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This document is a handy tool for important first steps in minimizing the impact of trauma events you may experience. Please circulate to key staff and post in a place accessible to staff members. The more people who are aware the better your club's response.

No club looks forward to a traumatic event, be it a fire, robbery, accident, or death of a member/patron. Nonetheless these events occur, and we are not usually trained or ready to respond. Forethought and preparation are proven steps in reducing the negative impact of these events.

Trauma Centre Australia is a Partner of Community Clubs Victoria and a leading Australian provider of trauma management. *NB: CCV members can access substantially reduced rates for specialist trauma services and support by contacting;*

Trauma Centre Australia
Micheal Jenkins 0400 508 404
micheal.jenkins@traumacentre.com.au

Step by Step Guide to Trauma Response



The incident has occurred.... NOW REMAIN CALM

REMAIN CALM REMAIN CALM REMAIN CALM

What to do

Whilst this is a guide to the handling of a critical incident, there is always a certain amount of personal judgement in these situations depending on individual circumstances. In an emergency remember the following acronym – RECITE – and following the step-by-step guide to Trauma Response.

- R** Remain calm
- E** Ensure everyone is safe including the victim
- C** Call emergency services as soon as possible
- I** Initiate company incident protocols if appropriate
- T** Tell and inform the victim that help has been called and in on the way. Reassure them and speak in a calm manner. Cover them with a blanket to keep them warm.
- E** Engage with people to see if there are medical people present. Delegate tasks such as getting a blanket or standing out the front of the building to direct emergency service workers.

Step 1: Is there a death or injury involved?

Immediately call 000

Ask for ambulance, police or fire whichever is appropriate.

Ambulance where a person has suffered death or injury

Police if person has been involved in an assault, robbery, accident or other matter

Fire Service if there is fire or a rescue is required

Notes

- Gather any available blankets, pillows or clean cloths.
- **Do not move the victim** unless instructed to do so by Ambulance operator or you are medically qualified to determine if that is the correct course of action.

If victim has died:

- Cover with a blanket but **do not move**.

If the victim is conscious:

- Reassure victim by speaking to them.
- Do not touch open wounds or remove anything from the victim unless instructed to do so.
- Do your best to keep them warm and composed.

Step 2: Is the area safe for other people?

Yes, then please proceed to Step 3

No,

In some case (imminent explosion or building collapse) clear the area of all people. Injured person may need to be removed from the area. If they can walk with assistance, then proceed to evacuation point otherwise they may need to be carried.

Step 3: Call the Trauma Centre of Australia or your chosen trauma response provider.

If you have a Service Agreement with **Trauma Centre of Australia** call:

61 03 94838889.

This despatch line is operation 24/7 and will have a local specialist respond within 15 minutes.

Step 4: Allocate Resources

Delegate,

1 person to ring Emergency Response

1 person to stay with victim

Note: Keep these two people close by each other given Ambulance operators will want information on the victim including vitals.

Immediate first aid may be required to be provided under instruction by Ambulance operators.

Ask if anyone has formal medical training including first aid.

Step 5: Remove distressed people

If bystanders are distressed, remove them from the scene and keep them comfortable and sitting down.

REMEMBER TO RECITE

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- E** Engage with people to see if there are medical people present. Delegate tasks such as getting a blanket or standing out the front of the building to direct emergency service workers.