

(1) Definitions

- (1.1) A critical incident is deemed to be a serious rescue or emergency care case attended to by Club members
- (1.2) A critical incident may include but is not limited to:
 - (1.2.1) Drowning
 - (1.2.2) Mass rescues
 - (1.2.3) Resuscitation
 - (1.2.4) Severe spinal or head injuries
 - (1.2.5) Shark attacks
 - (1.2.6) Cases involving pregnant women or small children
 - (1.2.7) Suicide
 - (1.2.8) Cases involving violent offenders
- (1.3) These cases may occur on patrol, or outside of the attending member's official duties

(2) Notification

- (2.1) Always, the first priority is to ensure that emergency services have been contacted and dispatched
- (2.2) If the incident has occurred during patrol hours, this should include notification of Surfcom
- (2.3) If the incident occurs outside of patrol hours, the attending member(s) should contact the Club Captain or, if unavailable, another member of the Lifesaving Panel immediately
- (2.4) Any queries from the media should be directed to the Club President or Branch Office

(3) Traumatic Incident Peer Support

- (3.1) Either Surfcom or the Club Captain shall active the SNB TIPS team
- (3.2) The Patrol Captain or senior ranking member should ensure that all Club members who participated in the incident remain at the Club to speak to TIPS
- (3.3) The TIPS process is a crucial part of surf lifesaving's and the Club's duty of care to its members. Every person involved in a critical incident will react differently. It is important that everyone is afforded the opportunity to debrief and to talk about the incident as a group, led by an independent and experienced peer. It generally takes less than 45 minutes on the day, and involves 2-3 brief follow-up phone calls