



Trauma Centre of Australia

Putting the pieces back together

Trauma and Critical Incident Response Services

CLUBS AND SPORT PROMOTION STANDARD SERVICE AGREEMENT

TRAUMA COUNSELLING SERVICE LEVEL AGREEMENT

1. INTRODUCTION

The Clubs and Sport Promotion Service Agreement specifies Trauma Centre of Australia (“TCA”) as the preferred provider of Trauma Response Services for a 36 month period on signing of the “Order Form” and payment of the 3 yearly access charge as specified in this document as part of the Clubs and Sport promotion.

2. TCA SERVICES SUPPLIED

(A) IMMEDIATE RESPONSE

- TCA should be contacted **within 1 (one) hour** of the incident or as soon as possible after the incident occurring by an Authorised Manager.
- TCA will respond to the initial telephone call or page **within 10 (ten) minutes**. During that return contact call to an Authorised Manager an assessment of the situation is made and an appropriate course of action planned.
- Should a trauma response be required, a Trauma Response Authority Form will need to be completed by the Authorised Manager and faxed to Trauma Centre immediately on 03 9855 2524. Forms will be sent following execution of this Service Agreement.
- When face -to- face counselling is required it should occur **within two hours** of the initial call out unless otherwise agreed. This applies to metropolitan areas only. In non-metropolitan areas, there should be a telephone debriefing session **within two hours** of the initial call and face-to-face counselling as soon as possible; and **within 24 hours** proceeding.
- The preferred option is for staff to have counselling prior to leaving the workplace, however, face-to-face counselling within two hours may be impractical. For example, the nature of the injury may be physical and it may be inappropriate to provide psychological debriefing at this point, or the incident may have occurred at a time of day that to hold staff back until the Counsellor arrives may increase the stress experienced for staff rather than diminish it.
- Debriefing should be negotiated with the Authorised Manager, the staff member(s) affected and TCA Counsellor to ensure agreement with the arrangements.
- Often debriefing will occur at the work place, although there are times when venues such as, for example, a police station, hospital or home may be appropriate.
- In some situations customers may have been directly involved or affected. Negotiations need to occur with the Authorised Manager in relation to the extent of providing an initial debriefing to them.

(B). FOLLOW-UP

Follow ups should be discussed and negotiated with management and employees, and be timed to support return to work programmes. Some organizations may want Human Resources active in the communications loop.

- Any following face to face counseling sessions will follow the TCA model of critical incident trauma debriefing/counselling approach; i.e., immediate, 1 day, 1 week, 2 weeks and 4 weeks.
- The final follow-up session is suggested to be at the four or five week mark post incident and may occur by telephone or face-to-face, as agreed by all parties. Trauma Centre of Australia is able to assess the recovery

of staff and any abnormal responses, which may require ongoing counselling or referral to other services. These findings will be fed back to appropriate managing staff.

(C). GROUP AND/OR INDIVIDUAL COUNSELLING

- ❑ When counselling is provided to groups or individuals as deemed appropriate, and in consultation with management and staff; then follow up sessions may also follow the same format as 2(B).

(D). RATIO OF COUNSELLORS TO STAFF

- ❑ Upon initial telephone response with management there will be information provided on the affected staff member(s). The number of counsellors required for an incident is to be agreed upon at the assessment telephone call with management.

(E). SERVICE COMPLAINT or ISSUES

- ❑ Where an issue arises with the employer or employee being dissatisfied with the service that TCA provides, then the parties' should raise the issue immediately with their respective manager/s. The Trauma Manager /consultant will investigate the issue involved and will discuss action to resolve it with the involved party(s). If required, the Trauma Manager will involve the next level of management in this process.

(F). REPORTING PROCEDURES

i) VERBAL REPORTS.

- ❑ TCA will provide immediate and ongoing verbal reports via telephone or in person following a critical incident. The reports are provided to the nominated Authorised Manager.

ii) WRITTEN REPORTS.

NB. Reports can be negotiated at any point during the incident response period.

Written reports can be prepared **within two weeks** (unless otherwise specified) of the final consultation.

Reports will be forwarded to the nominated Authorised Manager who authorised the service.

These brief reports will include:

A summary of the incident and TCA response to it with an overview of the impact of the incident on the employee/s. The report will include details of additional treatment required and arrangements for return to work, if relevant.

iii) REPORTS TO THIRD PARTIES

- ❑ It is recognized that third parties such as insurers and legal providers may request access to copies of reports referred to above. Copies will only be provided according to the legislative requirements of the relevant jurisdiction and following prior written consent. Legislative requirements include provisions of relevant State and Federal Government privacy provisions including client confidentiality and other professional ethic standards.

(G). SIX MONTHLY AND ANNUAL SUMMARY REPORTS.

These reports summarize usage of the trauma service and detail the following.

- Total number of incidents/referral and breakdown of categories.
- Contacts with employees and hours provided
- Number of employees involved.
- Trends and recommendations
- Total amounts invoiced.
- Satisfaction survey results.

3. FEE STRUCTURE.

TCA pricing policies as below are part of a special "Clubs and Golf" promotion and will include:

✓ . 3 Yearly Access Fee.....	\$295.00
✓ . Face-to-face counselling.....	\$145 per hour
✓ . Telephone counselling.....	\$145 per hour
✓ . Travel time..... <i>Includes to and from location of consultation</i>	\$145 per hour
✓ . Telephone contact and followup.....	No charge
✓ . Individual Reports to third parties as requested.....	\$100 per hour
✓ . Six monthly and Annual Summary Reports.....	No charge
✓ . Travel costs e.g. airfares, accommodation when required	At cost
✓ . Trauma Management & Briefing Sessions.....	No charge for initial briefing
✓ . Staff Counselling (Employee Assistance Program)	\$125

Note: There is to be no travel expenses (other than surface vehicle expenses) incurred without prior written consent of the party to this agreement.

4. INVOICING.

Will be at the completion of a critical incident or EAP service provision.

5. Employee Assistance Program.

E.A.P. employee assistance can be accessed at a reduced rate as per this Service Agreement that forms part of the Clubs and Sport Special Promotion. Requests for staff counselling can only be made by Authorised Managers. Response times for EAP are not subject to the same times as for critical incident response calls and will be negotiated between TCA, the Authorised Manager and the staff member.

6. CONFIDENTIALITY.

Any and all information relating to either party to this agreement e.g. business policies, practices, procedures etc are to remain confidential, unless permission is given for its release. There is to be no publication of incidents, information, and literature by either party without prior written authorization. TCA will not engage in media discussion about any incident that it services under the terms of this agreement

That the same conditions apply to the Trauma Centre as stated above and pricing and organizational structures also remain confidential.

7. USE OF LOGOS AND OTHER MARKETING COMMUNICATIONS.

Each party authorizes the other party to use logos and company names for promotional and other communication purposes. This includes the use of business names and logos in either print or electronic form.