Critical incident response overview

think MENTAL HEALTH

INITIAL RESPONSE

- Manage immediate health, safety and wellbeing
- Confirm critical incident facts
- Make initial contact with impacted individuals
- Activate Critical Incident Response Team
- Advise key stakeholders

Refer to:
+ Critical Incident Response Plan
+ Critical Incident Response Guide

+ Circulate Critical Incident Response Plan Template

THE FIRST 4 HOURS

- Provide mental health and wellbeing support
- Critical Incident Response Team Activation meeting
- Initial internal and/or external communication
- Ongoing liaison with directly affected individuals

Refer to:
+ Critical Incident Response Plan
+ Critical Incident Response Guide
+ Where to Seek Help
+ True Sport web page
+ Looking After Yourself Tipsheet

+ Review the Communication Templates

THE FIRST WEEK

- Remain informed of incident details
- Keep key stakeholders and community informed
- Support at-risk individuals
- Critical Incident Response Team meeting
- Bring the community together (if appropriate)
- Plan for return to normalcy

+ Provide ongoing mental health and wellbeing support

THE FIRST MONTH

- Stay abreast of developments and maintain communication
- Provide mental health and wellbeing sessions (if applicable)
- Funeral attendance (if relevant)
- Critical incident review

+ Provide ongoing mental health and wellbeing support

LONG-TERM SUPPORT

- Maintain ongoing communication as required
- Ensure ongoing visibility and accessibility to mental health and wellbeing support
- Finalise and implement critical incident review

+ Provide ongoing mental health and wellbeing support

- Funeral attendance (if relevant)
- Critical incident review

In an Emergency Dial 000

For support call Lifeline 13 11 14

or visit thinkmentalhealthwa.com.au for more info

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