

# Traumatic Incidents

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## Protocol

**Following is the procedure for Clubs/members to follow to access the Branch TIPS Team (Traumatic Incident Peer Support Group) following any critical incident involving our members, together with the team protocol.**

- The Patrol Captain or other designated person will radio Warringah Surf Rescue and notify them of the incident.
- Warringah Surf notifies the Duty Officer of the incident and its details.
- Warringah Surf notifies the “on Call” members of the critical incident team with as many details as possible.
- Two members of the peer support team will attend the site as soon as possible.
- Should those people on call, not be contactable then the Warringah Surf personnel will try all other members on the list.
- No member of the team can attend an incident on his or her own. One member may attend an incident with the coordinator.
- The coordinator of the team should be notified of the incident so that he/she may be able to prepare to debrief and support the team members who attended the incident.
- If, for unforeseen circumstances no one from the team or the coordinator was contactable then it is essential that all the details of all persons involved in the incident be taken so that phone contact can be made with them within the next 24hours.
- The pamphlet should be handed out to all those people before they leave the scene.
- The pamphlet should be given to all participants of the defuse.
- After the defuse the team members are to contact the team coordinator to debrief themselves and plan for the follow up on the people involved in the incident.
- Members of the public are at times given the opportunity to have a defuse session. This should be run separately to the Surf Lifesaving

members. These people are also to be given the pamphlet and encouraged to contact the recommended other Counselling services should they feel a need.

- The team personnel should cross check with the Duty Officer that they have all the names and addresses of the people involved.
- The Duty Officer is not part of the defuse process. He/she is to have their own debrief with the team coordinator.
- Follow up phone calls are made within 24-48 hours after the incident, then one week, one month and three months.
- A formal defuse is offered within the next 72 hours but sometimes it is one week after the incident.
- A final follow up is done in the form of a questionnaire at 3 – 5 months after the incident.

**N.B.** To fulfil our responsibilities in trauma management it is recommended that the trauma team support all surf lifesaving members involved in a critical incident. However we cannot force individuals to partake. It is essential that contact is made and support is offered. This is to be documented in order to meet our "Duty of Care".