



well ways helping families & friends find better ways

Phases in a crisis

Guidelines for each phase

Phase 1: The triggering event

Avoid triggering an event that could lead to a crisis situation where possible and where appropriate.

Phase 2: Escalation

Deal with the person using normal communication skills.

Phase 3: Crisis

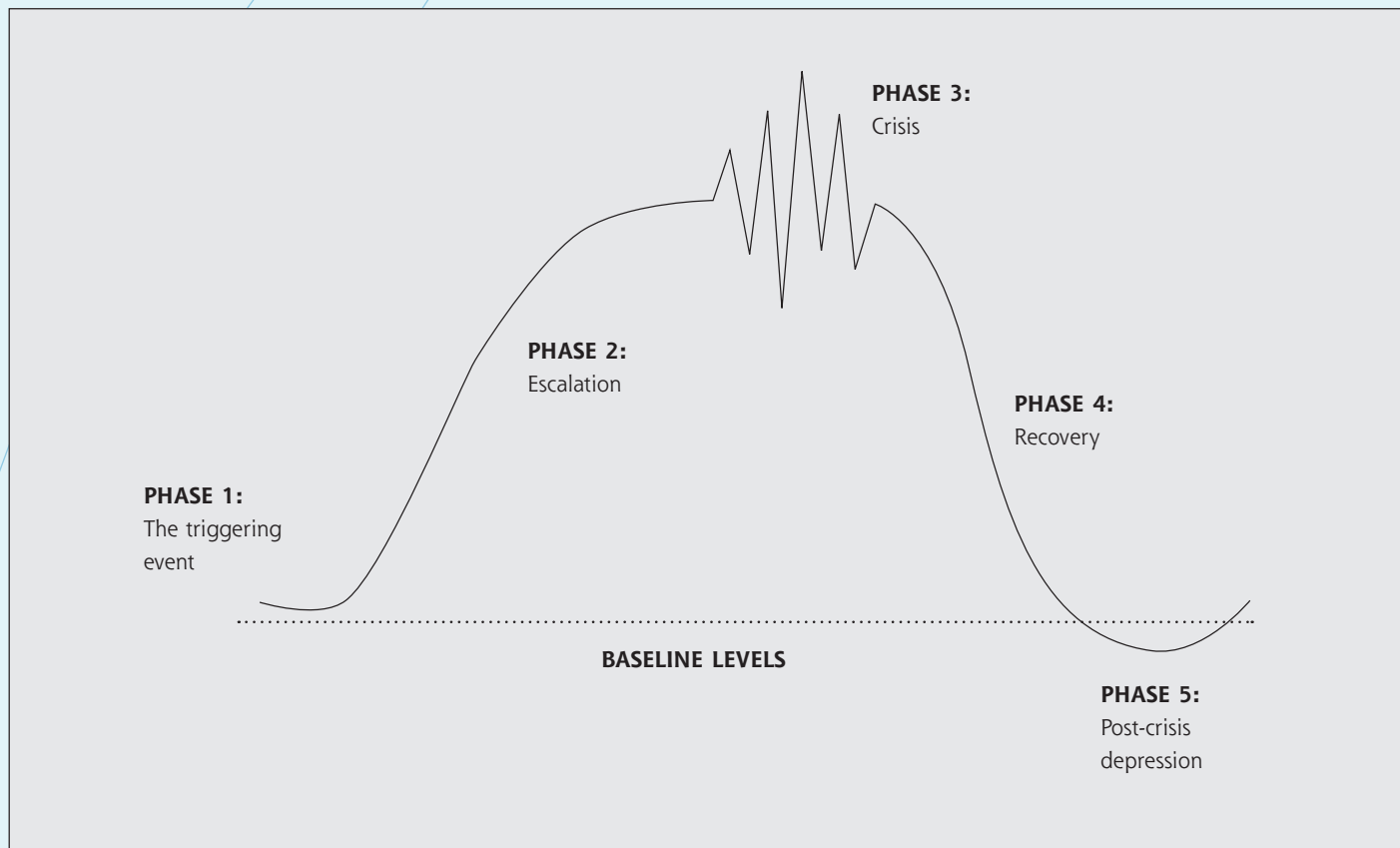
Assess the danger of the situation. Know that it is OK to walk away.

Phase 4: Recovery

If you are still around the person continue to treat them as if they are still potentially dangerous eg physical distance, monitoring their actions and behaviour.

Phase 5: Post-crisis depression

This period usually follows a crisis situation. During this time it is important to be mindful that the person is at risk of harming themselves or others.



Useful references

National Alliance of the Mentally Ill (USA)
www.nami.org

ARAFEMI
www.vicnet.net.au/~arafemi

Carers Victoria
www.carersvic.org.au

Mental Illness Fellowship Victoria
www.mifellowship.org

Mental Illness Fellowship Victoria fact sheets

What can friends and family do to help a person experiencing mental illness?

Family and carer supports and services

Understanding dual diagnosis

Understanding mental illness and violence



Mental Illness Fellowship of Australia
08 8221 5072 www.mifa.org.au
Mental Illness Fellowship Nth Qld Inc
07 4725 3664 www.mifnq.org.au
Schizophrenia Fellowship of Qld Inc
07 3358 4424 www.sfq.org.au

Mental Illness Fellowship of
Sth Australia Inc
08 8221 5160 www.mifsa.org
Mental Health Carers NT
08 8948 1051
www.mentalhealthcarersnt.org



Mental Illness Fellowship Victoria
03 8486 4200 www.mifellowship.org
Schizophrenia Fellowship of NSW Inc
02 9879 2600 www.sfnsw.org.au
Mental Illness Fellowship of the ACT Inc
02 6205 2021 www.mifact.org.au

Mental Illness Fellowship of WA Inc
08 9228 0200 www.mifwa.org.au
ARAFMI (Tas) Inc
Launceston 03 6331 4486
Moonah 03 6228 7448
www.arafmitas.org.au