

Actevate

Actevate Critical Incident Response

Immediate psychological support for your people following traumatic or distressing incidents.

Actevate Pty Ltd © 2026

Learn more

A critical incident is a sudden, serious or distressing event at work that falls outside what an employee would normally expect to face in their role.

A critical incident can include

- Workplace fatalities
- Sudden death of a colleague
- Serious injuries
- Physical or verbal assaults
- Threats of harm, including bomb threats
- Witnessing a serious accident or injury
- Near misses
- Vehicle and transport accidents
- Fires and other emergencies
- Natural disasters, such as floods or bushfires
- Violence or aggression at work
- Other traumatic operational events

Five common mistakes that slow recovery

The hours after a fatality, assault, serious injury or near miss shape how employees process the event, recover and return to work. Even with the best intentions, these mistakes can increase distress and prolong recovery.

	The mistake	Why it matters	What leading organisations do differently
01	Waiting too long to activate support	Early psychological first aid, practical guidance and risk screening help people feel supported and identify those who need more care.	Provide psychological support immediately, not only once signs of distress become obvious.
02	Assuming everyone responds the same way	After the same incident, one employee may feel relatively unaffected while another experiences distress, sleep disruption, anxiety or difficulty concentrating.	Tailor the response to each person's risk and needs, rather than assumptions.
03	Focusing on the incident, not the people	Investigations and operational pressures are essential, but employees can easily feel forgotten amid meetings and reports.	Keep up regular check-ins, manager support and access to specialist psychological services.
04	Expecting managers to handle it alone	Managers are often the first point of contact, yet many have never been trained to support people after a traumatic event.	Give managers expert consultation so they can respond with confidence and compassion.
05	Thinking recovery ends after a few weeks	Distress can surface weeks later, once the initial adrenaline subsides and normal routines return.	Treat recovery as a process, with scheduled fortnightly, monthly or bi-monthly check-ins.

How the response works

Actevate's Registered Psychologists provide a clinically governed, evidence-informed response from the first notification through to recovery, with a tiered model that matches support to each person's needs.

24/7

01

Activation and triage

Activate the service at any time for immediate triage and practical guidance for incident leaders.

Within hours

02

Immediate support

Telephone support and psychological first aid for employees, supervisors and incident managers.

Immediate

03

Incident debriefing

Immediate debriefing that normalises stress reactions and provides grounding techniques.

Within 24 hours

04

Assessment and individual care

Trauma-informed screening, with employees at elevated risk prioritised for trauma-focused care.

Up to 12 months

05

Follow-up and recovery

Ongoing monitoring, referral coordination and manager guidance through to recovery.

Every response is overseen by our Psychology Leads, who bring over 8 years of critical incident experience.

They advise incident leaders, coordinate clinicians, guide escalation decisions and keep stakeholders informed, so every intervention stays proportionate, confidential and responsive to operational needs.

What our critical incident response includes

- Immediate Critical Incident Debriefing
- Normalising common physical, emotional and cognitive stress reactions
- Immediate grounding techniques
- Clear guidance on what is shared in the group and what remains private
- Trauma-informed assessment and risk identification
- Individual and group support, based on group dynamics, existing tensions and individual needs
- Manager consultation and guidance
- Director guidance on formal communication, including internal and external statements and liaising with authorities such as NSW Police, SafeWork NSW and the media
- Ongoing monitoring and follow-up care

24/7 support through Actevated™

Employees can access Actevated™, our secure digital psychological support platform, at any time on mobile or computer. It explains common post-incident reactions, offers guided grounding, breathing and mindfulness exercises, and connects people to EAP telephone support and Lifeline's 24-hour crisis line.

Request a demo →

Supporting your people in the first hours after a critical incident shapes how they recover, return to work and trust your organisation.

Recovery and a safe return to work

Timely psychological support reduces distress and supports a safe return to work.

At-risk employees identified early

Trauma-informed screening flags people at risk of longer-term psychological injury, so they get the right care sooner.

Greater confidence for managers

Expert guidance helps leaders respond with confidence and compassion when it matters most.

Consistent, confidential care

A clinically governed framework means every incident is met with the same standard of care.

Actevate

Have a plan in place *before* you need it.

Our 24/7 service can be activated after fatalities, near misses, assaults, serious injuries or other traumatic operational events.

Request a quote →

Trusted by Australia's leading organisations

Allianz · TELSTRA · Service NSW · mirvac · OPTUS · BaptistCare

© 2026 Actevate Pty Ltd. This document provides general information only and is not a substitute for professional advice tailored to your organisation.

Get in touch

hello@actevate.com.au →

1300 663 155 →

www.actevate.com.au →

Scan to visit our website