

Critical Incident Support.



Pilot Service*

Access Psych are able to attend your workplace to support your employees after a Critical Incident, such as:

- Death at the workplace of a visitor, client or customer**
- Natural disaster
- Suicide or attempted suicide
- Assault or violence in the workplace
- Serious near-miss or major safety incident
- Traumatic injury
- Armed robbery

***Please contact EML on 13 77 22 for more information on the tailored services that are available following a workplace fatality of a colleague or an employee*

Access Psych's Critical Incident Response Support

- An immediate, prompt and thorough response and action plan
- 24/7 phone call triaging service
- Short term counselling for impacted staff
- Professional support for workers involved in a serious incident
- Individual or group support, as required
- Support and coaching for managers
- Resources for staff to support them to care for themselves and others during these times

Call 1800 644 327 and quote CIS2023 to confirm your eligibility and access the service. This line can be accessed 24/7.

Store this flyer in a convenient location and record your Business Name and Workers Insurance Policy Number below so that it is easy for you to quote in case of a Critical Incident:

Business Name:

Policy Number:

**As an EML customer (with a current icare NSW Workers Compensation Policy), you've received this flyer as you are eligible to access services during EML's Critical Incident Support pilot. You will be able to access these services free of charge to support your employees following a traumatic or critical incident should this occur in your workplace. The pilot is expected to run until 30/06/2024 or unless otherwise advised.*

EML NSW Ltd ABN 52 003 201 885

CIS Emergency Numbers – Newcastle.



Hour Emergency Support.

Lifeline (free call from mobile)	131 114
Suicide Callback Service	1300 659 467
Kids Helpline	1800 551 800
NSW Mental Health Line	1800 011 511
NSW Domestic Violence Help Line	1800 656 463
Child Protection Help Line	132 111
Men's Helpline	1300 789 978
NSW Rural Mental Health Line	1800 201 123
Alcohol & Drug Information Line	1800 422 599
G-Line (gambling)	1800 633 635
Rape Crisis Centre	1800 424 017
NSW Parent Line	1300 130 052
Poison Information Line	131 126
Interpreter Service	131 450

Workplace Support.

Please speak to your Manager or HR department to obtain your workplace Employee Assistance Program (EAP) details or any other workplace support programs that may be offered.