

# Rapid Response

## PRODUCT SUITE

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| <p><b>CRITICAL INCIDENT</b></p> <p>Potential traumatic events that are sudden and unplanned</p> <p>Most common referrals to CVI:</p> <ul style="list-style-type: none"> <li>• Death or fatality</li> <li>• Verbal or physical assault</li> <li>• Workplace accident</li> <li>• Disruptive mental health episode</li> </ul>  <p><b>Support (onsite or telehealth) for employees and leaders to manage their own response and support their team</b></p> | <p><b>PLANNED SUPPORT SERVICE</b></p> <p>Planned organisational events</p> <p>Most common referrals to CVI:</p> <ul style="list-style-type: none"> <li>• Organisational change/realignment announcements</li> <li>• Performance management</li> <li>• Termination conversations</li> <li>• Organisation with unintended media involvement</li> </ul>  <p><b>Support (onsite or telehealth) for leaders to prepare communication roll out, identify risk and standby for employees</b></p> | <p><b>RAPID CONNECT</b></p> <p>Prolonged stress or uncertainty due to uncontrollable events</p> <p>Most common referrals to CVI:</p> <ul style="list-style-type: none"> <li>• Impact of COVID</li> <li>• Protracted organisational change</li> <li>• Change of government/caretaker work scenario</li> <li>• Internal investigations             <ul style="list-style-type: none"> <li>• Legal cases</li> </ul> </li> <li>• Royal commission involvement</li> </ul>  <p><b>Proactive telephone support for managers and teams where they are geographically dispersed, virtual or hybrid working; for the duration of event</b></p> | <p><b>INCIDENT SUPPORT FORUM</b></p> <p>Support after workplace event/s for teams who work in emotionally exposing work with a high likelihood of reexperiencing event</p> <p>Most common referrals to CVI:</p> <ul style="list-style-type: none"> <li>• Occupational violence             <ul style="list-style-type: none"> <li>• Patient death</li> <li>• Cumulative stress</li> </ul> </li> <li>• Challenging case management</li> </ul>  <p><b>Support (onsite or telehealth) for leaders and teams including operational debrief, supervision oriented overview and process improvements</b></p> | <p><b>DISASTER MANAGEMENT</b></p> <p>Large scale support after natural or human devastating event or industrial/corporate disaster</p> <p>Most common referrals to CVI:</p> <ul style="list-style-type: none"> <li>• Bushfires</li> <li>• Floods</li> <li>• Cyclones</li> <li>• Terrorism</li> <li>• Workplace environmental event</li> </ul>  <p><b>CVI Taskforce assisting customers to provide immediate support to impacted people and develop recovery plans</b></p> |
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