

# Critical Incident Response



An organisation may experience a critical incident that deeply impacts its employees' sense of safety and throwing the workplace off balance. It is very important that during critical times, organisations address the human impact of the event and deal with the issues without delay. In a workplace scenario, any incident that can lead to emotional and sometimes physical distress, often to the point where the employee can no longer function should be taken with all seriousness. Organisations that fail to acknowledge the effects of emotional consequences of the event on their employees risk permanent damage to both the engagement and loyalty of their employees to the organisation. Lifeskills Australia staff are skilled and have specialised training to provide critical incident response services to assist their EAP partners.



## What Is A Critical Incident?

A critical Incident is any event that is severe, dangerous, unexpected, stressful and that may be beyond the normal capacities of those involved in the event, can accommodate.

Lifeskills Australia provides immediate response to any critical incident on a regular basis. We're ready 24/7. We have professionals that are highly experienced with training in Psychological First Aid and on-going incident and case management expertise.

## Critical Event Consultation

Lifeskills Australia is always on the alert when there is an occurrence of an environmental disaster or internal critical event that may negatively impacts your workplace. We will partner immediately with the leadership of your organisation to create an effective Critical Incident Response Plan that makes readily available, caring support and customised and tailored solutions to meet your needs.

When you partner with Lifeskills Australia we will create an effective response plan that will ensure employee safety and security and ultimately ensure business operations return to normal as quickly as possible.

After the event we remain committed to providing ongoing support and services to your organisations management and employees. We provide reports that summarise the activities carried out (numbers of people followed up, services provided, referrals on to EAP or external specialists) and that summarise themes and make recommendations to employers for possible actions and changes to policies that may be beneficial, without compromising our confidentiality policy.





24/7 crisis hotline



Response from therapist within 2 hrs



Post-incident reports



Incident response action plan implemented



Appropriate referrals to outside resources



## Benefits that come with Lifeskills Critical Incident Support Services:

- Guaranteed quick response and action plans
- Coverage 24 hours per day, 7 days per week
- Professional support for employees involved in a serious incident
- Provide Individual and or group support, as required
- Unequalled support for management, both immediately in response to the incident and following the incident
- Proactive care to assisting employees return to the workplace
- Provide a comprehensive critical incident report to Management

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