



High Intensity Callers

Once the NSL Management team has defined a caller as a high intensity user, we will inform the supervisor and the operators will state the following when they next call the line:

"Before we continue our conversation, I need to let you know that we've identified you as a regular caller. To make sure our services are available to everyone, we need to limit the frequency and duration of conversations with regular callers. We are still able to speak to you every day if needed, however this will be limited to one 30-minute call per day.

Once this has been communicated to the caller, we will follow the process below:

- First call of the day:

"As you are aware, we are offering our callers the opportunity to chat with us for up to 30 minutes per day, and we are here for everyone for both practical and emotional support. We realise this may be difficult for our callers to adjust to but if you like, we could explore additional support for you."

Operator to continue the call but managing time and must bring call to an end at 30 minutes.

- Subsequent calls:

"As you are aware, we are offering our callers the opportunity to chat with us for up to 30 minutes per day. We realise this is difficult for you to adjust to, but as you have already called us today, we must end this call and invite you to call us tomorrow if you wish."

To Operators: If the caller does not accept this, please say you need to transfer the call to your Supervisor. If caller refuses this, please end the call by saying they are welcome to call again tomorrow. It is important not to carry on the conversation.