



Helpline Volunteer Quick Reference Guide

Remember

Listen first.

Share your experience rather than giving advice.

Help the caller connect with Alcoholics Anonymous.

You do not need to solve the caller's problems.

AA Resources

AA Australia Website

www.aa.org.au

Find a Meeting

www.meetings.aa.org.au

Crisis Support

AA is not an emergency service.

If someone appears to be at immediate risk of harming themselves or others, encourage them to contact:

Emergency Services

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Lifeline

13 11 14

www.lifeline.org.au

Suicide Call Back Service

1300 659 467

www.suicidecallbackservice.org.au

Other Helpful Contacts

Al-Anon Family Groups Australia

1300 252 666

www.al-anon.org.au

Narcotics Anonymous Australia

1300 652 820

www.na.org.au

Follow-Up Requests

Before collecting any information:

- Explain why it is needed.
- Obtain the caller's consent.

Only collect:

- First name
- Phone number
- General location

Use approved processes to arrange follow-up.



Privacy Reminder

Only collect information when necessary.

Only collect the minimum information required.

Do not store caller information in personal notebooks, phones or contact lists.

Treat all caller and volunteer information as confidential.

Using Internal Chat

Use chat to:

- Request local follow-up.
- Seek assistance.
- Pass information needed for follow-up.
- Only share information that is necessary.

Treat all information shared through chat as confidential. Remember that helpline volunteer's information is also confidential and should not be shared without their express consent.

Before Ending Your Shift

Check that any follow-up requests have been handed over.

Log out to make yourself unavailable.

Do not retain caller information once it is no longer required.