A mental health and wellbeing response template for sporting organisations impacted by a critical incident. 

# Template Critical incident response plan

<SSA/CLUB NAME>

# CRITICAL INCIDENT RESPONSE PLAN

## Purpose

<SSA/club Name> Critical Incident Response Plan provides a guide to the Critical Incident Response Team to take the necessary steps to respond decisively, efficiently, and compassionately following a critical incident to support the mental health and wellbeing of our sports community.

The Critical Incident Response Plan is designed to be activated when <SSA/club Name> experiences an extraordinary and unpredictable event within our community, that is determined to have the potential to create trauma and significantly impact the mental health and wellbeing of our members.

This Critical Incident Response Plan will be activated at the discretion of the Critical Incident Response Team Leader in response to any incidents deemed as critical with consultation with the <Board/ Executive/Committee/State/National Bodies> and other key relevant stakeholders.

Use the **Critical Incident Response Guide** to provide more detail and guidance when using this template.

## CRITICAL INCIDENT RESPONSE PLAN

### Step 1

Confirm facts of the critical incident from authorities, witnesses, or any involved parties. Use the **Critical Incident Response Guide** to determine what responses are most appropriate, or if any special considerations are relevant depending on the type of incident.

### Step 2

Make initial contact with individuals(s), caregiver(s), family/families, or family/families’ representative(s):

* Convey condolences/offering thoughts and kind words from the SSA/Club during this difficult time on behalf of the sport community.
* Identify wishes in relation to the sport community:
  + Permission to circulate information.
  + Preferences in relation to information to circulate within the sport community.
* Provide information on key <SSA/club > contact for the individual(s), family, or caregivers.

### Step 3

Contact the Critical Incident Response Team and arrange a tele or video conference, or face-to-face activation meeting. If a Critical Incident Response Team does not exist, form one by filling the below roles. Details of each role’s responsibility are included in Appendix A.

### Step 4

Circulate this Critical Incident Response Plan template to the Critical Incident Response Team.

### Step 5

Advise <Board/ Executive/Committee/State/National Bodies> that <SSA/club> Critical Incident Response Plan is being activated.

### Step 6

Follow the **Critical Incident Response Guide** to decide appropriate responses for your organisation given the context of the incident. Assign agreed actions to a Critical Incident Response Team member in the below table or create your own format.

## Critical Incident Response Team

|  |  |  |
| --- | --- | --- |
| **Role** | **Contact Name** | **Contact Information** |
| **Team Leader** |  | Mobile:  Office/Home:  Email: |
| **Communication Officer** |  | Mobile:  Office/Home:  Email: |
| **Internal Liaison Officer** |  | Mobile:  Office/Home:  Email: |
| **External Liaison Officer** |  | Mobile:  Office/Home:  Email: |
| **Other** |  | Mobile:  Office/Home:  Email: |

## Community Mental Health and Wellbeing Support

|  |  |  |
| --- | --- | --- |
| **Support Type/Organisation** | **Contact Name** | **Contact Information** |
|  |  | Mobile:  Office/Home:  Email:  Website: |
|  |  | Mobile:  Office/Home:  Email:  Website: |
|  |  | Mobile:  Office/Home:  Email:  Website: |

## Critical Incident Response Team Activation Meeting - Agenda

1. Share information about the critical incident.
2. Update Critical Incident Response Team on all actions taken to date.
3. Confirm Critical Incident Response Team roles and responsibilities.
4. Provide the **Where to Seek Help** document (located on the SportWest website as part of the **Critical Incident eToolkit for Mental Health and Wellbeing**) and [True Sport - Community Links](https://sportwest.com.au/how-we-help/mental-health/community-links/) directory webpage.
5. Plan actions for the first 24 hours.
6. Critical Incident Response Team check-in – provide a space to discuss thoughts and feelings, and ask how everyone is doing/check on the mental health and wellbeing of everyone.
7. Provide the **Looking After Yourself Tipsheet** document (located on the SportWest website as part of the **Sport Administrator and Club and Community eToolkits for Mental Health and Wellbeing).**
8. Schedule a follow-up Critical Incident Response Team Meeting(s) within the next 24-hour period to check in, update and complete this Critical Incident Response Plan template with upcoming actions.

### Step 7

Follow the **Critical Incident Response Guide** to decide appropriate responses for your organisation given the context of the incident.

Assign agreed actions to a Critical Incident Response Team member in the tables on the next pages, or create your own format.

## Critical Incident Response Plan Template: First 24 Hours

Utilise the **Critical Incident Response Guide** to support the development of your Critical Incident Response Plan for your organisation given the context of the incident.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** |  | **Action Items** | **Completion Date and Additional Notes** | **Communication Plan** |
| **Team Leader**  Name:  Mobile:  Office/Home:  Email: | 1 | Manage the health, safety, and wellbeing of anyone directly involved including ensuring immediate services are provided.  This could include:   * Engaging emergency services. * Contacting relevant authorities. * Engaging any internal mental health and wellbeing support personnel. * Reaching out to the agencies identified in your Critical Incident Response Plan (as detailed on p. 5 of this document under the Community Mental Health and Wellbeing Support) |  | ***<insert detail on what, how and when communication will be circulated>*** |
| 2 | Gather and verify all available information about the incident from reliable sources as appropriate. |  |  |
| 3 | Make initial contact with individual(s), caregiver(s), family/families, or family/families’ representative(s). |  |  |
| 4 | Contact the Critical Incident Response Team and arrange a tele or video conference, or face-to-face meeting. If a Critical Incident Response Team does not exist, form one. |  |  |
| 5 | Confirm the Critical Incident Response Team members including availability and roles. Adjust the Critical Incident Response Team if required. |  |  |
| 6 | Retrieve and circulate Critical Incident Response Plan (this document) and **Critical Incident Response Guide** to the Critical Incident Response Team. |  |  |
| 7 | Advise <Board/ Executive/Committee/State/National Bodies> that <SSA/club> Critical Incident Response Plan is being activated. |  |  |
| 8 | Facilitate the Critical Incident Response Team Activation meeting. |  |  |
| 9 | Finalise, activate, and communicate the Critical Incident Response Plan (i.e. this table) to the Critical Incident Response Team to plan specific action for the next 24 hours with specific task lists and with a responsible person in place for each task. |  |  |
| 10 | Provide the Critical Incident Response Team with:   * **Where to Seek Help** document. * [True Sport - Community Links](https://sportwest.com.au/how-we-help/mental-health/community-links/) directory webpage link. * **Looking After Yourself Tipsheet** document. |  |  |
| 11 | Monitor and ensure completion of the Critical Incident Response Team’s action items. |  |  |
| 12 | Document actions taken. |  |  |
| **Communication Officer**  Name:  Mobile:  Office/Home:  Email: | 1 | In consultation with the Critical Incident Response Team, commence drafting the communication plan with timeframes (use the Communication Plan column of this table). |  |  |
| 2 | Review the **Communication Templates** and commence preparing emails, statements and/or scripts for dissemination. |  |  |
| 3 | Retrieve the following for inclusion in any communication planned:   * **Where to Seek Help** document. * [True Sport - Community Links](https://sportwest.com.au/how-we-help/mental-health/community-links/) directory webpage link. |  |  |
| **Internal Liaison Officer**  Name:  Mobile:  Office/Home:  Email: | 1 | Liaison with, and key contact point for family/families, caregiver(s) and other individual(s) involved. |  |  |
| **External Liaison Officer**  Name:  Mobile:  Office/Home:  Email: | 1 | Organise mental health support professional(s). |  |  |
| **Other**  Name:  Mobile:  Office/Home:  Email: |  |  |  |  |

## Critical Incident Response Plan Template: The First Week

Utilise the **Critical Incident Response Guide** to support the development of your Critical Incident Response Plan for your organisation given the context of the incident.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** |  | **Action Items** | **Completion Date and Additional Notes** | **Communication Plan** |
| **Team Leader**  Name:  Mobile:  Office/Home:  Email: | 1 | Remain informed of all matters related to the incident. |  | ***<insert detail on what, how and when communication will be circulated>*** |
| 2 | Continue to keep the <Board/ Executive/Committee/State/National Bodies> updated if and as required on all matters related to the incident. |  |  |
| 3 | Facilitate the Critical Incident Response Team meeting. |  |  |
| 4 | In collaboration with the Critical Incident Response Team determine:   * Changes to scheduling/operations. * Gatherings or memorials that may be planned. * Policy or protocol changes. |  |  |
| 5 | Begin planning for a return to normalcy. |  |  |
| 6 | Monitor and ensure completion of the Critical Incident Response Team’s action items. |  |  |
| 7 | Document actions taken. |  |  |
| **Communication Officer**  Name:  Mobile:  Office/Home:  Email: | 1 | In consultation with the Critical Incident Response Team, finalise and coordinate the actions of the communication schedule. |  |  |
| 2 | Select the relevant **Communication Templates** and customises to prepare emails, statements and/or scripts for distribution. |  |  |
| 3 | Plan and complete a communication schedule (using the Communication Plan column of this table). |  |  |
| 4 | Collaborate with the Internal and External Liaison Officers for communication dissemination. |  |  |
| **Internal Liaison Officer**  Name:  Mobile:  Office/Home:  Email: | 1 | Ongoing liaison with, and key contact point for family/families, caregiver(s) and other individual(s) involved. |  |  |
| 2 | Disseminate communications to the sporting community. |  |  |
| 3 | Coordinate and facilitate gathering (if occurring). |  |  |
| 4 | Identify self as escalation point for the community, and communicate organisation’s immediate next steps and overall plan. |  |  |
| 5 | Provide ongoing information to link the sporting community to support services. |  |  |
| 6 | Remain informed and take any required action regarding the overall mental health and wellbeing of the community particularly any individuals or groups identified as at-risk. |  |  |
| **External Liaison Officer**  Name:  Mobile:  Office/Home:  Email: | 1 | Disseminate communications to entities external to the organisation such as organisations / individuals providing professional support, other clubs, the media, or authority bodies. |  |  |
| 2 | Liaise with professional mental health support services. |  |  |
| 3 | Identify self as primary contact and escalation point for others to refer enquiries to that are from external entities such as the media, authority bodies or other clubs. |  |  |
| **Other**  Name:  Mobile:  Office/Home:  Email: |  |  |  |  |

## Critical Incident Response Plan Template: The First Month

Utilise the **Critical Incident Response Guide** to support the development of your Critical Incident Response Plan for your organisation given the context of the incident.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** |  | **Action Items** | **Completion Date and Additional Notes** | **Communication Plan** |
| **Team Leader**  Name:  Mobile:  Office/Home:  Email: | 1 | Remain informed of all matters related to the incident. |  | ***<insert detail on what, how and when communication will be circulated>*** |
| 2 | Continue to keep the <Board/ Executive/Committee/State/National Bodies> updated if and as required on all matters related to the incident. |  |  |
| 3 | Remain informed of the overall mental health and wellbeing of the community particularly any individuals or groups identified as at-risk. |  |  |
| 4 | Check-in on the mental health and wellbeing of the Critical Incident Response Team. |  |  |
| 5 | Collaborate with the Critical Incident Response Team on the plan for long-term support. |  |  |
| 6 | Review the effectiveness of the critical incident response based on feedback and observations. |  |  |
| 7 | Monitor and ensure completion of the Critical Incident Response Team’s action items. |  |  |
| 8 | Document actions taken. |  |  |
| **Communication Officer**  Name:  Mobile:  Office/Home:  Email: | 1 | Coordinate and prepare any communications, if and as required, and collaborate with the Internal and External Liaison Officers for communication dissemination. |  |  |
| **Internal Liaison Officer**  Name:  Mobile:  Office/Home:  Email: | 1 | Coordinate any planned organisational attendance at a funeral (if relevant). |  |  |
| 2 | Disseminate communications to the sporting community. |  |  |
| 3 | Provide ongoing information to link the sporting community to support services. |  |  |
| 4 | Remain informed and take any required action regarding the overall mental health and wellbeing of the community, particularly any individuals or groups identified as at-risk. |  |  |
| 5 | Send an email to relevant organisation members to look out for warning signs that someone might benefit from a check-in or encouragement to seek additional support. |  |  |

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| --- | --- | --- | --- | --- |
| **External Liaison Officer**  Name:  Mobile:  Office/Home:  Email: | 1 | Ongoing external communication and liaison if and as required. |  |  |
| **Other**  Name:  Mobile:  Office/Home:  Email: |  |  |  |  |

## Critical Incident Response Plan Template: Long-Term Support

Utilise the **Critical Incident Response Guide** to support the development of your Critical Incident Response Plan for your organisation given the context of the incident.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** |  | **Action Items** | **Completion Date and Additional Notes** | **Communication Plan** |
| **Team Leader**  Name:  Mobile:  Office/Home:  Email: | 1 | Remain informed of all matters related to the incident. |  | ***<insert detail on what, how and when communication will be circulated>*** |
| 2 | Communicate and liaise regarding the incident if and as required. |  |  |
| 3 | Check-in on the organisation’s mental health and wellbeing, and enable any ongoing support required. |  |  |
| 4 | Monitor and ensure completion of the Critical Incident Response Team’s action items. |  |  |
| 5 | Document actions taken. |  |  |
| 6 | Finalise and implement the critical incident response review. |  |  |
| **Communication Officer**  Name:  Mobile:  Office/Home:  Email: | 1 | Coordinate and prepare any communications, if and as required, and collaborate with the Internal and External Liaison Officers for communication dissemination. |  |  |
| **Internal Liaison Officer**  Name:  Mobile:  Office/Home:  Email: | 1 | Ensure visibility of resources around the SSA, club or other sporting organisation that provides information on how to seek help. |  |  |
| 2 | Check-in on relevant organisation members to look out for warning signs that someone might benefit from a check-in or encouragement to seek additional support. |  |  |
| 3 | Coordinate any memorials or acknowledgements (if applicable). |  |  |
| **External Liaison Officer**  Name:  Mobile:  Office/Home:  Email: | 1 | Ongoing external communication and liaison if and as required. |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Other**  Name:  Mobile:  Office/Home:  Email: |  |  |  |  |

# APPENDIX A

## CRITICAL INCIDENT RESPONSE TEAM ROLE AND RESPONSIBILITIES

### Team Leader

Provides the overall leadership and coordination of the response:

* Initiates and actions the steps in the **Critical Incident Response Plan**.
* Reviews and adjusts the **Critical Incident Response Plan** as required.
* Confirms the Critical Incident Response Team members including availability, adjusts Critical Incident Response Team if required, and confirms Critical Incident Response Team roles and responsibilities including reallocating tasks as required.
* Coordinates the **Critical Incident Response Plan**.
* Primary central point of contact for the Critical Incident Response Team.
* Provides ongoing updates and direction to the Critical Incident Response Team.
* Critical Incident Response Team, internal and external stakeholder escalation point.
* Provides <Board/Executive/Committee/State/National Bodies> updates.
* Checks-in on the mental health and wellbeing of the Critical Incident Response Team.
* Documents incident response.
* Coordinates post incident debrief/review.

### Communication Officer

* Completes the communication plan with timeframes.
* Retrieves the **Where to Seek Help** document (located on the SportWest website as part of the **Critical Incident eToolkit for Mental Health and Wellbeing**) and the **Where to Seek Help** directory webpage link.
* Selects relevant **Communication Templates** and customises to prepare emails, statements and/or scripts for distribution.

### Internal Liaison Officer

* Distributes communications to SSA/club community.
* Escalation point for <staff/volunteers/coaches/players/parents>.
* Coordinate gathering (if appropriate and occurring).
* Communicate changes to any training or competition schedules.

### External Liaison Officer

* Prepares and plans all communications.
* Organise mental health support professional(s).
* Liaise with professional mental health support services.
* Initial contact point for enquiries that are from entities external to the organisation. For example, contact from the media or authority bodies.
* Sends communications to entities external to the organisation such as organisations/individuals providing professional support, other clubs, the media, or authority bodies.
* Serves as the escalation point for others to refer enquiries to that are from external entities such as the media, authority bodies or other clubs.

### Other

* Administrative/additional support as delegated by other roles.

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In an Emergency Dial 000

For support call Lifeline 13 11 14

or visit [True Sport – Community Links](https://www.sportwest.com.au/true-sport-mental-health-and-wellbeing-community-links-2/) for more services.

