



## Trauma Management Services

*Managing the Unexpected*

## Trauma Management

Under WHS legislation, organisations are expected to manage psychological and emotional risks and hazards in the workplace. This is particularly the case following the traumatic effect of a workplace critical incident.

Drake WorkWise offers Trauma Management Services to ensure your organisation has best practice interventions. This will reduce any disruption to your business from a critical incident, by facilitating organisational and individual recovery programs to ensure timely return-to-normal functioning.

## What is a Critical Incident?

A critical incident is usually sudden, unexpected and threatening, and overwhelms the usual coping resources of an individual or group.

Some examples may include:

- Natural disasters
- Death of a co-worker
- Assault
- Accident or injury (or near miss)
- Hold-up or robbery
- Bomb threat

## Coping with a Critical Incident

In the days, weeks and even months after going through a critical incident, individuals may find themselves experiencing different reactions. These reactions can be unpleasant but are often part of the recovery process. If you, or someone you know, demonstrates these symptoms, it is advisable to seek professional help.

### Physical

Sleep disturbance, fatigue, appetite changes, shakes, headaches, nausea, easily startled.

### Emotional

Fear and anxiety, guilt, numbness, anger and irritability, depression, helplessness.

### Mental

Confusion, nightmares, disorientation, slowed thinking, difficulty making decisions, memory problems, intrusive thoughts or images, concentration issues.

Being involved in a critical incident can be a frightening experience with potential for lasting effects.

**Whether the incident occurs in the workplace or outside of it, professional assistance can greatly reduce the impact on individual wellbeing and organisational performance.**

## Supporting Organisations and Individuals

Drake WorkWise Trauma Management Services benefit organisations and individuals by:

- Fulfilling duty of care requirements with regard to employee wellbeing in the event of a critical incident
- Providing professional assistance in the development of your own trauma management plan to ensure you are crisis ready

These trauma management plans could include:

- Development of trauma response procedures that fit the client organisation
- Trauma response awareness sessions for key staff
- Prioritised access to ManagerSupport

## About Drake WorkWise

Drake WorkWise encourages wellbeing in the workplace through Trauma Management Services, Employee Assistance Programs (EAP) and Organisational Consultancy.

We believe high performance is directly related to workplace wellbeing. As part of the Drake International group of companies, we are at the forefront of human capital development and provide services across the whole of Australia and New Zealand.

At Drake WorkWise our services are designed to enhance employee performance and wellbeing.

Other Drake WorkWise services include:

- ManagerSupport
- Psychological Assessments
- Training and Consultancy Services
- Conflict Resolution
- DebtManagement Support Services
- Online Portal

**[www.drakeworkwise.com](http://www.drakeworkwise.com) | 24 Hour Access Professional Support**

**Australia: 1300 135 600**

Australia Wide Enquiries and Appointments

**New Zealand: 0800 452 521**

New Zealand Wide Enquiries and Appointments

The logo for Drake Workwise is centered on a dark blue background with light blue diagonal streaks. The word "DRAKE" is written in a large, bold, white, italicized sans-serif font. Below it, the words "WORKWISE" are written in a smaller, white, spaced-out sans-serif font.

# **DRAKE**

W O R K W I S E

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