**Helpline Register Application Form**

Thank you for your application to be included on the Helpline Register for the Handling of Life Threatening and Unwelcome Communications.

Prior to completion of the application form, please read the below Terms and Conditions associated with the Helpline Register.

**Terms and Conditions**

The authorised organisation representative completing the Helpline Register application is agreeing to the following Terms and Conditions.

* + - 1. The person completing the application is authorised by the organisation.
      2. The organisation is a Helpline.

*A Helpline in the context of Handling of Life Threatening and Unwelcome Communications means:*

*an organisation that uses a Carriage Service to provide listening, emotional support and/or advice to anyone in emotional distress, in an individual, family or psycho-social crisis, who is asking for support, and could be feeling lonely, isolated, unhappy, frightened, worried, in shock or suicidal.*

* + - 1. All information provided in the Helpline Register application will be stored on a Helpline Register.
      2. Registered organisations’ details will only be available to Australian Telecommunications Alliance (ATA) carriage service provider members, via a restricted public access web page, for the purpose of investigating and taking action, where applicable, in relation to handling complaints made under the Industry Code C525 Handling of Life Threatening and Unwelcome Communications.
      3. The ATA contact data base may also be used by ATA to contact registered organisations for other activities related to the Helpline Register and the Industry Code C525 Handling of Life Threatening and Unwelcome Communications.
      4. Where an organisation changes its name, this should be communicated to ATA for updating on the contact list as early as possible after the name change.

Following receipt of the completed Helpline Register application, ATA will, within two business days:

1. confirm the organisation is a Helpline;
2. notify the Contact Person shown on the application via email when the application has been approved; and
3. email all CSP contacts shown on the Life Threatening and Unwelcome Communications contact list (maintained by ATA) advising that the Helpline Register has been updated.

Updates or changes to the Helpline Register will be made within five business days.

ATA is responsible only for the maintenance of the Helpline Register. The accuracy of the information provided is the responsibility of the registered organisation.

If further information is required, please contact:

Australian Telecommunications Alliance on 02)9959 9111 or email [info@commsalliance.com.au](mailto:info@commsalliance.com.au).

For inclusion on the Helpline Register, please complete the information below and email to: [info@commsalliance.com.au](mailto:info@commsalliance.com.au)

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| Name of Organisation |  |
| Organisation and Helpline Focus  e.g. Crisis Support, Suicide Prevention, Mental Health, Children's Counselling, Depression, Abuse and Trauma, Anxiety/Stress Support, Family Support/Counselling |  |
| 1st Level Contact |  |
| 1st Level Contact Position |  |
| 1st Level Phone |  |
| 1st Level Mobile |  |
| 1st Level Email |  |
| 2nd Level Escalation Contact |  |
| 2nd Level Escalation Contact Position |  |
| 2nd Level Phone |  |
| 2nd Level Mobile |  |
| 2nd Level Email |  |