)						
Unable to make decisions to keep safe			Over 16 and homeless, without support							
Inability to function	Immediate specified need or vulnerability that is impacting upon their financial and basic material needs (mental health, accommodation, relationships, legal, physical health, substance abuse, employment)*			Emerging specified need of vulnerability that is impacting upon their financial and basic material needs (mental health, accommodation, relationships, legal, physical health, charges pending, substance abuse)						
Homicidal										
Immediate danger to others				16-18, uncertain housing and finances, complexity to situation.						
Immediate danger to self										
Service response	Service response			Service response				Service response		
Call 000	Child Protection							Centrelink		
	Centrelink (Social Work Team)			Centrelink (Social Work Team)				Budgeting service (e.g. Money minded)		
		Emergency relief provider		Emergency relief provider				Youth Services		
	Housing (Opening Doors network)			Housing (Opening Doors network)				Berry Street (Saver Plus)		
	Mental Health Service (see scale)			Mental Health Service (see scale)						
	Family Services (see scale)			Family Services (see scale)						
	Legal Services (see scale)			Legal Services (see scale)						
	Primary Health Services (see scale)			Primary Health Services (see scale)						
	Drug and Alcohol Services (see scale)			Mental Health Service (see scale)						
	Employment Services (see scale)			Mental Health Service (see scale)						