

RECOVERY AND RESILIENCE (SELF-CARE)



IMMEDIATELY AFTER THE INCIDENT

1. Are you physically safe?
 - Do you, or anyone around you, need medical attention? If so, seek medical attention immediately.
2. How are your colleagues doing? Remember to check in with anyone who was involved or looking on.
3. Provide the opportunity for yourself and your colleagues to have some time out.
 - Get yourself or the individual a glass of water or warm drink.
 - Where possible, avoid going straight back to your job with no break. It's important for your recovery to take some time after an incident.
 - Don't go home immediately and please don't send others home straight away, especially if they are going home and will be alone.
4. There is no right or wrong way to feel about what just happened. Please remember that whatever you are feeling, and whatever others are feeling is ok. Your reactions are a normal response to what just happened.
 - You don't have to pretend you're fine, especially if that is not how you feel.
 - Remember to be supportive of others who may be upset, even if you are not. They just need you to listen and reassure them. Avoid telling them about scenarios that involved you going through an even more challenging situation.
 - Avoid underplaying what just happened to yourself, your manager or anyone else affected. Minimising such incidents, sends a message that occupational violence and aggression is normal which causes further harm.
5. Where appropriate, encourage others to stay and finish the day. This applies to you too.
 - Perhaps you can do some back-office tasks, or buddy up with someone. Sometimes our response to an incident can be delayed. Being at work means you have time to monitor yours and other's responses and seek or provide support when needed.
6. Remember to access EAP or any other resources that your organisation offers. This is especially important if you are thinking about what happened a few days and/or weeks after the event.
7. Ensure you report the incident. This helps your organisation to understand what risks you and your colleagues are facing and how they can best support and ideally prevent it from happening again.



FOR MANAGERS

1. Are your people accounted for and are they safe?
 - Is anyone missing?
 - Are there any injuries that need medical attention?
2. Do you need to call the police or emergency services?

Make sure you report the incident. It is ideal if you can do this as quickly as possible so that you can capture the details effectively.
3. Where appropriate offer the opportunity to debrief what happened. The focus of a debrief is to provide a supportive space for people to share what's on their mind, express their emotions (if they want) and get support from others. It's not an opportunity to ask loads of questions or force people to provide details that they don't want to give.

Some staff may not feel comfortable to debrief yet, so make sure you and no one else is forced to attend a group or individual debrief if they don't want to. Assure them they can speak with you or an appropriate person when they are ready.
4. Encourage your staff to think about and plan how they will manage their stress in healthy ways and how they can rebuild their resilience and ability to cope. Provide information on the importance of sleep, nutrition, exercise and getting emotional support.
5. Encourage help seeking behaviour, including accessing EAP support and others.
6. Where appropriate you might need to contact the family or friends of your staff members. This is to let them know what happened and provide EAP details for additional support.

ONGOING SELF-CARE AND RESILIENCE BUILDING FOR STAFF AND MANAGERS

1. Symptoms such as feeling anxious, disturbed sleep, constantly recalling the event, recurring dreams, physical reactions, struggling to concentrate) can all be signs that you might need further support to process what happened.
2. Check in with yourself and others. Are you feeling more or less social or talkative? Is this a change from how you or others would normally behave? If you notice this in yourself or others, please reach out for further support and/or encourage them to speak with a professional.
3. Being supportive is helpful, but if you start to feel like the counsellor at work, you might want to kindly and sensitively suggest that seeking support from a professional might give your colleagues the skills and techniques that you're not equipped to offer.
4. Relaxation. Use breathing to calm yourself down. Apps can also help guide you through relaxation exercises and sometimes something as simple as a breathing GIF online can help you to focus on slowing down your breath.
5. Socially connect. Reach out to the people you trust and who care about you. Use these connections for social support, and to give yourself a break.
6. Exercise. Doing physical activity helps to lift your mood and releases the 'feel good' chemicals in your brain. Take a walk at lunchtime, exercise with a friend and feel the benefit.
7. Give your brain a break! Doing something completely different is great for our brain. Ideas can include listening to music, getting lost in a hobby, gardening, cooking, playing sport, being creative or taking a bath.
8. Humour. Having a good old laugh releases the positive hormones that can chase the stress hormones away. Who makes you laugh? Do you love cat videos? Look for something that can make you giggle to give your brain and emotions some light relief.
9. Listen to your body and your mind. If you feel like you're not coping, or your emotions seem unmanageable, it doesn't mean you aren't strong enough. It means you might need some extra help to overcome your response. Getting help will support you to bounce back.

SUPPORT CONTACTS AND RESOURCES

Police	000	Any emergency situation
EAP		Provides confidential, professional short-term counselling services.
EAP Manager line		Provides confidential professional short-term counselling services.
WHS contact		
Any other relevant internal support		

