



EAP Critical Incident Support.

24 HOURS 7 DAYS A WEEK.

ALL LOCATIONS 1300 277 924.

The Critical Incident Support Service is available employees and their immediate family members.

What is a Critical Incident?

A critical incident is a sudden, extraordinary and unexpected event that poses an actual or perceived threat to an employee's wellbeing that produces a strong emotional response that temporarily overwhelms the ability to cope.

Examples of critical incidents include:

- Death, suicide or escape of an offender.
- Exposure to a gruesome situation (e.g. blood, injuries).
- Significant threat to safety, e.g. assault, threat to harm, hostage taking.
- Significant death or serious injury of a colleague or loved one.

Emotional distress within the normal range of normal human experience is not a critical incident. Please contact Human Psychology to book an appointment for counselling if you are going through a personal crisis. If you or a family member are experiencing thoughts of self harm and there is an immediate threat to safety, call and request suitable emergency assistance.

When you call the 1300 number your call will be assigned to a Clinician who will work with you to develop a Critical Incident Plan. The Clinician will provide you with information and strategies to support your people. The plan may involve a Clinician(s) attending the work site.

When you call the Critical Incident Support Service, please have the following information available:

- State your employer and that you require immediate assistance.
- Provide your name, location and contact number(s).
- Provide a summary of the incident, number of people involved and whether there is police/emergency services in attendance.

After hours, your call will be answered and a message taken and a Clinician will return your call typically within 30 minutes of being notified.