

REPORTING A CRITICAL INCIDENT

Distressing events are by nature unpredictable and can leave people and teams feeling uncertain and confused, impacting on wellbeing and safety in the workplace. Accessing support and early intervention quickly is important.



WHAT TO DO IF AN EVENT OCCURS?

Collect Information

- The names and teams of the impacted people
- Brief outline of the event
- Best contact number of impacted people
- Details of anyone who would benefit from immediate telehealth support
- Time and address and contact person for local onsite support to capture impacted staff*

*this may not be immediately as staff may wish to go home and the next shift would be the best time to support people

- Ensure a private room with water and tissues is allocated away from the immediate staff traffic
- Arrange for the onsite contact to meet with the Consultant and provide an up to date state of events and details of any particularly distressed employees

CALL CONVERGE INTERNATIONAL

- Call Converge International to relay support needs: **1300 OUR EAP (1300 687 327)**
- Verbally provide details or email through the above specifics
- Keep the Converge case number handy if your support needs change or more support is required

WHAT TO EXPECT FROM THE CONSULTANT

- A group introduction of who they are and how/ when they can be accessed whilst onsite
- An optional group education session about the services and common reactions to distress to look out for in themselves and others
- Consultant will be available for individual wellbeing check in sessions
- Consultant will provide feedback to the onsite contact about support and possible recommendations for staff wellbeing

BEFORE THE CONSULTANT ARRIVES

- Ensure yourself or a senior leader is available on the contact number or locally
- Provide details to Converge if the key contact changes or more leaders need to be kept abreast of support as it unfolds
- Let employees know that Consultant is available onsite or to expect a call if telehealth support is nominated

WHAT HAPPENS AFTERWARDS?

- The consultant will provide individual check ins, following best practice after distressing events to the individuals at the 24hour, 1 week and 4 week post incident date
- Referral on into EAP or within the community for follow up care should further support be required
- Some organisations request a service summary report with an outline of support provided