



Field Incident Guide

PSO Critical Incident Activation



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Critical Incidents – Mandatory Notifications

1.1 What are they (refer TacD 19.01.00)

- Death or injury of a QFD member
- Event involving harm or injury to children
- Death of an individual
- Suicide or attempted suicide
- Death of a person while in QFD care
- Multiple casualties
- Persons who have suffered extensive physical trauma e.g. loss of body parts

1.2 How does PSO activation occur

- FireCom upon receiving the above information from the IC, will automatically activate the PSO network
- The IC can request the PSO's be activated through FireCom.

1.3 What is the process

- Upon notification from FireCom, the PSO Coordinator will assign a PSO to the Incident.
- The assigned PSO will text the IC as an introduction (within 24 hours), to arrange a call for the contact information of exposed members.
- Exposed member will be sent text introductions by the PSO and receive a check- in call will be arranged **within 72 hours**.

Critical Incidents – Advisory Notifications

2.1 What are they (TacD 19.01.00; ComsD 04.10.00)

(a non-exhaustive list)

- Exposure to strong sensations such as sights, smells, sounds or touch (e.g.) cattle truck roll over or stock/wildlife losses in a fire)
- Incidents or events of a prolonged or intensive nature
- Close emotional involvement with victims
- Degree of familiarity (e.g. RFS members being first on scene at a structure fire when it is believed people are inside)
- The ability to achieve suitable outcomes
- The standard of resourcing/degree of perceived support
- Media exposure
- Sense of control/effectiveness

2.2 How does activation occur

- As per ComsD 04.10.00, the OIC of any truck/unit or the IC can contact FireCom (preferably by phone) and request a PSO Advisory Notification for the exposed crew/s.
- The OIC/IC will need to provide FireCom initially with their own contact information for PSO contact.

2.3 What is the process

- Upon notification from FireCom, the PSO Coordinator will assign a PSO to the Incident.
- The assigned PSO will text the OIC/IC as an introduction (within 24 hours), to arrange a call for the contact information of exposed members.
- Exposed member will be sent text introductions by the PSO and receive a check- in call will be arranged **within 72 hours**.

Support for Landholders/Members of the Public

3.1 What is TRAUMA

Traumatic events are often powerful and upsetting incidents that may disrupt your daily life. These are distressing events where the safety of yourself or others may have been threatened. You may be a witness or directly involved in the event.

Reactions can be physical and/or emotional. They are different for each person.

Anger, sadness, fear, shock and numbness are among common feelings that people experience.

Usually the intensity of the reaction subsides over a few days or weeks. If you are concerned about your reaction, if the feelings get worse or you feel that you are not “back to normal”, it is important to seek help from your medical practitioner or a mental health professional.

Memories of the event can also occur as intrusive thoughts or dreams/nightmares. These reactions are part of the normal recovery process.

Allow yourself some time to connect with people and activities that help your wellbeing.

3.2 What supports are available for landholders/members of the public

- GP/Doctor may be able to arrange additional mental health treatment or support (Medicare Rebates are available for a range of mental health treatments).
- 13 HEALTH (13 43 25 84) for 24 hour assessment, referral, advice, hospital and community health centre contact details.

- Psychologist/Counsellor through your workplace or as can be arranged by your Doctor.
- Kids Help Line 1800 551 800 — Telephone and online counselling for young people aged 5 to 25.
- Lifeline 13 11 14 — 24 hour telephone Counselling service
- Black Dog Institute — www.blackdoginstitute.org.au/
- Beyond Blue — www.beyondblue.org.au/
- Phoenix Australia — www.phoenixaustralia.org

The above information is captured on Trauma cards (see below) that can be ordered for every truck online through the community engagement resource order form submitted to the Regional Community Engagement Coordinator or Bushfire Safety Officer for endorsement and lodging with the IPG warehouse. These cards provide public information regarding mental health supports and can be freely supplied to landholders/members of the public.

Queensland Fire and Emergency Services

Exposure to Trauma

General information for members of the public following exposure to a distressing or traumatic incident.

Traumatic events are often powerful and upsetting incidents that may disrupt your daily life.

Reactions can be physical and/or emotional. They are different for each person.

Anger, sadness, fear, shock and numbness are among common feelings that people experience.

Usually the intensity of the reaction subsides over a few days or weeks. If you are concerned about your reaction, if the feelings get worse or you feel that you are not "back to normal", it is important to seek help from your medical practitioner or a mental health professional.

Memories of the event can also occur as intrusive thoughts or dreams/nightmares. These reactions are part of the normal recovery process.

Allow yourself some time to connect with people and activities that help your wellbeing.



What are traumatic events?

These are distressing events where the safety of yourself or others may have been threatened. You may be a witness or directly involved in the event.

The experience may lead to strong reactions that affect your thoughts, feelings and behaviours.

People that may be able to help:

Your Doctor who may be able to arrange additional mental health treatment or support (Medicare Rebates are available for a range of mental health treatments).

13 HEALTH (13 43 25 84) for 24 hour assessment, referral, advice, hospital and community health centre contact details.

Counsellor through your workplace or as can be arranged by your Doctor.

Kids Help Line 1800 551 800 — Telephone and online counselling for young people aged 5 to 25.

Lifeline 13 11 14 — 24 hour telephone Counselling service

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Confidentiality Requirements

4.1 What is permitted/required from the IC/OIC

- It is permitted under the Workplace Health and Safety Act 2011 for a PCBU (in this case the IC or OIC) to supply information such as the names and contact phone numbers of impacted workers for support.
- Under the “Managing the risk of psychosocial hazards in the workplace 2022 Code of Practice”, supplying these contact details is further permitted to mitigate the impacts of psychosocial hazards.