**Appendix 4 – Recovery**

The Critical Incident Team will design and implement a recovery process when the immediate aspects of a critical incident are under control, addressing both short and long term issues.

The successful management of critical incidents depends on the area taking appropriate action and providing support during and after a critical incident. The recovery timeline following a critical incident varies, depending on the circumstances.

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| --- | --- | --- | --- |
| **Immediately**  **(and within 24 hours)** | **Within 48-72 hours** | **Within the first month**  **(< 1 month)** | **Longer term**  **(> 1 month)** |
| Gather the facts  Ensure health, safety and welfare of persons are looked after  Where possible, notify the time and place of the debriefing  Set up and manage communication plan  Set up a recovery point  Keep staff and students informed. | Arrange counselling as needed  Provide opportunities for staff and students to talk about the incident  Provide support to staff and helpers  Restore normal functioning as soon as possible  Ongoing communication | Encourage those involved in the incident to participate in meeting to discuss staff and students’ welfare  Identify behavioural changes and the possibility of post-traumatic stress disorder and refer to Health Contacts for Mental Health Services including Student Counselling, OHS and EAP  Monitor mental and physical health of those involved in the incident  Debrief relevant persons. | Monitor staff and students for signs of delayed stress and the onset of post-traumatic stress disorder  Provide support if needed |