

DEFINITIONS

Concern: A situation where an individual is showing signs of emotional distress, discomfort, or changes in behaviour that may require support or attention but does not pose an immediate risk to their safety or the safety of others.

Crisis: A situation where an individual's life, or the lives of others, may be in immediate danger due to their behaviour or mental state. This requires urgent intervention to prevent harm.



BEYOND BLUE - CALL 1300 22 4636
CHAT ONLINE [BEYONDBLUE.ORG.AU](https://www.beyondblue.org.au)



LIFELINE - CALL 13 11 14
CHAT ONLINE AT [LIFELINE.ORG.AU](https://www.lifeline.org.au)

Recognising Concerns vs. Crisis Situations

SITUATION	CONCERN	CRISIS
Emotional State	Feeling anxious, overwhelmed, or sad.	Intense distress, panic attacks, or extreme agitation.
Verbal Expression	Talking about stress, feeling down, or isolated.	Talking about wanting to die, hurt themselves, or harm others.
Behaviour	Withdrawal from social activities, neglecting responsibilities, or noticeable changes in routine.	Reckless behaviour, aggression, violence, or complete disengagement from reality.
Physical Symptoms	Fatigue, headaches, changes in sleep or appetite.	Self-harm, physical injury, signs of overdose, or visible signs of abuse.
Substance Use	Increased use of alcohol or drugs, but still functional.	Substance abuse leading to dangerous behaviour, overdose, or loss of consciousness.
Risk to Self or Others	Expresses feelings of low self-worth but no immediate risk of harm.	Direct threats of suicide, violence, or self-harm, or showing preparation to act on these impulses.
Communication	Engages in conversation but expresses distress or discomfort.	Refuses to engage, is non-communicative, or becomes hostile and confrontational.
Perception of Reality	May express distorted thoughts, but remains in touch with reality.	Hallucinations, delusions, or disconnection from reality, acting on irrational fears or beliefs.
Response to Support	Open to receiving help or discussing emotions.	Rejects help or becomes defensive; may escalate the situation if not handled carefully.
Action to Take	Offer support, listen actively, and encourage seeking professional help.	Call emergency services or a crisis team immediately, and remove yourself if the situation becomes unsafe.