

CARP De-escalation Training Exercise Scenario 1

PARTICIPANT INSTRUCTIONS

1. Nominate a spokesperson to reflect group discussion back to the group
2. Apply CARP by answering the questions on your scenario below – use your workbook for ideas on defusing strategies, boundary setting and CARP actions.

The CARP Model Reference

C - CONTROL

- Take control of the situation by remaining calm
- Find a suitable environment/time for the conversation
- Use appropriate body language and tone of voice
- Acknowledge the person's concerns immediately

A - ACKNOWLEDGE

- Show that you understand the person's feelings
- Validate their concerns without necessarily agreeing
- Use active listening techniques (nodding, paraphrasing)
- Demonstrate empathy with phrases like "I understand this is frustrating"

R - REFOCUS

- Shift the conversation from emotions to problem-solving
- Ask questions to gather more information
- Clarify the core issues behind the emotion
- Move toward finding a solution

P - PROBLEM-SOLVE

- Work together to identify possible solutions
- Set clear expectations about what can and cannot be done
- Agree on specific next steps
- Follow up as promised

Scenario 1: Crisis Call with Escalating Threats

Day 1 Situation: A participant calls the intake line, sobbing and yelling. They say they've taken pills, want to die, and are in a car with no known location. The participant is crying and then yelling at you as the intake officer. They state, "You don't care about me, no one does!" They advise their support coordinator does not return their calls and support workers do not show up.

Day 2 Situation: The same participant calls back the next day, escalating further and threatening to harm NDIS workers.

Your Tasks for Day 1 Call:

CONTROL Phase:

1. Write your immediate response to take control of this crisis situation:

ACKNOWLEDGE Phase:

2. Write 2-3 statements you would use to acknowledge their distress without enabling unsafe behaviour:

REFOCUS Phase:

5. How would you shift from their emotional venting to gathering critical information about their location and immediate safety?

PROBLEM-SOLVE Phase:

7. What immediate actions can you take?

Your Tasks for Day 2 Call (Threats Against Workers):

9. How does your CARP approach change when dealing with threats of harm to NDIS workers?

10. What boundaries would you set regarding threatening behaviour?

11. At what point might this situation require escalation beyond CARP?