



EAC Critical Incident Support.

24 HOURS 7 DAYS A WEEK.

ALL DCP LOCATIONS 1300 277 924.

The Critical Incident Support Service is available to DCP employees, immediate family members and volunteers.

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 the Human Psychology on 1300 277 924 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 Psychologist who will work with you to develop a Critical Incident Plan. The Psychologist will provide you with information and strategies to support your people. The plan may involve a Psychologist(s) attending the work site.

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

- State that you are calling from DCP and immediate assistance is requested.
- Give your name, location and contact number(s).
- Give 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 Psychologist will return your call typically within 30 minutes of being notified.