



When something serious happens at work, leaders must act quickly.

IMMEDIATE SUPPORT FOR DIFFICULT PEOPLE SITUATIONS



When a **serious or difficult situation occurs in your workplace**, the responsibility to respond often falls heavily on leaders.

Workplace deaths, serious illness, traumatic incidents, and complex people situations can leave business owners unsure how to respond — both for their people and the organisation.

Crisis Care provides **experienced leadership guidance** to help you think clearly, respond appropriately, and take practical next steps during difficult events.

Crisis Care is particularly valuable for organisations that do not have internal HR or wellbeing support, or where leaders need additional guidance during complex situations.



Typically:

- Small to medium businesses
- Franchise networks
- Founder-led organisations

EXPERIENCED CRISIS LEADERSHIP

Crisis Care sessions are delivered by **Paul McFarlane, Founder of Responder Care**, or a senior consultant with emergency services experience.

Paul brings more than two decades of experience working alongside frontline emergency services, including as Senior Chaplain with NSW Ambulance, supporting paramedics and leaders through major incidents, workplace deaths, and community tragedies.

He was also closely involved in coordinating and providing support during the 2014 **Lindt Café siege in Sydney** — one of Australia's most confronting terrorist events.

These experiences underpin the calm, practical approach used in **Crisis Care** today — helping leaders **think clearly**, support their people effectively, and **navigate difficult situations with confidence**.



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HOW CRISIS CARE WORKS



THE CHALLENGE

When a **serious or difficult situation** affects your workplace, leaders are often expected to respond **immediately**.

A workplace death, serious illness, accident, or complex people situation can quickly create uncertainty about how best to support your people while still managing the needs of the organisation.

In these moments, leaders often find themselves asking:

- What should we say to the team?
- How do we support those most affected?
- What steps should we take in the coming days?
- How do we respond in a way that is both compassionate and responsible?

Without the right guidance, the pressure to make these decisions can feel overwhelming.

THE SOLUTION

Crisis Care provides experienced **leadership guidance during serious or difficult workplace situations** where early decisions can significantly shape what follows.

Through a **confidential 60-minute Crisis Care session**, you will speak directly with Paul McFarlane or a senior consultant with emergency services experience.

The session is designed to help leaders:

- stabilise the situation
- think clearly about what matters most
- identify practical next steps
- support their people appropriately
- navigate the early stages with confidence

Rather than facing the situation alone, you have access to **calm, experienced guidance from someone who has supported leaders through crisis before**.

WHAT HAPPENS IN THE SESSION



Crisis Care is delivered as a focused online consultation designed to help leaders gain clarity and direction.

During the session, we help leaders explore:

- The nature of the situation and those affected
- Immediate leadership priorities
- Communication considerations
- Supporting staff and teams
- Managing psychosocial risk
- Practical steps for the coming days and weeks

Leaders leave the conversation with **greater clarity, reassurance, and a clear, practical way forward**.

BOOK NOW

Scan the QR code or click [this link](#) to book a confidential 60-minute Crisis Care session.



Select a time that suits you and speak directly with an **experienced crisis advisor** – and take the next step with confidence.



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