

Employee in an Emotional Crisis

PLAN A Low to Medium Risk

The onsite Medic and their direct supervisor must be contacted immediately.

The Medic must conduct a mental health assessment of the individual.

The Medic must contact the EAP Provider to discuss level of management required

EAP Provider

Lifeskills Australia

P: 1800 870 080

Site Medic and EAP Counsellor/ Psychologist to decide if on call Doctor is needed and if the Employee needs to be evacuated from site

If employee is at HIGH RISK and evacuation is required refer to Plan B

The Department and Registered Managers are to be contacted and made aware of the situation

It is of utmost importance to calmly but firmly require the employee to make contact with the EAP, Medics, supervisors and accompanying support persons must ensure the individual has the ongoing means to make contact with the EAP at all times. This means, phone numbers and phones are available.