**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.

|  |  |  |  |
| --- | --- | --- | --- |
| **Immediately** **(and within 24 hours)**  | **Within 48-72 hours**  | **Within the first month** **(< 1 month)** | **Longer term** **(> 1 month)** |
| Gather the factsEnsure health, safety and welfare of persons are looked afterWhere possible, notify the time and place of the debriefing Set up and manage communication planSet up a recovery pointKeep staff and students informed.  | Arrange counselling as neededProvide opportunities for staff and students to talk about the incidentProvide support to staff and helpersRestore normal functioning as soon as possibleOngoing 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 incidentDebrief relevant persons. | Monitor staff and students for signs of delayed stress and the onset of post-traumatic stress disorderProvide support if needed |