

Initial Emergency Procedure Plan

Forge Clarity PTY LTD

Notes

The Director/Lead Therapist is the only individual that has access to the clients signed Client Liability Waiver & Agreement. The document that has their full legal name, emergency contact and other crucial information required.

Immediate Response to Active Crisis

Scenario: Any situation that requires a mandatory reporter to contact emergency services, ACA or NDIS. For instance a participant expresses suicidal intent, homicidal threats, or discloses abuse/neglect during a session.

Steps to Follow:

1. Assess Risk Level: Ask direct, calm questions to gauge immediacy:

- “Are you currently thinking about acting on these feelings?”
- “Do you have a specific plan or means to harm yourself/others?”

If risk is imminent, proceed to Step 2.

2. Contact Emergency Services:

If the participant’s location is known:

- Call 000 (or 112 international emergency number) and provide the participant’s name, address, and nature of the threat. Stay on the line with emergency services until help arrives unless they direct you otherwise.

If location is unknown:

- Contact Tegan Elza Banks to inform them and to gain registration records to identify the participant’s contact information, and emergency contact. If Tegan Elza Banks is not immediately contactable, ask the participant directly: “Can you share your location so we can get you help?”, “What’s the number of your emergency contact?”.

3. Do Not Leave the Participant Alone:

- Keep the participant on Zoom in a private breakout room (if possible) while contacting emergency services.
- If the participant disconnects, use their emergency contact (if provided during registration) to notify family/caregivers.

4. Mandated Reporting Obligations

Applicable Laws:

Child/Elder Abuse: Report disclosures of abuse/neglect of minors, elders, or vulnerable adults to local Child/Adult Protective Services within the timeframe required by law (e.g., within 24–48 hours in most Australian states).

Duty to Warn: If a participant threatens to harm a specific person, notify Tegan Elza Banks and law enforcement.

Process:

- Notify your organisational supervisor immediately to coordinate reporting.
- Submit a written report to authorities using the organisation's template.

5. Confidentiality & Privacy Exceptions

- Breach confidentiality only as necessary to protect life. Explain to the participant:
“I care about your safety, and I need to connect you with help. That means I'll have to share this information with [emergency services/authorities].”
- Do not share details with other group members unless required for their safety (e.g., threat against another participant).

6. Post-Crisis Protocol

Document the Incident:

- Record date, time, participant's statements, actions taken (e.g., emergency services contacted), and follow-up steps.
- Use the organisation's incident report form.

Follow-Up with the Participant:

- The organisation's staff (not the volunteer) should reach out within 24 hours to provide resources (e.g., crisis hotlines, therapy referrals).

7. Debrief the Group (if appropriate):

- If the incident occurred in the main group, address it briefly at the next session without violating confidentiality: "Last week, we had a situation where someone needed urgent support. Let's take a moment to reflect on how we can care for ourselves and each other."

8. Emergency Contact Toolkit

Keep these resources accessible:

Lifeline Australia Call: 13 11 14

Lifeline Australia Text Line: 0477 1311 14

Local emergency services number: 000 OR 112

Participant's Emergency Contact: From registration forms - only accessible by the Director and Lead Therapist, Tegan Elza Banks.

9. Legal Compliance

Forge Clarity expects every volunteer to follow the PACFA or ACA Code of Ethics along with relevant legislation and acts.

Template: Crisis Script for Facilitators

Use if a participant becomes distressed:

- "I'm hearing that you're in a lot of pain right now. Your safety is our priority. Can I connect you with someone who can help?"
- "I'd like to move you to a private breakout room so we can talk one-on-one while we figure out next steps."