

Victim Support Checklist

This guide is your go-to for assisting tourists in distress, designed for a cool head and a warm heart. Every situation is unique, so feel free to use what fits best, and don't stress, we are here to help you every step of the way.

Initial Assessment and Immediate Action

When an incident is reported to you, or you are at the scene:

- Introduce yourself as a Tourism Safety Ambassador & note down all information.
- Determine who is in charge of the scene, the number of people affected or injured, and the nature of any injuries.
- Ascertain the current safety status and location of the tourist(s), as well as medical / emotional / family or social needs .
- Assesses whether a translator is needed. Keep in mind that when in trauma, it is difficult to communicate in a second language. **National Tourism Safety Hotline**
- Call for emergency medical / safety assistance. **+27 83 318 2475**
- A crime scene must stay intact for police investigation – please do not disturb.

Activate Support Services

An incident-specific WhatsApp group will be established with yourself and relevant stakeholders. This is to ensure ease of communication and correct and timely support.

- Advise if the tourists need to get to a place of safety.
- Advise whether a translator is needed.
- Advise whether a Tourism Ambassador is needed (if available).

Gather Information

Offer emotional support and guidance to those affected by the incident. Advise them that a national response team has been activated and they will be supported through this ordeal. Without bombarding them with questions, gather the following if possible:

- Type of incident, time, location, description.
- Full names, contact information, next of kin details, witness details.
- Travel plans (where are they heading including flights).
- ID or Passport details.
- A detailed list of items stolen or lost.
- Travel Insurance or Medical Aid details.
- Record the last known location where the tourist(s) felt safe and the last place they stopped and might have been followed from.
- Describe any suspect vehicles or individuals involved and note the modus operandi/weapons used.

**Update the Incident
WhatsApp Group**



Provide Practical Assistance

When an incident is reported to you, or you are at the scene:

- Offer access to a phone or computer, or offer to contact their next of kin, travel companions or tour operator.
- Assist in cancelling and monitoring bank and credit cards for fraud.
- Assist in tracking or blocking their cell phones and other electronic equipment.
- Make arrangements for basic needs (shower, meal, clothing, accommodation).
- Encourage them to talk about the experience, specifically to a professional. Tell them they reacted sensibly and did the right thing.
- Offer trauma counselling and psychological support. In most cases the first day or two after the incident is too soon and they will say no. Offer them to take this up at any time during their trip or to see someone when they are back at home.

Update the Incident
WhatsApp Group

Provide Documentation and Legal Support

It is important that the correct case(s) are opened with SAPS. A list of incident types and descriptions are available as an annexure to this guide.

- Obtain a case number and the details of the investigating officer
- If possible, give your cell number for the case as the tourists might be stolen and this will assist with proper communication when they have returned home.
- Arrange for any required medical documentation (e.g., J88 form from the police).
- Alert travel insurance / medical aid providers about the incident.
- Coordinate embassy support through appropriate channels.
- Discuss and rework travel arrangements as needed.

Update the Incident
WhatsApp Group

Recovery and Follow-Up

In some cases we provide our contact details to SAPS to keep updated on investigations and ensure that information on any court action is communicated. Remember that our law makes provision for virtual testifying.

- Ensure tourists have access to cash and can continue their trip if they choose to.
- Check on the tourists' readiness to proceed with their plans.
- Provide continuous updates and support to them until they leave the country.
- Contact them once home to ensure they are ok & provide any updates on the case.

Communication and Media

- Do not speak to the media.
- The National Crises Communicator will develop a holding statement and will field any media enquiries.

Thank you! You're making a big difference, showcasing the best of us with professionalism and empathy.

