

# Suicide Prevention Action Plan 2025 - 2028



# Acknowledgement of Country

The Attorney General's Department acknowledges and respects Aboriginal people as South Australia's First Nations peoples and recognises Aboriginal people as Traditional Owners and occupants of lands and waters in South Australia.

We recognise:

- the spiritual, social, cultural and economic practices of First Nations peoples come from their connection to traditional lands and waters
- maintaining cultural and heritage beliefs, languages and laws are of ongoing importance to First Nations peoples today
- First Nations peoples have made and continue to make a unique and irreplaceable contribution to SA.

Please note the term Aboriginal is used throughout this document to include all people of Aboriginal and Torres Strait Islander descent in South Australia.

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## If you need help

Talking and reading about suicide can raise all sorts of feelings. If you are worried about how you are feeling and would like to talk to someone, here are some places you can contact for support. Staff are also reminded of the Employee Assistance Program, which is a free support service for Attorney-General's Department employees and their immediate family members.

### South Australian supports

#### Mental Health Triage

13 14 65

24/7 assistance in a mental health emergency

#### Grieflink

[grieflink.org.au](http://grieflink.org.au)

Online information for people who are dealing with the grief caused by the death of someone close to them, and for those supporting them.

#### Lived Experience Telephone Support Service

1800 013 755 | [Lets.org.au](http://Lets.org.au)

Non-crisis support for mental health conditions between 5pm-11:30pm 365 days a year.

#### Regional Access

1300 032 186 | [saregionalaccess.org.au](http://saregionalaccess.org.au)

24/7 telephone and online counselling for people 15 years and older living or working in regional South Australia

### National supports

#### Lifeline

13 11 14 | [Lifeline.org.au](http://Lifeline.org.au)

24/7 phone crisis response, and online crisis support chat available each evening.

#### 13YARN

13 92 76 | [13Yarn.org.au](http://13Yarn.org.au)

24/7 crisis support line for mob who are feeling overwhelmed or having difficulty coping.

#### StandBy - Support After Suicide

1300 727 247 | [standbysupport.com.au](http://standbysupport.com.au)

24/7 support for anyone bereaved or impacted by suicide.

#### QLife

1800 184 527 | [qlife.org.au](http://qlife.org.au)

Online chat or phone counselling for lesbian, gay, bisexual, transgender and intersex people, 3pm–midnight, 7 days a week.

#### Headspace

[headspace.org.au](http://headspace.org.au)

Early intervention mental health services for 12-25 year olds.

#### Beyond Blue

1300 22 4636 | [Beyondblue.org.au](http://Beyondblue.org.au)

24/7 telephone, online and email counselling

#### Thirrili National Indigenous Postvention Service

1800 805 801 | [thirrili.com.au](http://thirrili.com.au)

24/7 telephone support for families impacted by a loss from suicide or other fatal traumatic incidents.

#### Suicide Call Back Service

1300 659 467 | [www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)

A free nationwide service providing 24/7 phone and online counselling to people affected by suicide.

#### MensLine Australia

1300 78 99 78 | [mensline.org.au](http://mensline.org.au)

24/7 advice, therapy and support for men with family and relationship concerns.

#### Kids helpline

1800 55 1800 | [kidshelpline.com.au](http://kidshelpline.com.au)

A free, confidential 24/7 online and phone counselling service for young people aged 5 to 25.

# Acknowledgement of lived and living experience

The Attorney-General's Department recognises the contributions of those with lived and living experience of suicide. People who experience suicidal thoughts, have survived suicide attempts, cared for a person in suicidal crisis or lost a loved one to suicide demonstrate tremendous generosity through providing their experience and insights.

Lived and living experience with suicide can mean many things, including:

- having experienced, or currently experiencing thoughts of suicide
- having survived a suicide attempt
- caring for or supporting someone who has experienced thoughts of suicide or survived a suicide attempt
- losing a loved one or someone close to suicide
- being affected by the suicide of a person in some other way.

# Statement from the Chief Executive

*With the right supports, most deaths by suicide are preventable.*

South Australian Suicide Prevention Plan 2024-2026

This truth - that the actions we take can prevent suicide – is an empowering one, and one which underpins the Attorney-General's Department's (AGD) first Suicide Prevention Action Plan.

This inaugural plan is largely foundational. Many of our actions are new, while some are existing initiatives that are important to continue.

We have deliberately directed our efforts on getting the basics right, with actions focussed around developing new resources and supports, and on growing the skills and knowledge of our staff. This includes establishing consistent guidelines, policies and training to support staff to compassionately respond to anyone experiencing suicide-related distress or mental ill-health.

The work of AGD is varied, complex and at times emotionally challenging. It includes listening to people recount their experiences, including community members who may be experiencing high levels of personal, financial or family stress, reading or analysing accounts of distressing situations, viewing evidence of incidents involving trauma, hearing or responding to the aftermath of violence and other traumatic events, and supporting victims of crime. A supportive work environment and culture can help to buffer against the negative effects and the impact of exposure to work-related trauma. This plan includes actions to ensure staff have the tools, support and knowledge to respond to mental ill health and suicide related events.

We are committed to supporting the wellbeing of our customers and clients. AGD's purpose and work links us to parts of our community who are disproportionately impacted by suicide. This includes people who have experienced financial hardship, contact with the criminal justice system, discrimination, and violence and abuse. We recognise these touchpoints as an opportunity to identify warning signs and respond to people in need of additional assistance with compassion, kindness, cultural safety, and sensitivity.

Furthermore, AGD is privileged to work alongside Aboriginal people and communities. We recognise that Aboriginal peoples experience suicide at a much higher rate than non-Aboriginal people. We remain committed to addressing racism and delivering the transformative change required of government under Closing the Gap. We are acting on the feedback of our Aboriginal employees by increasing the availability of Aboriginal counsellors through our Employee Assistance Program and delivering culturally specific mental health first aid training.

Suicide is both tragic and complex, with a deep and enduring impact on individuals, families and communities. However, with the right skills, knowledge and tools, we can better support and respond to people experiencing suicide-related distress or mental ill-health.



**Caroline Mealor**  
Chief Executive  
Attorney-General's Department

## About us

AGD's purpose is to ensure that South Australia thrives by developing laws and policy, and delivering services that enable and support economic growth, safety and justice in the community. We deliver efficient and appropriate services to our customers, including the public service, in a way that is responsive, inclusive and collaborative. Our business areas, and the independent offices AGD supports, undertake highly varied work and engage with different, often vulnerable, segments of the South Australian community.

A core function of the department is to deliver legal infrastructure for South Australia that is just, equitable and robust. We promote fair, timely and economical access to justice by providing legal, civil, prosecutorial and legislative services to the community, ministers and agencies across government, as well as specialist policy advice. To achieve this, AGD employs a large number of practising lawyers, most significantly within the Office of the Director of Public Prosecutions and the Crown Solicitor's Office.

AGD's statutory offices play an essential role in advocating for and protecting the rights of individuals, particularly the most vulnerable within our community. Examples include Victims of Crime South Australia, Equal Opportunity South Australia, the Office of the Public Advocate, Public Trustee, Office for Public Integrity and Ombudsman SA. AGD also has regulatory and compliance functions that involve significant interactions with the broader community, business and industry, including through Consumer and Business Services and SafeWork SA.

AGD works closely with Aboriginal people and communities, most significantly through the Aboriginal Affairs and Reconciliation directorate and the First Nations Voice Secretariat. We acknowledge that Aboriginal people are an identified priority population group in the South Australian Suicide Prevention Plan. The actions outlined under '[Priority 2: Respect](#)' reflect our commitment to creating a culturally safe workplace, and to supporting the wellbeing of Aboriginal staff.

We acknowledge that our role in suicide prevention goes beyond our employees, and encompasses our clients, partners and the community that we serve. The breadth of our work means that AGD routinely delivers services and support to members of the community who may be at higher risk of suicide related distress. Common risk factors among our clients and customers include:

- Criminal/legal problems
- Experience of discrimination
- Experience of violence victimisation and/or perpetration
- Financial hardship/job loss
- History of mental illness
- Alcohol and other drug use
- Gambling
- History of adverse childhood experiences.
- High conflict or violent relationships
- Sense of isolation and lack of social support
- Insecure housing
- Stress of acculturation
- Experience of trauma or abuse.

## AGD business areas

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### Aboriginal Affairs and Reconciliation

Aboriginal Affairs and Reconciliation works to empower Aboriginal people to have a stronger voice in government decision-making and provides whole-of-government policy and cultural advice and leadership. It works with Aboriginal people, communities and organisations to preserve Aboriginal heritage, celebrate Aboriginal culture, encourage engagement and support the state's three Aboriginal landholding authorities. The First Nation's Voice Secretariat also sits within Aboriginal Affairs and Reconciliation.

### Consumer and Business Services

Consumer and Business Services works to protect consumers, support and regulate business and record significant life events for South Australians.

### Crown Solicitor's Office

The Crown Solicitor's Office is the state government's legal service and provides advice to Cabinet, ministers and government agencies. It represents the government before courts and tribunals, drafts legal documents, provides conveyancing and other property related services and resolves native title claim issues.

### Equal Opportunity SA

Equal Opportunity SA promotes equality of opportunity between citizens of South Australia. It helps people resolve discrimination, sexual harassment or victimisation complaints and educates the community of their rights and responsibilities under equal opportunity laws. It can also undertake independent reviews of workplace culture in South Australian organisations and businesses.

### Forensic Science SA

Forensic Science SA (FSSA) provides independent, expert scientific evidence, opinion and information to the justice system and carries out award-winning research in forensic science.

### Industrial Relations and Policy

Industrial Relations and Policy advises and represents the declared employer of public employees in the South Australian Employment Tribunal, in matters such as enterprise bargaining in the public sector and industrial disputes.

### Judicial Conduct Commissioner

The Judicial Conduct Commissioner receives and deals with complaints made about the conduct of serving judicial officers.

### Office for Public Integrity

The Office for Public Integrity plays an important role in keeping public institutions reliable, fair and trustworthy. It does this by receiving complaints and reports about corruption, misconduct and maladministration in South Australia's public administration and South Australia Police.

### Office of the Director of Public Prosecutions

Office of the Director of Public Prosecutions initiates and conducts criminal prosecutions in the Magistrates, District and Supreme Courts of South Australia, and appeals in the Full Court of South Australia and the High Court of Australia. The DPP can also restrain and confiscate assets used in or derived from criminal activity.

### Office of the Inspector

The Inspector undertakes an annual review to examine the operations of the Independent Commission Against Corruption, the Office for Public Integrity and Ombudsman SA, including consideration of whether their legislative powers were exercised in an appropriate manner.

### Office of the Public Advocate

The Office of the Public Advocate promotes the rights and interests of people who may need assistance with decision making. It does this by offering guardianship, investigation, advocacy, dispute resolution and information.

## **Ombudsman SA**

Ombudsman SA deals with complaints about South Australian state and local government. This includes complaints and reports regarding misconduct and maladministration in public administration, confidential reports of public interest information, complaints about prescribed child protection matters, complaints under the *Return to Work Act 2014*, requests to review Freedom of Information decisions and audits of South Australian public agencies.

## **Parliamentary Counsel**

The Office of Parliamentary Counsel provides specialised legal services to Members of Parliament and SA Government officers. Under instruction from clients, Parliamentary Counsel produces all legislation introduced to South Australia's Parliament or signed by the Governor of South Australia sitting in Executive Council.

## **Public Trustee**

The Public Trustee provides financial and administrative services to eligible South Australians. It helps people who cannot manage their own affairs, and people who have trusted Public Trustee to assist them.

## **SafeWork SA**

SafeWork SA is South Australia's workplace health and safety regulator. It offers advice and education on work health and safety, provides licences and registration, investigates workplace incidents and enforces work health and safety laws in South Australia.

## **State Records of South Australia**

State Records is the archive for state and local government agencies for records of permanent value and is responsible for preserving and providing access to the archive. It is responsible for setting standards and assisting agencies to manage their records, supporting improved access to government information, and protecting personal information privacy.

## **Victims of Crime SA**

Victims of Crime SA provides information, advice and support to victims of crime. It helps victims to deal with the impact of crime and in their dealings with prosecution authorities and government agencies. The Commissioner for Victims' Rights also monitors and reviews laws and the impact of court practices on victims.

## **Small Business Commissioner**

The Office of the Small Business Commissioner provides information on making good business decisions and managing affairs to small businesses. It also investigates and helps to resolve complaints related to small businesses, ensures businesses comply with industry codes and investigates market practices that may adversely affect small businesses.

## **South Australian Civil and Administrative Tribunal (SACAT)**

SACAT helps people in South Australia resolve issues within specific areas of law – either through agreement at a conference, conciliation or mediation, or through a decision of the Tribunal at a formal hearing. SACAT handles certain civil law disputes or applications, including housing and tenancy issues, guardianship and administration orders, mental health orders and consent to medical treatment decisions. It also deals with administrative law disputes or issues, including reviews of certain government decisions.

## **South Australian Employment Tribunal (SAET)**

SAET is South Australia's forum for resolving workplace-related disputes and issues. It is a statutory independent tribunal (and court) that resolves disputes through agreement at a conference, conciliation or mediation, or through a decision at a hearing.

## **State Redress Response Unit**

This unit coordinates the participation of the South Australian Government in the National Redress Scheme for Institutional Child Sexual Abuse (the National Redress Scheme).

# About this plan

## Our vision for suicide prevention

The Attorney-General's Department is a compassionate and resilient workplace where employees feel connected, valued, and safe. Our people are equipped with the tools and knowledge to identify when someone may need support, and to respond to suicide-related distress. Members of the community who interact with us are treated with care, and supported to access help that suits their individual needs.

## Strategic context

This Suicide Prevention Action Plan 2025-2028 is designed to support the implementation of the South Australian Suicide Prevention Plan 2023-2026, and to further the objects of the [Suicide Prevention Act 2021](#) (SA) (the Act).

The Action Plan prioritises suicide prevention across the department, with specific and measurable actions that align with each of the five priority areas set out in the South Australian Suicide Prevention Plan: Partner, Respect, Prevent, Review and Respond.



This plan includes a range of measures and initiatives that aim to educate staff about suicide prevention, support people experiencing mental ill-health, and provide staff with the tools and knowledge to compassionately respond to suicide and suicide-related distress.

We have identified business areas that interact with vulnerable members of the community and with priority population groups identified in the State's Suicide Prevention Plan (see 'About us' for details). This AGD Action Plan will help to strengthen suicide prevention processes, training and tools within those business areas and more broadly across the department.

We have also identified staff who, due to the nature of their work, may be at higher risk of direct and vicarious trauma. While it is not possible to eliminate the risk of exposure to emotionally challenging work, this plan outlines actions that aim to build resilience, equip staff with the knowledge and tools to respond to mental ill health and suicidal distress, and support individuals when they need it.

The Action Plan closely aligns with the goals of [AGD's Strategic Plan 2024-2026](#), in particular:

- Goal 1 - We support the delivery of services that enable a safe and vibrant community by:
  - improving systems that protect people who are vulnerable or disadvantaged
  - improving the lives of Aboriginal people and communities
- Goal 4 - Staff are supported, motivated, skilled and seek to continuously improve our service by:
  - protecting the health, safety and wellbeing of our people
- Goal 6 - We support the development of a resilient and future focussed workforce by:
  - building a culture of trust and psychological safety in the workplace.

## Development of the Suicide Prevention Action Plan

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This Suicide Prevention Action Plan was developed in consultation with AGD staff, and has been made available for public consultation with members of the community. It draws on the feedback and insights of people who identify as being within a priority population group, people with lived experience of suicide, and Aboriginal people. We thank everyone who contributed to this plan, particularly the people with lived and living experience who shared their insights and wisdom.

### Consultation

In developing this Action Plan, AGD engaged with employees of the department and sought submissions from the broader South Australian community.

The consultation approach was designed to satisfy the requirements of the Act, which requires prescribed public authorities to consult with persons who have lived or living experience of suicide, Aboriginal persons, other priority population groups and members of the public.

AGD first undertook high-level consultation with business unit leaders across the department to ascertain what initiatives related to suicide prevention were currently underway, where there were identified gaps, and what additional activities could be explored.

Broader staff consultation then occurred through a two-week staff survey, which asked a range of scaled and open-ended questions about employee's views of the department's current supports and their thoughts on what more could be done. The survey asked questions relating to prevention and wellbeing, responses during time of crisis and postvention support. Targeted communications occurred with AGD's Aboriginal employee network, recognising that Aboriginal peoples are a priority cohort.

All survey questions were voluntary, and respondents were reminded that they could skip questions and stop at any time. While the survey was anonymous, respondents were provided with contact details if they wanted to provide additional feedback, receive Action Plan updates or have a personal conversation.

49 responses were received to the consultation survey. The responses provided valuable insights into what the department is doing well and should continue, gaps in support and resources for staff, and new ideas for additional activities. The feedback has informed the actions presented in this plan, such as overarching guidelines for staff, new training opportunities and improved access to Aboriginal counsellors.

### Priority population groups

A priority population group means a particular group of people who are disproportionately affected by suicide or attempted suicide.

In developing this plan, AGD considered priority groups in reference to the populations identified in the [South Australian Suicide Prevention Plan 2023 2026](#).

Public submissions on the draft plan were then sought via YourSAY throughout February 2025. The draft Action Plan was downloaded from the YourSAY website more than 130 times, and ten people responded to the consultation survey. Two additional written submissions were received from the Aboriginal Legal Rights Movement and Stronger Brains. Changes made in response to community feedback include strengthening the recognition of racism as a contributing factor to suicide among Aboriginal peoples, aligning the plan to the National Agreement on Closing the Gap, updating the list of referral services and incorporating culturally specific referral services into the development of suicide prevention and postvention policies and procedures.

The staff and community consultation processes resulted in feedback from people from a range of backgrounds and experiences, including people who identified as belonging to following priority population groups:

- people with lived and living experience of suicide
- men
- Aboriginal persons
- people living with disability
- people who identify as LGBTIQ+
- culturally and linguistically diverse persons, migrants or refugees
- people living in regional, rural and remote areas
- people who have experienced early life/childhood adversity
- people who have contact with the criminal justice system
- people who have experienced discrimination due to racism, age, disability, gender or other identities, and neurodiversity.

## Oversight

AGD harnessed existing decision-making structures to oversee the development of the Action Plan, via the department's Executive Management Group. A project sponsor - the Executive Director, Policy and Community - was appointed to guide day-to-day decision-making and to report on progress to the Executive Management Group.

# Actions

The [South Australian Suicide Prevention Plan 2023-2026](#) asks organisations to commit to action across five priorities:

1. **Partner:** Enable multisectoral and whole of community approaches to suicide prevention
2. **Respect:** Promote social and emotional wellbeing and prevent and respond to suicide risk for Aboriginal South Australians
3. **Prevent:** Create compassionate, safe and resilient communities
4. **Respond:** Meeting the needs of people and communities when, and in the ways, they are needed
5. **Review:** Monitor and evaluate suicide prevention strategies and support evidence informed practice

In line with the state plan, AGD's actions have been categorised below according to these five priorities. Some of the actions are new, while others seek to continue or expand upon existing initiatives.

**Key:** New initiatives are shaded in grey. Existing initiatives are in white.

## Priority 1: Partner

### Enable multisectoral and whole of community approaches to suicide prevention.

#### South Australian Suicide Prevention Plan strategies

- Ensure local, state and federal government work together with communities and lived experience and cultural wisdom to co-design suicide prevention initiatives
- Undertake collaborative action on social determinants/factors that create trauma and impact on suicidal distress
- Collaboratively develop multisectoral approaches to support people and communities after exposure to suicide
- Make use of community touchpoints within government services to identify and respond to people in need of additional assistance

| Action   | Description   | Measure   | Responsibility                              |
|--|---|---|---|
| Continue to publish and share the " <a href="#">Information for people bereaved by suicide</a> " booklet | This information booklet is produced by Victims of Crime SA for people bereaved by suicide. The booklet, which was put together with the help of people with lived experience of suicide, provides information about grieving, recovery, practical issues and links to available supports. The resource is distributed by South Australia Police and widely used by suicide response organisations. | <ul style="list-style-type: none"> <li>• Information booklet continues to be available on the Victims of Crime SA website.</li> </ul>   | Victims of Crime SA                         |
| Sign Everymind's National Communications Charter   | Commit to the use of safe and consistent language when discussing mental ill-health and suicide through the signing of Everymind's <a href="#">National Communications Charter</a> .  | <ul style="list-style-type: none"> <li>• AGD signs the National Communications Charter.</li> <li>• AGD promotes and educates staff on the principles underlying the Charter as part of communications campaign activities.</li> </ul> | AGD Strategic Engagement and Communications |

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| <p>Contribute to safe messaging to reduce stigma around suicide, raise awareness and normalise seeking support</p> | <p>AGD will promote key dates relating to mental health and suicide awareness through a combination of internal and public-facing communications activities. Key dates include:</p> <ul style="list-style-type: none"> <li>• World Suicide Prevention Day</li> <li>• RUOK? Day</li> <li>• Mental Health Month</li> <li>• Movember</li> <li>• International Men's Day.</li> </ul> <p>Official campaign messaging will be shared across AGD's channels. Public-facing business areas with their own communications channels (eg Consumer and Business Services and SafeWork SA) will also be invited to participate.</p>   | <ul style="list-style-type: none"> <li>• Key dates are promoted to staff and customers/clients.</li> </ul> | <p>AGD Strategic Engagement and Communications</p> <p>AGD corporate - Human Resources</p> |
| <p>Develop a Code of Practice for managing psychosocial hazards in the workplace</p>                               | <p>SafeWork SA will deliver a Code of Practice focused on managing psychosocial hazards in the workplace. These hazards, which include factors like work-related stress and bullying, can lead to significant psychological and physical harm if not properly addressed. The Code of practice will provide practical guidance for people who have work health and safety duty of care in the circumstances described in the code.</p> <p>Once approved the Code of Practice will be available to the public. By helping businesses to identify and mitigate these risks, the Code of Practice will play a crucial role in reducing the potential for workplace-related suicides.</p> | <ul style="list-style-type: none"> <li>• Code of Practice is developed and published.</li> </ul>           | <p>SafeWork SA</p>  |

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| <p>Contribute to the SA Suicide Prevention website</p>                                   | <p>The SA Suicide Prevention website, managed by Preventative Health SA, is intended to become a hub of resources to facilitate mental health and suicide prevention strategies. AGD will contribute resources to this website as the opportunity arises.</p>              | <ul style="list-style-type: none"> <li>• AGD's Suicide Prevention Action Plan 2025-2029 (and any subsequent amended versions) are provided to Preventative Health SA for publishing on the SA Suicide Prevention website.</li> <li>• Relevant resources are provided for publication on the SA Suicide Prevention website.</li> </ul> | <p>AGD Justice Policy and Analytics</p> |
| <p>Contribute to an ongoing government community of practice for suicide prevention.</p> | <p>AGD will participate in an ongoing government committee/community of practice for suicide prevention. This will provide a valuable opportunity to increase the collective impact of initiatives, share resources and learnings, and collaborate on common projects.</p> | <ul style="list-style-type: none"> <li>• AGD attends suicide prevention committee meetings, once established.</li> </ul>  | <p>AGD Justice Policy and Analytics</p> |

## Priority 2: Respect

### Promote social and emotional wellbeing and prevent and respond to suicide risk for Aboriginal South Australians

*The profound experience of grief and loss today due to the long-lasting effects of colonisation, stolen generation, dispossession of traditional lands, and loss of culture and knowledge passed forward from one generation to another, contributes to poor social and emotional wellbeing and suicide related distress. This carriage of intergenerational trauma along with continuing racism and discrimination contributes to Aboriginal people being at greater risk of suicide and poor life outcomes.*

*South Australian Suicide Prevention Plan 2023-2026*

We recognise that culture, identity, community and spirituality are all protective factors for the wellbeing of Aboriginal peoples. We also acknowledge that the impacts of colonisation and carriage of intergenerational trauma, along with continuing entrenched, systemic and structural racism and discrimination contributes to poorer mental health outcomes and higher rates of suicide for First Nations peoples.

AGD recognises the daily experience of racism among many Aboriginal people. AGD unequivocally opposes racism and acknowledges the role of racism in the disproportionate numbers of suicides amongst Aboriginal communities.

The South Australian Suicide Prevention Plan identifies several protective factors that can enhance the social and emotional wellbeing of Aboriginal people, including:

- maintaining connection to Country, spirituality, ancestry and kinship networks
- Aboriginal culture and Aboriginal knowledge systems
- strong positive cultural identity, pride and sense of belonging
- the capacity for self determination.

Acknowledging this, the actions in this section reflect a broader definition of suicide prevention that includes social, emotional, physical, cultural and spiritual wellbeing. When developing this plan, AGD's Aboriginal employees gave valuable feedback on how the department can increase cultural safety and address gaps. Key actions in this plan include increasing the availability of Aboriginal counsellors as part of the department's Employee Assistance Program (EAP), implementing Aboriginal Mental Health First Aid Training and developing a new cultural learning strategy to increase knowledge and understanding of the enduring grief, loss and trauma experienced in Aboriginal communities.

## Closing the Gap

South Australia's Closing the Gap Implementation Plan 2024-26 commits the State Government to take action to decrease the proportion of Aboriginal people who have experiences of racism (Priority Reform 3 – Transforming Government Organisations) and to reduce suicide among Aboriginal people towards zero (Target 14).

AGD continues to progress a number of key initiatives outlined in South Australia's Implementation Plan. These initiatives have relevance to AGD's suicide prevention action plan as they can contribute to the protective factors for social and emotional wellbeing among Aboriginal people (as outlined above), while also combatting factors that contribute to poor mental health outcomes. AGD is the lead agency in South Australia for Priority Reform 1: Formal partnerships and decision-making, and is also leading or co-leading a range of actions that aim to reduce racism (including structural and systemic racism), embed cultural safety into government business and support self-determination and shared decision making. Examples include:

- co-designing a Closing the Gap Policy Impact Statement
- developing an engagement strategy outlining culturally safe strategies when engaging with Aboriginal communities
- delivering a place-based partnership in Adelaide's Western Suburbs
- implementing a whole of government approach to transformation that embeds cultural safety and practice.

AGD represents the Government of South Australia on the national Justice Policy Partnership, which is one of five policy partnerships to be established under the National Agreement. The Justice Policy Partnership takes a joined-up approach to reducing the rates at which Aboriginal peoples are incarcerated, with an Implementation Roadmap guiding cross-jurisdictional activity to accelerate progress towards Closing the Gap Targets 10 and 11. The Implementation Roadmap includes the development of an anti-racism strategy, supported by measurement and accountability mechanisms, as key strategic initiative of the Justice Policy Partnership.

### South Australian Suicide Prevention Plan strategies

- Ensure transparent partnerships with Aboriginal and Torres Strait Islander people and communities through collaboration and building trust.
- Build social and emotional wellbeing, strengths and capacity of Aboriginal and Torres Strait Islander people, communities, families, with a focus on children and young people, and resilience in times of crisis.
- Build whole of community knowledge, compassion and understanding by recognition of the enduring grief, loss and trauma experienced in Aboriginal and Torres Strait Islander communities.
- Create opportunities for development and delivery of Aboriginal and Torres Strait Islander led and created, culturally competent training and suicide awareness programs.
- Deliver targeted, culturally appropriate and collaborative suicide prevention initiatives and timely postvention responses to Aboriginal and Torres Strait Islander people and kinship networks impacted by suicide.
- Identify and/or create quality standards and indicators for data collection in Aboriginal and Torres Strait Islander suicide prevention.
- Utilise data to measure the effectiveness of suicide prevention activities for Aboriginal and Torres Strait Islander people.

| Action   | Description   | Measure   | Responsibility  |
|--|---|---|---|
| Provide Aboriginal Mental Health First Aid Training              | <p>AGD's Aboriginal Engagement Consultant will be supported to become an accredited Aboriginal Mental Health First Aid Instructor with Mental Health First Aid Australia (complete), allowing them to deliver Aboriginal Mental Health First Aid courses to other staff.</p> <p>AGD will deliver its first in-house Aboriginal Mental Health First Aid course in 2025, providing attendees with the knowledge, skills, and confidence to recognise, understand and respond with compassion to an Aboriginal adult experiencing a mental health problem or mental health crisis. These targeted skills and knowledge will benefit both staff within AGD and members of the Aboriginal community interacting with the department.</p> | <ul style="list-style-type: none"> <li>AGD Aboriginal Engagement Consultant is accredited as an Aboriginal Mental Health First Aid Instructor.</li> <li>Aboriginal Mental Health First Aid course is delivered to AGD staff.</li> </ul> | AGD Policy and Community  |
| Increase the availability of Aboriginal counsellors for staff    | AGD will investigate options to increase the availability of Aboriginal counsellors to deliver culturally-safe support services to staff, including in circumstances where Aboriginal counsellors are unavailable through the current EAP program.  | <ul style="list-style-type: none"> <li>Additional Aboriginal counsellors are made available to AGD staff.</li> </ul>  | AGD corporate – Human Resources                                 |
| Provide guidance for managers on supporting sorry business needs | AGD will compile guidance for managers on how to compassionately support Aboriginal staff needs in relation to sorry business and leave entitlements to fulfil cultural and community responsibilities. This guidance will be developed in consultation with AGD's Aboriginal Engagement Consultant and be shared with AGD's Aboriginal employee network.   | <ul style="list-style-type: none"> <li>Guidance for managers is developed.</li> </ul>   | AGD corporate – Human Resources<br><br>AGD Policy and Community |

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| <p>Develop and implement a cultural learning strategy</p>  | <p>A cultural learning strategy will be developed in consultation with AGD's Aboriginal Engagement Consultant, Aboriginal staff and stakeholders. To begin with a review of cultural learning needs, and to include a review of cultural awareness training to include consideration of social and emotional wellbeing.</p> | <ul style="list-style-type: none"> <li>• Review is completed of cultural learning needs.</li> <li>• A cultural learning strategy developed and implemented.</li> </ul>  | <p>AGD corporate – Human Resources</p> <p>AGD Policy and Community</p>                    |
| <p>Review and update the role of Peer Support Officers to include specific reference to support for Aboriginal employees</p> | <p>The role of Peer Support Officers within AGD will be reviewed with specific reference to support for Aboriginal employees. Peer Support Officers support employees by listening to their concerns, providing them with information about grievance resolution options and information about available supports.</p>      | <ul style="list-style-type: none"> <li>• Peer Support Officer role includes specific reference to support for Aboriginal employees.</li> </ul>  | <p>AGD corporate – Human Resources</p>  |
| <p>Support the implementation of the state Anti-Racism Strategy 2023-2028 and associated action plan</p>                     | <p>AGD acknowledges the role of racism in the disproportionate number of suicides among Aboriginal communities. We will actively support the implementation of the state's Anti-Racism Strategy, including in the areas of recruitment, communication, and complaint processes.</p>   | <ul style="list-style-type: none"> <li>• Agency systems and processes for managing and investigating staff complaints about racism are reviewed. This will be incorporated into the consultation process on a draft AGD Employee Grievance Resolution Guideline.</li> <li>• Agency processes regarding complaints about racism in the workplace are promoted.</li> <li>• AGD communications staff are trained to use the state anti-racism communications guideline and toolkit.</li> <li>• Anti-racism communications content is shared by AGD.</li> </ul> | <p>AGD corporate – Human Resources</p> <p>AGD Strategic Engagement and Communications</p> |

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| <p>Increase understanding, value and recognition of Aboriginal cultures, histories, knowledge and rights through cultural learning programs</p>                 | <p>AGD provides mandatory online cultural awareness training for all employees, plus a face-to-face cultural learning option, to increase knowledge, compassion and understanding of Aboriginal cultures, and actions that can be taken towards reconciliation and the promotion of culturally safe workplaces.</p>   | <ul style="list-style-type: none"> <li>• All new staff complete mandatory cultural awareness training (online).</li> <li>• The number of staff attending face-to-face cultural learning remains consistent or increases.</li> <li>• Face-to-face cultural learning is accessed by staff from across AGD business areas.</li> </ul> | <p>AGD corporate – Human Resources</p> |
| <p>Investigate opportunities to implement the Healing Foundation Principles for Nationally Consistent Approaches to Accessing Records</p>                       | <p>These principles seek to create a nationally consistent, trauma-aware and healing-informed approach to accessing Stolen Generations records and providing them to survivors and descendants.</p>   | <ul style="list-style-type: none"> <li>• Working group with representatives from State Records' Aboriginal Reference Group and Aboriginal Affairs and Reconciliation work towards improving access to records for Aboriginal people.</li> </ul>  | <p>State Records SA</p>                |
| <p>Promote culturally appropriate ways to enable supported decision making for First Nations clients who are under the guardianship of the Public Advocate.</p> | <p>Approximately 11% of the clients of the Office of the Public Advocate are Aboriginal. The Office of the Public Advocate will embed its recently developed culturally safe supported decision-making tool for Aboriginal people under guardianship into everyday practice.</p> <p>The tool was delivered as part of a year-long <a href="#">Culturally Safe Supported Decision-Making project</a> that involved interviews with more than 30 First Nations clients of the Office of the Public Advocate, using tools created through co-design with key stakeholders.</p> | <ul style="list-style-type: none"> <li>• Supported decision making is implemented for First Nations clients who are under the guardianship of the Public Advocate.</li> <li>• Client wishes and health decisions are documented in a 'My Life Decisions' document.</li> </ul>  | <p>Office of the Public Advocate</p>   |

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| <p>Develop an Aboriginal Justice Agreement in partnership with Aboriginal people</p> | <p>AGD will support the development of an Aboriginal Justice Agreement by working in partnership with Aboriginal people, communities and organisations.</p> <p>The development process will consider ways to improve access for Aboriginal people to justice and the justice system. This may include themes relating to cultural awareness and safety within justice agencies, and improving mental health outcomes and wellbeing for Aboriginal South Australians who are or who have been in contact with the criminal justice system.</p> | <ul style="list-style-type: none"> <li>Aboriginal Justice Agreement developed and implemented in partnership with Aboriginal people.</li> </ul>   | <p>AGD Justice Policy and Analytics</p> |
| <p>Release an updated Response to the Tandanya-Adelaide Declaration</p>              | <p>State Records released a response to the Tandanya-Adelaide Declaration in 2020, which outlined actions to fulfil the themes of the Declaration in partnership with Aboriginal communities in South Australia. An update is in progress and will be released in 2025, which includes actions completed to date and current priorities. The update is created in consultation with State Records' Aboriginal Reference Group.</p>  | <ul style="list-style-type: none"> <li>Established an Aboriginal Reference Group in partnership with the State Library of South Australia, to provide advice and guidance on access to archives and services for Aboriginal people.</li> <li>Options are investigated to incorporate welcoming and culturally appropriate spaces into future facilities designs.</li> </ul> | <p>State Records SA</p>                 |

### Priority 3: Prevent

#### Create compassionate, safe and resilient communities

**South Australian Suicide Prevention Plan strategies**

- Connect people and communities to culturally appropriate and accessible activities, information and resources on suicide prevention.
- Empower communities to determine and deliver suicide prevention and postvention activities that are most appropriate for them.
- Support suicide prevention education and awareness raising across the community.
- Undertake actions at individual, service and systems level to reduce stigma, including self-stigma, about suicide.
- Promote safe messaging and responsible reporting.
- Assist communities to identify risks and take action to create safety in their communities.
- Reduce ready access to means of suicide.

| Action                                   | Description   | Measure   | Responsibility                  |
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| Pilot Compassionate Foundations Training | <p>The Australian Public Sector Compassionate Foundations training program will be piloted with several AGD business units, prior to being considered for broader roll-out across the department. Compassionate Foundations is an online program that supports employees to respond compassionately to early signs of distress or to experiences that may lead to a person becoming distressed.</p> <p>Importantly, Compassionate Foundations training includes culturally specific content, including:</p> <ul style="list-style-type: none"> <li>• intergenerational trauma</li> <li>• First Nations social and emotional wellbeing</li> <li>• trauma from a cultural perspective</li> <li>• cultural wisdom: social/emotional wellbeing</li> <li>• groups more vulnerable to suicide.</li> </ul> | <ul style="list-style-type: none"> <li>• Compassionate Foundations Training is delivered to AGD staff as an initial pilot.</li> </ul> | AGD corporate – Human Resources |

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| <p>Provide resources to support business areas to manage higher risks of suicide related distress and psychological harm</p> | <p>Some AGD business areas are at higher risk of psychological harm and suicide-related distress, due to the nature of their work and exposure to vicarious and direct trauma.</p> <p>AGD will support business areas to identify effective controls to manage these higher levels of risk, by providing information such as training, policies and procedures relating to suicide prevention. Business Units will be provided guidance to implement site-specific controls as needed.</p>   | <ul style="list-style-type: none"> <li>Resources and information relating to suicide prevention are made available to business areas that identify as being at higher risk of psychological harm and suicide-related distress, such as training, supports, policies and procedures.</li> </ul>  | <p>AGD corporate – Human Resources</p>               |
| <p>Deliver psychosocial hazard training and resources</p>  | <p>AGD will roll out resources and initiatives promoting psychosocial safety across the agency. This will include training for AGD officers and people leaders regarding Psychosocial Hazards, updated Psychosocial Safety Regulations and resources to support business units address identified hazards.</p>   | <ul style="list-style-type: none"> <li>Psychosocial hazard training is delivered.</li> <li>Psychosocial hazard resources are developed and shared with business units.</li> </ul>   | <p>AGD corporate – Human Resources</p>               |
| <p>Complete a Psychosocial Risk Management project within Office of the Director of Public Prosecutions.</p>                 | <p>In 2024, the Office of the Director of Public Prosecutions commenced a psychosocial risk management project to form the foundation of a broader Wellbeing Plan focusing on promoting, maintaining and protecting the psychological wellbeing of all staff. The Psychosocial Risk Management Project aims to ensure the Office of the Director of Public Prosecutions is best placed to protect employees from psychological harm at work. The project will lead to a formal and ongoing psychosocial risk management project that is embedded in business processes moving forward.</p> | <ul style="list-style-type: none"> <li>Finalise the Office of the Director of Public Prosecutions Psychosocial Risk Register.</li> <li>Develop a business process and policy to ensure the ongoing assessment and management of psychosocial risk.</li> <li>Develop a broader Office of the Director of Public Prosecutions Wellbeing Plan aiming to improve or maintain, manage and promote psychological wellbeing and safety.</li> </ul> | <p>Office of the Director of Public Prosecutions</p> |

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| <p>Raise awareness of AGD's Emotionally Challenging Work Framework and Vicarious Trauma Toolkit</p>                  | <p>The <i>Emotionally Challenging Work Framework</i> and related toolkits are intended to support business units identify and implement strategies that may mitigate the risk of injury or illness resulting from exposure to emotionally challenging work.</p> <p>While a psychological response to the exposure of traumatic content is considered normal, individuals may be at risk of developing severe symptoms that can result in mental health decline or psychological injury.</p> <p>The Vicarious Trauma Toolkit has been developed to help mitigate vicarious trauma and to provide further information and strategies that can help alleviate its impact.</p> | <ul style="list-style-type: none"> <li>Emotionally Challenging Work Framework and Vicarious Trauma Toolkit are promoted to AGD business units.</li> </ul> | <p>AGD corporate – Human Resources</p>              |
| <p>Provide 'Suicide Awareness for Professionals' training for Office for Public Integrity and Ombudsman SA staff</p> | <p>This training course is part of the 'Connecting with People' training program, offered by the Office of the Chief Psychiatrist.</p> <p>The Suicide Awareness for Professionals module aims to create empathy and challenge stigma by helping participants develop their understanding of suicidal behaviour, suicide mitigation and their role in suicide prevention.</p>   | <ul style="list-style-type: none"> <li>Training sessions are delivered to staff.</li> </ul>   | <p>Office for Public Integrity<br/>Ombudsman SA</p> |
| <p>Deliver vicarious trauma training</p>   | <p>The Crown Solicitor's Office will continue to provide staff with onsite vicarious trauma workshops, delivered by a certified Neuropsychologist and clinical social worker. The workshops support staff and managers in teams that have exposure to emotionally challenging work.</p>  | <ul style="list-style-type: none"> <li>Bi-annual staff workshops are delivered.</li> <li>An annual manager workshop is delivered.</li> </ul>              | <p>Crown Solicitors Office</p>                      |

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|   | <p>The Office of the Director of Public Prosecutions will continue to offer all staff annual training in vicarious trauma, and will commence a more comprehensive Vicarious Trauma Training Program in 2025 that provides tailored and relevant training to staff.</p>  | <ul style="list-style-type: none"> <li>• Annual training sessions on Vicarious Trauma are delivered.</li> <li>• Vicarious Trauma Training Pilot Program is completed in 2025 and an ongoing program is established in 2026, based on a formal program evaluation process.</li> </ul>             | <p>Office of the Director of Public Prosecutions</p> |
|   | <p>Training in trauma-aware and healing-informed access to records will be made a requirement for all State Records of SA staff working with records in the collection.</p>   | <ul style="list-style-type: none"> <li>• Training in vicarious trauma and trauma informed approaches continues to be delivered, including the Australian Society of Archivists' A Trauma Informed Approach to Managing Archives and AGD's Vicarious Trauma Toolkit.</li> </ul>                   | <p>State Records SA</p>                              |
| <p>Develop and implement General Resilience Training for Crown Solicitor's Office staff</p>                               | <p>The Crown Solicitor's Office to work with an appropriate provider to develop resilience training to support CSO staff wellbeing tailored to working in the legal profession.</p>   | <ul style="list-style-type: none"> <li>• General Resilience Training is delivered.</li> </ul>  | <p>Crown Solicitors Office</p>                       |
| <p>Consider vicarious trauma impacts and suicide prevention in the design of the new South Australia Forensics Centre</p> | <p>The impacts of vicarious trauma will be considered in the design of the new South Australia Forensics Centre, which will accommodate Forensic Science SA. This includes investigating design features to minimise staff exposure to potentially traumatic materials, where it is not directly relevant to their duties.</p> <p>In addition to considering vicarious trauma, the building design will include physical breakout spaces to support staff to have confidential discussions, including conversations regarding</p> | <ul style="list-style-type: none"> <li>• Building design considers vicarious trauma.</li> <li>• Building design includes break-out spaces for staff, and physical spaces for grieving persons.</li> <li>• Building design considers safe and supportive spaces for grieving families.</li> </ul> | <p>Forensic Science SA</p>                           |

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|   | <p>mental health and de-briefs related to emotionally challenging case work.</p> <p>Planning will also consider appropriate and supportive physical spaces for grieving families who may be required to visit the Centre, as well as removing access to means of suicide.</p>  |   |  |
| Support the rotation of staff who have significant exposure to emotionally challenging work | <p>Certain roles within the Office of the Director of Public Prosecutions and the Crown Solicitor's Office involve significant and ongoing exposure to emotionally challenging work. Employees within these teams have the opportunity to rotate into different workgroups to help maintain psychological wellbeing. 1:1 conversations between staff and managers will continue, to encourage psychological safety and manage the impacts of emotionally challenging work.</p> | <ul style="list-style-type: none"> <li>• Staff are supported to and rotate into different sections and work styles as needed.</li> <li>• A process is formalised to offer Vulnerable Witness Team staff regular rotation opportunities, should they wish to (Office of the Director of Public Prosecutions).</li> </ul> | <p>Office of the Director of Public Prosecutions</p> <p>Crown Solicitor's Office</p> |
| Conduct Ombudsman SA induction review   | <p>This project will involve reviewing the content of induction process, including key resources, office-wide and team-based induction, and training requirements to address the challenges of managing emotionally challenging work.</p>  | <ul style="list-style-type: none"> <li>• Final recommendations are presented to the Ombudsman SA Leadership Group.</li> <li>• Recommendations are implemented.</li> </ul>   | <p>Ombudsman SA</p>  |

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| <p>Develop a yearly plan and staff training register for Ombudsman SA.</p>                         | <p>Ombudsman SA will develop a yearly plan and staff training register to include alternative training options available outside of AGD's core learning and development program. This will support staff with onboarding, skills, compliance, wellbeing, diversity, leadership, and team training.</p> <p>As part of this process, Ombudsman SA will evaluate the training options available and determine how frequently training should be conducted or updated. This will ensure staff are supported in managing emotionally challenging work, both from a wellbeing perspective and in addressing complex behaviours from members of the public.</p> | <ul style="list-style-type: none"> <li>• Yearly plan and staff training register developed.</li> <li>• Participation rates are tracked for non-mandatory training.</li> <li>• Staff feedback is collected after each training.</li> </ul> | <p>Ombudsman SA</p>  |
| <p>Implement SAHMRI Mental Health Measurement Tool within Consumer and Business Services</p>       | <p>As part of Consumer and Business Services Wellbeing Program, staff will be invited to use an online tool to measure six constructs of mental health: mental wellbeing, stress, resilience, mood, anxiety and perceptions of physical health.</p>  | <ul style="list-style-type: none"> <li>• Mental Health Measurement Tool is made available and promoted to Consumer and Business Services staff.</li> </ul>  | <p>Consumer and Business Services – Corporate Services</p> |
| <p>Mental Health Awareness Training for Consumer and Business Services Managers</p>                | <p>Consumer and Business Services will re-introduce in-house Mental Health Awareness Training for managers as part of the Consumer and Business Services Leadership Development Program in 2025.</p>   | <ul style="list-style-type: none"> <li>• Managers undertake Mental Health Awareness Training.</li> </ul>  | <p>Consumer and Business Services – Corporate Services</p> |
| <p>Promote regular wellbeing check-ins to proactively support individual health and wellbeing.</p> | <p>Wellbeing check-ins, which are part of AGD's leadership toolkit, have primarily been used as a response tool when a staff member requires additional support. Wellbeing check-ins will be promoted among managers as a tool to <i>proactively</i> support wellbeing, as part of regular meetings or as separate scheduled conversations. Regular</p>  | <ul style="list-style-type: none"> <li>• Wellbeing check-ins are promoted, and resources are accessed.</li> </ul>   | <p>AGD corporate – Human Resources</p>                     |

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|   | wellbeing check-ins can help to identify issues/support needs before changes are observed in an individual's behaviour, performance, mood, health of relationships and/or physical presentation.  |  |   |
| Deliver the WellCheck Program for Office of the Director of Public Prosecutions staff         | The Office of the Director of Public Prosecutions will continue to offer all staff WellCheck sessions with registered psychologists. Sessions are compulsory for the Vulnerable Witness Team and offered on a voluntary/ as-needed basis for all other staff. The program will continue in 2025.  | <ul style="list-style-type: none"> <li>All Vulnerable Witness Team staff undertake a mandatory WellCheck and any follow up sessions, as required.</li> <li>All staff are reminded about the availability and purpose of the WellCheck Program to encourage use.</li> </ul> | Office of the Director of Public Prosecutions |
| Initiate six-monthly wellbeing check-ins for identified roles in the Crown Solicitor's Office | Certain roles within the Crown Solicitor's Office involve significant and ongoing exposure to emotionally challenging work. The Crown Solicitor's Office will work with AGD's EAP provider to conduct a pilot of bi-annual check-ins for staff in targeted, identified roles to support psychological safety.   | <ul style="list-style-type: none"> <li>Targeted roles identified</li> <li>Six-monthly check-in process initiated for pilot group.</li> </ul>   | Crown Solicitors Office                       |
| Promote group debriefs and circuit breakers to managers within the Crown Solicitor's Office   | Managers will be encouraged to consider group debriefs with employees and teams to encourage a culture of psychological safety. Managers will be supported to engage with a certified Neuropsychotherapy practitioner to learn how to structure debriefs in a safe and constructive way, with a focus on shared language styles. Managers will also be reminded of their discretion to use circuit breakers or early minutes on a case-by-case basis for staff experiencing high workloads and demands. | <ul style="list-style-type: none"> <li>Managers are reminded of group debrief and circuit breaker tools.</li> </ul>  | Crown Solicitors Office                       |

## Priority 4: Respond

### Meeting the needs of people and communities when, and in the ways, they are needed

#### South Australian Suicide Prevention Plan strategies

- Build community capacity to manage life adversity and sources of suicide related distress.
- Develop, and connect people experiencing distress to accessible, culturally relevant and compassionate community-based health care and practical supports.
- Improve community knowledge and skills in responding to people bereaved by suicide.
- Develop compassionate and timely aftercare services for anyone who has attempted suicide or experienced a suicide crisis.
- Increase compassionate and timely community based supports for people bereaved and impacted by suicide loss.
- Identify actions with and for priority populations.
- Identify actions for occupations and industries with higher rates of suicide.

| Action   | Description   | Measure  | Responsibility                  |
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| Provide postvention response guidance to support managers and employees impacted by a suicide-related event  | AGD will provide guidance for managers to respond effectively and compassionately in the event that a staff member dies by suicide, or a staff member is significantly impacted by a suicide-related event. This will include culturally specific referral pathways for Aboriginal staff impacted by a suicide-related event.   | <ul style="list-style-type: none"> <li>• Postvention guidance is made available and promoted.</li> </ul>             | AGD corporate – Human Resources |
| Ensure all business units with public-facing functions have appropriate policies, procedures and training in place to respond to members of the public experiencing suicide-related distress | AGD will provide agency-level guidance to support staff to respond to suicide-related distress and mental health distress, and to support staff following those interactions. The expertise of business areas with existing policies will be sought as part of the development process. Culturally appropriate referral pathways for Aboriginal people engaging with the department will be incorporated. | <ul style="list-style-type: none"> <li>• Agency-level resources are made available to all business areas.</li> </ul> | AGD corporate – Human Resources |

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|  | <p>The Office for Public Integrity will review and update its policies and induction training resources that relate to clients who threaten self-harm or suicide, including debriefing for staff following highly emotional interactions.</p>  | <ul style="list-style-type: none"> <li>• Induction training and policy is updated.</li> </ul>           | <p>Office for Public Integrity</p> |
|  | <p>Ombudsman SA will undertake a review of relevant Business Rules and Policies, including its 'Dealing with Complex Behaviours" and 'Supporting Wellbeing' policies, to ensure compliance while prioritising staff wellbeing, including addressing psychosocial risks in the workplace.</p>   | <ul style="list-style-type: none"> <li>• Review is undertaken by 30 June 2025.</li> </ul>               | <p>Ombudsman SA</p>                |
|  | <p>Public Trustee will maintain and implement its existing business-unit processes that support staff to respond when a customer threatens suicide or self-harm or shows signs of mental distress.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• engaging SA Ambulance Service or SAPOL where a customer displays signs of significant distress, such as threats of self-harm</li> <li>• filing critical incident reports</li> <li>• sharing information with relevant agencies where appropriate (eg Office of the Public Advocate, Adult Safeguarding Unit, Department for Child Protection and SAPOL)</li> <li>• maintaining a Police Security Guard presence, to support instances where a customer threatens self-harm on site.</li> </ul> | <ul style="list-style-type: none"> <li>• Processes are maintained and communicated to staff.</li> </ul> | <p>Public Trustee</p>              |

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|   | <p>The Office of the Director of Public Prosecutions will review and update office policies regarding suicide, self-harm and crisis response. This includes an annual review and update of administrative protocols relating to suicide and self-harm (communicating with individuals over the phone) and crisis response (Witness Assistance Team).</p> | <ul style="list-style-type: none"> <li>• Administrative protocol regarding when people threaten suicide or self-harm (reception staff) is reviewed and updated for 2025.</li> <li>• Witness Assistance Service Crisis Response Procedure is reviewed and updated for 2025.</li> <li>• Policies and procedures are reviewed to ensure key staff have the skills and knowledge to respond to members of the public, victims or witnesses experiencing suicide-related distress.</li> </ul> | <p>Office of the Director of Public Prosecutions</p>              |
| <p>Deliver Gambling Harm Suicide Awareness Training to Consumer and Business Services staff</p> | <p>Consumer and Business Services Gambling &amp; Associations team will continue to undertake Gambling Harm Suicide Awareness Training so that they are equipped to deal with calls from people who are experiencing gambling harm and thoughts of suicide.</p>  | <ul style="list-style-type: none"> <li>• All staff within the Gambling and Associations team have completed Gambling Harm Suicide Awareness Training.</li> </ul>   | <p>Consumer and Business Services - Gambling and Associations</p> |
| <p>Maintain mental health referrals and training for Senior Barring Officers</p>                | <p>Consumer and Business Services Senior Barring officers will continue to be trained to identify highly distressed callers and make regular referrals to mental health services including urgent mental health triage when callers are experiencing thoughts of suicide or related distress.</p>  | <ul style="list-style-type: none"> <li>• Senior Barring Officers are trained in responding to highly distressed callers.</li> <li>• Referrals are made to mental health triage as appropriate.</li> </ul>  | <p>Consumer and Business Services - Licencing Branch</p>          |

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| Mental Health First Aid officers and training | AGD will promote the role of Mental Health First Aid Officers and encourage training for employees. Mental health first aid is the help offered to someone developing a mental health problem, experiencing a worsening of an existing mental illness or a mental health crisis. The first aid is given until appropriate professional help is received or the crisis resolves. AGD adopts a ratio of one Mental Health First Aid Officer per every 15 employees. | <ul style="list-style-type: none"> <li>Increase in the number of employees undertaking Mental Health First Aid Training.</li> </ul> | AGD corporate – Human Resources<br><br>Multiple business areas |
|   | The Crown Solicitor’s Office will continue to require managers to undertake either Mental Health First Aid training or Mental Health awareness training.  | <ul style="list-style-type: none"> <li>Managers have completed Mental health First Aid Training.</li> </ul>                         | Crown Solicitor’s Office                                       |
|   | The Office of the Director of Public Prosecutions will continue to offer Mental Health First Aid Training to staff and managers on an annual basis, and will work with AGD’s Aboriginal Engagement Consultant to facilitate sessions in Aboriginal Mental Health First Aid for both staff and managers.   | <ul style="list-style-type: none"> <li>Annual Mental Health First Aid Training is made available to all staff.</li> </ul>           | Office of the Director of Public Prosecutions                  |

## Priority 5: Review

### Monitor and evaluate suicide prevention strategies and support evidence informed practice

#### South Australian Suicide Prevention Plan strategies

- Increase quality of data collection relating to suicide and suicide related distress.
- Regularly review the availability of supports and services to communities.
- Utilise data to inform activities related to suicide prevention.
- Activate mechanisms to enable the sharing of information and ideas across government and sectors.
- Use data to identify emerging priority populations that may experience higher rates of suicide.
- Design and pilot suicide prevention activities informed by evidence to test efficacy and gather further data.

| Action   | Description  | Measure   | Responsibility                   |
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| Update Office for Public Integrity case management system to record and report on suicide-related distress | Additional fields will be added to the Office for Public Integrity's case management system to allow staff to record when a client threatens self-harm or suicide. Increasing the quality of data collection will allow better reporting in relation suicide related distress. | <ul style="list-style-type: none"> <li>• Case management system updated.</li> </ul>   | Office for Public Integrity      |
| Respond to requests from the Suicide Prevention Council  | AGD will engage with the Suicide Prevention Council, at its request, to source relevant data and information on emerging priority populations to improve preparation, prevention, response and recovery protocols.   | <ul style="list-style-type: none"> <li>• Engagement occurs with the Suicide Prevention Council as appropriate.</li> </ul>                         | AGD Justice Policy and Analytics |
| Deliver annual operational report  | Report annually to the Suicide Prevention Council on the implementation of suicide prevention strategies.  | <ul style="list-style-type: none"> <li>• Annual operational report provided to the Suicide Prevention Council by 31 October each year.</li> </ul> | AGD Justice Policy and Analytics |

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| Review Suicide Prevention Action Plan | AGD will review its Suicide Prevention Action Plan in the fourth year of operation. | <ul style="list-style-type: none"><li>• Suicide Prevention Action Plan reviewed.</li></ul> | AGD Justice Policy and Analytics |
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# Relationship to other policies, strategies, frameworks

In addition to aligning with AGD’s Strategic Plan (as outlined under ‘Strategic context’), this Action Plan operates alongside key departmental policies, procedures and strategies to enhance the mental health, wellbeing, and safety of our staff and the community we serve.

## Wellbeing

Complementing the Suicide Prevention Action Plan is a suite of programs and initiatives to support the wellbeing of AGD’s workforce. While not directly related to suicide prevention, these offerings are designed to support the overall wellbeing of staff in the workplace. It includes the department’s EAP, which is a free support service for employees and their immediate family members.

AGD implements a Wellbeing Framework (pictured below) that focuses on key areas relating to employees’ role, environment, relationships at work and self. This holistic approach to wellbeing recognises the importance of psychological health, supportive leadership, positive interpersonal relationships and support for employees who undertake emotionally challenging work.



## Professional and Ethical Conduct

AGD's Professional and Ethical Conduct Policy reinforces the requirement for all staff to adhere to the Code of Ethics for the South Australian Public Sector, and sets out the department's commitment to a workplace free from discrimination, bullying, harassment, victimisation and sexual harassment. It also implements the role of Peer Support Officers within the department, who are trained staff that can provide employees with confidential support to discuss grievances if they feel they may be experiencing inappropriate conduct or unfair treatment. This could include workplace discrimination, bullying, harassment or victimisation after raising concerns about these types of conduct. As set out under 'Priority 2: Respect', AGD will review and update the role of Peer Support Officers to include specific reference to support for Aboriginal employees.

## People and Leadership Expectations

AGD's People and Leadership Expectations is a framework to guide staff and leaders about the behaviours and attitudes that is expected of them and drives success. Leaders are expected to offer assistance and support to staff; motivate staff; encourage and empower others to contribute; and treat all others fairly to build trust. Leaders are also expected to support the wellbeing of others; act on inappropriate behaviour; promote and role model ethical, respectful behaviour; and encourage and support growth and development of staff.

## Reconciliation Action Plan and Aboriginal employment

AGD's 'Innovate Reconciliation Action Plan 2024-26' sets out a commitment to the department being a culturally sensitive and safe place to work for First Nations employees, and to working with First Nations people to ensure justice services are accessible and culturally inclusive.

The Suicide Prevention Action Plan aligns with the AGD Reconciliation Action Plan, with actions to make the department a culturally safe environment. The Suicide Prevention Plan also aligns with the department's Aboriginal Employment and Retention Strategy, which recognises the cultural diversity our First Nations employees bring, and the important role government justice agencies can play in promoting reconciliation.

## Postvention

AGD does not currently have documented guidance that sets out how it will support employees, or members of the community that engage with AGD, following the death of a person by suicide.

Currently, in the event of a suicide-related incident, AGD Human Resources would work in consultation with the business unit to ensure staff are supported and minimise the risk of further harm. This would include engaging with the EAP and facilitating individual counselling support and/or critical incident debriefing/s as appropriate.

As outlined in the Actions ('Priority 4: Respond'), AGD will now work towards providing documented postvention response guidance to support managers and employees impacted by a suicide-related event.

## Closing the Gap Implementation Plan

This Suicide Prevention Action Plan aligns with *South Australia's Closing the Gap Implementation Plan 2024-2026* by contributing to Closing the Gap Target 14 of a 'significant and sustained reduction in suicide of Aboriginal and Torres Strait Islander people towards zero.'

In addition, Closing the Gap Priority Reform 3 asks governments to focus efforts on decreasing the proportion of Aboriginal people who have experiences of racism, which is a known contributing factor to Aboriginal people being at greater risk of suicide and experiencing poorer mental health outcomes. Reducing the incarceration rates of Aboriginal adults and young people (Targets 10 and 11), which is

central to AGD’s work, further aligns with this Action Plan due to the established links between suicide and contact with criminal justice system

### South Australian Anti-Racism Strategy

The *South Australian Anti-Racism Strategy 2023 – 2028* aims to make the public sector safer, more responsive, and more accountable by improving understanding and awareness of racism, creating a more inclusive public sector workplace culture, ensuring greater cultural safety for Aboriginal and culturally and linguistically diverse community members, and by making structural changes that address institutional and systemic racism.

The ‘[Priority 2: Respect](#)’ section of this plan includes several actions that align with the anti-racism strategy, including support for employees to better understand racism and how they can stop it.

## Implementation, monitoring & reporting

The initiatives contained within this Action Plan reflect a department-wide commitment to suicide prevention. Implementation will largely occur at a local business unit level, with specific responsibilities set out under ‘[Actions](#)’. This approach acknowledges the highly variable work undertaken in AGD, and the differing needs of the communities we serve.

Ongoing delivery of this Action Plan will be monitored by the Executive Director Policy and Community, as the project sponsor. AGD will report annually to the Suicide Prevention Council on the development and operation of the Action Plan, in line with the requirements set out in s26(1) of the Act. The department’s Executive Management Group will be engaged as part of the reporting process, providing oversight for the delivery of the Action Plan.

AGD will conduct a full review of the Action Plan by 31 October 2028 (in the fourth year after publication, as specified in s25(7) of the Act)

## Glossary and Definitions

- **AGD** – Attorney-General’s Department
- **EAP** – Employee Assistance Program
- **LGBTIQA+** - Lesbian, gay, bisexual, transgender, intersex, queer/questioning, asexual, or other non-binary gender identity
- **Lived and living experience** – A person who has attempted suicide, experienced thoughts of suicide, cared for a person who has died by suicide or experienced suicide-related distress, been bereaved by the suicide of a person or has been directly affected by the suicide of a person
- **The Act** - *Suicide Prevention Act 2021 (SA)*

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