

Critical Incident Support

→ ACTIVATION GUIDE

What is Critical Incident Support?

A service that supports staff following an unexpected, potentially traumatic event. Critical Incident Support is underpinned by Psychological First Aid and can include practical psychological tools and strategies. Support can be organised in a variety of modalities including onsite, virtual, proactive call outs and standby phone support.

HOW DO I REQUEST CRITICAL INCIDENT SUPPORT?



Managers or Authorised Personnel call Converge on **1300 687 327** and select **option 1** for CI and then follow the prompts to be transferred to the Converge Rapid Response Team.



A Rapid Response Coordinator will triage your call, gather relevant logistical and incident related information, and provide you with guidance on the appropriate support and timing.



Where the referring manager requires immediate clinical support, the Rapid Response Coordinator will source a Clinician to connect with them within 20 minutes.



The referring manager and other identified key contacts will receive an acknowledgment email confirming the request is being processed. Once it has been completed and a Clinician has been allocated they will also receive a confirmation email regarding the booking details.



If you have staff who are highly impacted by the incident and they would like to speak with a clinician prior to the scheduled support, with their consent a proactive call out can be organised.

SUBMITTING VIA THE RAPID RESPONSE SUPPORT REQUEST FORM

This is located on the Converge website as an icon labelled Critical Incident Response

Please note this web form is submitted to the Rapid Response team who will contact you to further triage the incident and confirm receipt of request and resourcing. If you are unable to provide all the detail listed in the form, don't worry, our Rapid team will support you when they call you back.

Our team are monitoring these requests (excluding national public holidays) from 8am to 9pm Monday — Friday and 10am-9pm Saturday to Sunday.

WHAT ARE THE OPERATING HOURS OF THE RAPID RESPONSE TEAM?

Our critical incident support team is available 24/7 designed to respond to critical incidents and emergencies.

The operating hours are **Monday to Friday 8am — 9pm and Saturday to Sunday 10am — 9pm**, with all other hours being attended to by rotating on call Rapid Response Coordinators.



Critical Incident Direct Call:
1300 687 327



convergeinternational.com.au



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