



**In Step
Supports**

Mental Health Crisis & Escalation Process Policy and Procedure

Document Title	Mental Health Crises and Escalation Process & Policy
Related Standards	NDIS Practice Standards – Provider Governance and Operational Management

5.0 Procedure

Our organisation acknowledges differences in our diverse and inclusive community, and all people need to seek timely mental health support when they are experiencing poor mental health. Staff are encouraged to approach someone they feel comfortable talking to about their mental status.

Mental Health Crises and Escalation

In the event of a mental health crisis, acute distress, or threat to life or safety (including suicidal ideation or behaviour), staff must:

- Ensure immediate safety of the participant and others
- Contact emergency services (000) if there is imminent danger
- Notify the Director as soon as safe to do so
- Document the incident in line with the Incident Management and Reportable Incident Procedure
- Where appropriate, notify family, guardian, or nominated advocate
- Consider referral to specialist services such as mental health crisis teams, GP, hospital emergency department
- Conduct a debrief and post-incident review, and ensure follow-up support, including counselling, if required

All discussions about mental health between staff, participants, and management will be treated with strict confidentiality and respect, in line with the Privacy Act 1988 (Commonwealth) and our Privacy and Confidentiality Policy.

Staff and participants may also raise mental health-related concerns through the Complaints and Feedback Policy and Procedure, and these will be addressed respectfully, confidentially, and in a trauma-informed way.

All mental health-related incidents, issues, or patterns will be reviewed as part of In Step Supports Pty Ltd's Continuous Improvement Register and quarterly management review meetings to identify service improvements and strengthen well-being supports.

5.1 Staff

Staff experiencing poor mental well-being or work-affecting mental illness will be supported to allow their health to improve. Our Director will refer them to support mechanisms (if relevant) and work with them using this procedure

1. Notify the relevant people
 - a. Supervisor
 - b. Qualified specialist, e.g. doctor
2. Spend time speaking with the person
 - a. Use active-listening techniques

- b. Discuss some goals they wish to achieve
 - c. Use the Mental Health Checklist, if viewed as relevant
- 3. Agree on one or more of the options
 - a. Hear their voice to determine strategies that may assist
 - b. Collaborate to determine how to reach their outcomes
- 4. Schedule a series of check-ins
 - a. Set timeframes for meetings
- 5. Discuss reasonable adjustments if necessary
 - a. Discuss what is working and what is not
 - b. Changing work practices
 - c. Working with specific participants
 - d. Make adjustments to suit
- 6. Help them make an improvement plan
 - a. Setting small goals
 - b. Setting timeframes

Where appropriate, external services such as Employee Assistance Programs (EAP), General Practitioners (GPs), psychologists, or other clinical professionals will be engaged to support participants or staff experiencing mental health challenges.

5.2 Participants

Staff are required to report any changes in behaviour to their supervisor as per the Responsive Support Provision and Support Management Policy and Procedure. This procedure will generally be used to deal with participants' mental health. Below is a guide to assist:

- 1. Notify the relevant people
 - a. Supervisor
 - b. Complete file notes
- 2. Spend time speaking with the participant
 - a. Use active-listening techniques
 - b. Discuss some goals they wish to achieve
- 3. Agree on one or more of the options
 - a. Hear their voice to determine strategies that may assist
 - b. Collaborate to determine how to reach their outcomes
 - c. Record and adjust in the Support Plan
- 4. Schedule a series of check-ins
 - a. Set timeframes for meetings
- 5. Discuss reasonable adjustments if necessary
 - a. Discuss what is working and what is not
 - b. Changing strategies to suit
 - c. Working with specific workers

6. Help them make an improvement plan
 - a. Setting small goals
 - b. Setting timeframes

6.0 Related documents

- Responsive Support Provision and Support Management Policy and Procedure
- Human Resource Management Policy and Procedure
- Corporate Governance Policy and Procedure
- Work Health Safety and Environmental Management Policy and Procedure

7.0 References

- NDIS Practice Standards and Quality Indicators 2021
- Fair Work Act 2009
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011 (incorporating 2022 psychosocial hazard amendments)