

Listen to your HEAD

Action Plan

H	Hazards
E	Engage
A	Action
D	Debrief

Listen

Listening is an overarching theme of the Action Plan.

- Don't panic! Remain calm and try and keep a clear head. Take a few deep breaths if you need to.
- Use empathy, regardless of your own opinions.
- Use appropriate eye contact, however be conscious of cultural considerations.
- Use open body language, don't fold your arms, have a relaxed position facing the casualty.

H Hazards

H is for Hazards

Check for hazards and danger to:

- Yourself
- Others
- And the casualty
- It is important to manage hazards first.
- Nothing should stop you from calling triple zero (000) if you think the situation warrants emergency services intervention.

E Engage

E is for Engage

Engage with the casualty.

- Introduce yourself.
- Ask if you can help. Gain consent where possible.
- Ask what is happening.
- Has it happened before?
- Make sure you try and use a calm voice and normalise the situation.

A Action

A is for Action

- Call triple zero (000) in an emergency.
- Make a plan with the casualty of what will happen next.
- Help them help themselves.
- Offer support.
- Do not make promises you cannot keep.
- If this has happened before, remind them that this too will pass as it has before.
- Remind the person that they have taken a big step asking for help.

D Debrief

D is for Debrief.

- It is important to look after yourself.
- Do a self-check.
- Do you feel you coped with the situation well?
- Are you feeling okay after helping this person?
- Do you need to talk to someone yourself? Look for signs of acute stress.



This action plan should be used in conjunction with St John training.