

STEPHX

SAFETY, CRISIS AND DUTY OF CARE POLICY

Version 1.0

Effective Date: 1 June 2026

1. PURPOSE

StephX is a therapist-supported narrative assembly and therapy-preparation platform.

This Policy explains:

- The safety principles underpinning StephX.
- The limitations of the Platform.
- Crisis-related boundaries.
- User responsibilities.
- Therapist responsibilities.
- Circumstances in which StephX may take protective action.

This Policy should be read together with:

- Terms and Conditions.
 - Privacy Policy.
 - Clinical Boundaries and Appropriate Use Policy.
 - AI Disclosure and Acceptable Use Policy.
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2. FOUNDATIONAL PRINCIPLE

StephX supports therapy.

StephX does not provide therapy.

StephX supports communication.

StephX does not provide crisis intervention.

StephX supports reflection.

StephX does not provide emergency response.

The primary responsibility for therapeutic care remains with the treating therapist.

3. SAFETY DESIGN PRINCIPLES

StephX seeks to promote:

- Client autonomy.
- Client control.
- Privacy.
- Consent-led engagement.
- Trauma-informed interaction.
- Respectful communication.
- Appropriate governance.
- Professional oversight.

Safety within StephX is designed around supporting informed human decision-making rather than replacing it.

4. NOT A CRISIS SERVICE

StephX is not:

- A crisis service.
- A suicide prevention service.
- An emergency response service.
- A mental health hotline.
- A medical service.
- A monitored safety service.

StephX should never be relied upon during an emergency.

5. NOT CONTINUOUSLY MONITORED

Users acknowledge that:

- Content entered into StephX is not continuously monitored.

- Story cards are not continuously reviewed.
- Notes are not continuously reviewed.
- AI interactions are not continuously reviewed.
- User activity is not continuously reviewed.

There may be significant delays before any content is viewed by a therapist or authorised platform personnel.

Users must not assume that content entered into StephX will receive immediate attention.

6. EMERGENCY SITUATIONS

If a user:

- Is considering suicide.
- Is considering self-harm.
- Is concerned about harming another person.
- Is experiencing a mental health crisis.
- Is experiencing a medical emergency.
- Is in immediate danger.

The user should immediately contact:

- Emergency services.
- Their therapist.
- Their doctor.
- Appropriate crisis support services.
- A trusted support person.

StephX is not an emergency communication channel.

7. THERAPIST RESPONSIBILITIES

Therapists remain solely responsible for:

- Clinical assessment.
- Risk assessment.

- Safety planning.
- Crisis intervention.
- Duty of care obligations.
- Mandatory reporting obligations.
- Treatment decisions.
- Professional judgement.

Nothing within StephX transfers these responsibilities to StephX.

8. CLIENT RESPONSIBILITIES

Clients remain responsible for:

- Seeking emergency assistance when required.
- Contacting their therapist when appropriate.
- Using StephX responsibly.
- Understanding the limits of the Platform.
- Managing their own account security.

Clients should not rely on StephX to identify, manage, or respond to crises.

9. AI SAFETY LIMITATIONS

AI functionality within StephX:

- Is not a crisis service.
- Is not a counsellor.
- Is not a therapist.
- Is not a suicide prevention service.
- Is not a safety monitoring system.

AI outputs should never be relied upon during emergencies.

AI-generated content does not replace professional assistance.

10. DISCLOSURES OF SELF-HARM OR SUICIDAL IDEATION

Users may choose to record personal thoughts, feelings, fears, or experiences within StephX.

Such disclosures may include:

- Distress.
- Hopelessness.
- Self-harm thoughts.
- Suicidal thoughts.
- Emotional crises.

The existence of such content within StephX does not mean:

- It has been reviewed.
- It has been seen.
- It has been acted upon.

Users must seek appropriate assistance directly.

11. DISCLOSURES OF ABUSE OR HARM

Users may record information relating to:

- Domestic violence.
- Family violence.
- Child abuse.
- Sexual abuse.
- Neglect.
- Exploitation.
- Coercive control.

StephX does not investigate allegations.

StephX does not determine factual truth.

StephX does not provide legal advice.

Appropriate authorities and professionals remain responsible for investigation and intervention.

12. PLATFORM RESPONSE TO SERIOUS RISK

StephX generally does not monitor user content for crisis intervention purposes.

However, if authorised StephX personnel become aware of information that reasonably suggests an immediate and credible risk of serious harm to a person, StephX reserves the right to take reasonable action consistent with applicable law.

Such action may include:

- Attempting contact with the user.
- Attempting contact with the user's therapist where known.
- Restricting platform access.
- Preserving records.
- Contacting emergency services or authorities where legally justified.

Any action taken will be guided by:

- Available information.
- Applicable law.
- User safety.
- Proportionality.
- Privacy obligations.

13. MANDATORY REPORTING

StephX is not generally responsible for mandatory reporting obligations arising from therapist-client relationships.

Therapists remain responsible for mandatory reporting obligations imposed by:

- Law.
- Professional standards.
- Licensing bodies.
- Regulatory authorities.

Nothing in StephX limits those obligations.

14. DUTY OF CARE POSITION

StephX provides software infrastructure.

StephX does not assume responsibility for:

- Clinical care.
- Therapeutic outcomes.
- Treatment decisions.
- Risk management decisions.
- Crisis management decisions.

StephX's role is limited to providing the Platform and associated services.

Nothing in this Policy excludes obligations that cannot lawfully be excluded.

15. INCIDENT MANAGEMENT

StephX may maintain processes for managing:

- Safety reports.
- Security incidents.
- Privacy incidents.
- Platform misuse.
- Professional conduct concerns.

Such processes support governance and platform integrity.

They do not constitute clinical care.

16. SAFETY IMPROVEMENT

StephX may use aggregated and de-identified information to improve:

- Safety systems.
- User experience.
- Platform design.
- Governance processes.

- Educational materials.

Individual stories are not intentionally used for commercial exploitation.

17. CHANGES TO THIS POLICY

StephX may update this Policy from time to time.

Updated versions will be published within the Platform.

Continued use of StephX constitutes acceptance of the updated version.

18. CONTACT

Safety and Governance

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StephX seeks to provide a safe, respectful, and privacy-focused environment for organising information relevant to therapy while recognising that responsibility for therapeutic care remains with appropriately qualified professionals.

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