

Handouts – Support Compass: Notice, Match, Reach Out

These handouts form part of the method package. Schools must localise support contacts and safeguarding procedures before use. Students' personal Support Compasses remain private unless they choose to share them to obtain support.

Handout 1 – Support Need and Urgency Scenario Cards

Use fictional situations only.

For each card:

- (1) What can we observe?
- (2) Which support type may help?
- (3) Green, amber or red?
- (4) First route and backup?
- (5) What should not be assumed?

GREEN – A difficult day A student has had an argument with a friend and feels upset. They can still attend lessons but want someone to listen before lunch. Support type(s): _____ Urgency: ☐ Green ☐ Amber ☐ Red First route: _____ Backup: _____	GREEN – Confusing schoolwork A student has missed two lessons and does not understand the new topic. They feel embarrassed to ask in front of the class. Support type(s): _____ Urgency: ☐ Green ☐ Amber ☐ Red First route: _____ Backup: _____
GREEN/AMBER – Ongoing headaches A student has headaches several times a week and finds it hard to concentrate. They have not spoken to an adult about it. Support type(s): _____ Urgency: ☐ Green ☐ Amber ☐ Red First route: _____ Backup: _____	AMBER – Persistent overwhelm For two weeks, a student has felt overwhelmed, slept badly and struggled to complete normal school tasks. Support type(s): _____ Urgency: ☐ Green ☐ Amber ☐ Red First route: _____ Backup: _____

AMBER – Repeated exclusion A student is repeatedly removed from group chats and left out of activities. They are beginning to avoid school. Support type(s): _____ Urgency: ☐ Green ☐ Amber ☐ Red First route: _____ Backup: _____	AMBER – Family pressure A student says things at home are difficult and they cannot focus. They do not want to give details but ask whether there is someone neutral to speak to. Support type(s): _____ Urgency: ☐ Green ☐ Amber ☐ Red First route: _____ Backup: _____
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RED – Immediate safety A student says they do not feel safe and need an adult now. No further details are required for the group task. Support type(s): _____ Urgency: ☐ Green ☐ Amber ☐ Red First route: _____ Backup: _____	RED – Serious medical concern A student suddenly has severe physical symptoms and says they cannot breathe properly or stay standing. Support type(s): _____ Urgency: ☐ Green ☐ Amber ☐ Red First route: _____ Backup: _____
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FIRST RESPONSE DOES NOT HELP A student asks an adult for help. The adult says, "Everyone feels like that—try not to worry," and walks away. Support type(s): _____ Urgency: ☐ Green ☐ Amber ☐ Red First route: _____ Backup: _____	SUPPORT PERSON UNAVAILABLE The student's preferred adult is absent for a week. The concern is continuing and affecting daily life. Support type(s): _____ Urgency: ☐ Green ☐ Amber ☐ Red First route: _____ Backup: _____
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FRIEND TELLS YOU SOMETHING A friend says they are struggling and asks you to promise not to tell anyone. You are worried that the situation may be serious. Support type(s): _____ Urgency: ☐ Green ☐ Amber ☐ Red First route: _____ Backup: _____	ACCESS BARRIER A student knows the counsellor's name but the office is in a visible place, appointments are unclear and the student worries classmates will notice. Support type(s): _____ Urgency: ☐ Green ☐ Amber ☐ Red First route: _____ Backup: _____
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Urgency guide:

GREEN = everyday/early support;

AMBER = persistent, repeated or significantly affecting daily life;

RED = immediate danger, serious harm, abuse/violence, self-harm/suicide concern, severe medical issue or inability to remain safe.

When unsure about safety, involve a trusted adult.