



# Critical Incident Response

Critical Incident responses are available from each of CatholicCare's sites to all areas of Tasmania, and Critical Incident Response Teams can respond on-site or as appropriate.

CatholicCare's Employee Assistance Program has staff with considerable experience and ongoing training in Critical Incident Stress Management, which is a 'Comprehensive, Integrated, Systematic and Multicomponent package of crisis intervention tools'. All protocols are followed, according to the Critical Incident Stress Management guidelines including Confidentiality, Privacy and Safety using the SAFER-R Model of Individual Crisis Intervention. The Defusing stage is within 12 hours of the crisis ending, and is generally followed by Critical Incident Stress Debrief (CISD), if there is time allowing for a defuse. The Debrief is held between 24 to 72 hours after the critical incident has finished.

The Mitchell Model for CISD is a group session, (or can be individual if required), and leads participants through Introduction, Fact, Thought, Reaction, Symptom, Teaching and Re-entry phases.

According to 2017 Crisis Intervention & CISM Resources *'Psychological triage involves assessing the person's ability to function safely. It is an informed estimation at best. When in doubt enlist professional assessment resources.'* This means that for someone who has experienced a critical incident at work, a previous trauma may trigger an elevated response, requiring the extra level of support. Face-to-face, virtual and phone defusing and debriefing supports are options following a critical incident. The Crisis Management Briefing can be used to convey appropriate information to small or large groups, in a timely manner.

## For more information:

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