


Critical Incident Support Pilot Service*

Contact PeopleSense on 1300 307 912

 **PeopleSense by Altius** are able to attend your workplace or provide remote support via telehealth to support employees after a Critical Incident, such as a:

- Natural disaster
- Notification of a staff member's attempt to die by suicide
- Armed robbery
- Assault or violence in the workplace
- Serious near-miss or major safety incident
- Traumatic injury
- Death at the workplace of a visitor, client, or customer **

** Please contact EML on 13 33 65 for more information on the tailored services that are available following a workplace fatality of a colleague or an employee.

Call 1300 307 912 to confirm your eligibility and access the service. This line can be accessed 24/7.

 **PeopleSense by Altius Critical Incident Response** includes:



Immediate answer and triage of critical incident related calls.



All out of hours calls are responded to by a PeopleSense by Altius psychologist ensuring immediate response to incidents without the requirement for triage.



Access to support 24/7/365 days a year.



Qualified psychologist to attend the workplace or provision of services via telehealth.



Individual therapy assessment and intervention or group-psychoeducation sessions available.



Incorporates evidence-based practice, focusing on normalising and psych-education rather than outdated methods, such as group debriefing that can cause damage to clients.



Manager support – to assist managers know how to best assist staff following a critical incident.



Follow up psychological therapy available.

 All PeopleSense Sessions are a confidential and safe space. Details of clients whom access sessions with PeopleSense will remain anonymous and no details of your sessions will be disclosed to your employer.



A Critical Incident Response (CIR) intervention can provide psychological support to people who have been directly or indirectly affected by the event. The intervention is designed to normalise responses and where possible prevent abnormal reactions such as Acute Stress Disorder and Post Traumatic Stress Disorder



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:

SCAN ME

