

How **ITIM** helps organisations minimise impact before, during and after a critical incident.

Procedure and Policy Development

ITIM can work with your organisation to define procedures that deal with the emotional effects of a tragedy and maximise the performance of your personnel in the event of a crisis.

Immediate Response and Follow-Up

ITIM is dedicated to providing a critical incident response service that is timely, comprehensive and tailored to meet the immediate and emerging needs of client organisations and their people 24 hours a day, 7 days a week.

Peer Support Programs

ITIM works with organisations to identify and train suitable staff members to support and refer fellow workers with work-related or personal difficulties before they impact upon wellbeing and productivity.

Psychological Assessment

ITIM provides psychological assessment services to identify staff members most likely to demonstrate resilience during critical incidents. Assessments are also conducted during the crisis recovery period to screen for employees who may require clinical intervention for enduring distress.

Critical Incident Training

The more knowledge available to people about what to expect and what to do before a crisis, the less likely they will be traumatised by their experience. With an increasing emphasis that organisations are placing on health and safety, critical incident training can be used to limit exposure, alter the type of exposure, decrease surprise and the unexpected and maximise employee return to work and productivity.

Disaster Recovery

ITIM has been providing responsive, professional and compassionate services to thousands of disaster-affected Australians since 1960. Dedicated ITIM consultants responded to people affected by the Ash Wednesday and Canberra Bushfires, the Longford gas disaster, the tragedies in Russell Street, Hoddle Street and Port Arthur, and supported staff in many organisations across Australia following the Bali tragedy.

About ITIM

ITIM Australia Limited is a national organisation with offices in every state and territory. Established in 1960, ITIM is Australia's first provider of Employee Assistance Programs and is today one of the country's largest providers of support services to people in workplaces. ITIM engages more than 300 qualified staff who provide over 130 000 hours of service to 630 organisations in more than 200 locations.

The purpose of ITIM is to provide services which will assist you to achieve a safe, positive and productive work environment. ITIM is a 100 per cent not-for-profit Australian organisation.

Making an Appointment

To make an appointment or for more information about ITIM's Critical Incident Management and Response service, telephone freecall 1800 337 068 to be connected to your nearest office location. This is a 24-hour toll free number.

Freecall
1800 337 068

www.itim.com.au

ITIM Australia Limited

“Using **ITIM's**
critical incident service
can help you minimise
impact when the
unexpected happens”

Information for Managers

For immediate critical incident response
contact ITIM Australia on
1800 337 068 toll free 24 hours, 7 days
Australia-wide

ITIM Australia Limited

“Using **ITIM's** critical incident service can help you minimise impact when the unexpected happens”

As one of Australia's largest human service organisations, ITIM provides a vast range of professional and on-time services that distinguishes it from all other providers of crisis management services in Australia.

What is a Critical Incident?

A critical incident in the workplace is a sudden event that causes staff to experience unusually strong emotional reactions that may interfere with their mental and physical states and ability to perform at work.

Examples of critical incidents include:

- serious injury to, or death of a work colleague or member of the public
- physical, sexual or psychological threats; including assault, robbery, verbal abuse, intimidation and hostage situations
- motor vehicle and machinery accidents
- exposure to shocking or horrifying circumstances
- cumulative or on-going job related stress
- fires, explosions, chemical spills
- terrorism and related threats
- destruction of work environment due to a natural disaster, and
- deadly diseases and food contaminations.

ITIM Australia Limited

Each year five per cent of Australia's working population experiences a work-related injury. Almost half of all injured people apply for workers' compensation and one third of them take more than 10 days off work. 60 per cent of injured people are men. Mining followed by transport, storage, construction, agriculture, forestry, fishing and manufacturing are the most affected employment areas (Australian Bureau of Statistics 2003).

Why use ITIM for Critical Incident Management and Response?

ITIM's Critical Incident Management and Response strategies are designed to ensure the stability and continuity of a workforce in the event of a crisis. The benefits can be measured by:

- maximising the performance of key staff should a critical incident occur
- timely employee return-to-work and maintenance of productivity
- preservation of employee morale and improved workplace relations
- mitigation of costs associated with non-attendance, shutdowns, compensation and staff turnover, and
- early detection and treatment of post-trauma disorders.

ITIM's unique advantage is it:

- guarantees a response to requests within 15 minutes by telephone 24 hours a day, seven days a week around Australia
- provides face-to-face consultations, counselling and support within two hours
- is committed to delivering crisis intervention based on current best practice principles and procedures
- has a long history of responding to major disasters in Australia
- responds to over 1000 critical incidents affecting Australian organisations each year
- has extensive national, regional and metropolitan servicing capabilities
- has broad industry experience in the delivery of crisis response
- employs and retains highly qualified and professional specialists with extensive experience in responding to critical and traumatic events, and
- is a 100 per cent Australian not-for-profit organisation.

ITIM staff have found that no two people or organisations respond to a crisis in the same way. ITIM consultants appreciate the uniqueness of all people and the organisations for which they work.

What to do when a Critical Incident occurs

A critical incident can occur at any time or place. Should your staff be involved in a critical incident, consider the following suggestions:

1. Ensure the threat is removed or contained and the work environment is safe.
2. Organise and offer medical attention to people involved in the incident.
3. Collect details of those who have been physically injured.
4. Telephone ITIM Australia on 1800 337 068 for support, guidance and assistance.
5. Arrange for a manager to attend the scene and to speak with individuals.
6. Provide a safe and warm environment where those affected by the incident can gather.
7. Provide food and drink to affected staff.
8. Assist staff to make telephone calls to family and friends.
9. Organise and arrange for staff to be transported home, if and when necessary.

“Critical incidents can adversely affect people who are competent and experienced professionals.”

Assisting you to achieve a safe, positive & productive work environment