

STAFF CRITICAL INCIDENT POLICY

Policy number	M 001/14	Version	1
Drafted by	Dean Russell	Approved by Board on	10/07/14
Responsible person	General Manager	Scheduled review date	01/06/15

INTRODUCTION

We have many events where staff and volunteers may be faced with a critical incident. How we respond to these unforeseen circumstances can both define and protect the organisation. Clear guidelines and communication strategy will not only aid in the care and protection of the members but also the organisation.

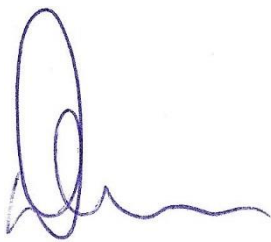
PURPOSE

This policy seeks to ensure that staff and members know their respective duties and obligations should a critical incident occur.

POLICY

Staff and members shall follow the guidelines as outlined in the duties and obligations set out in below.

AUTHORISATION



Dean Russell- General Manager
10/07/2014
NEW SOUTH WALES TOUCH ASSOCIATION

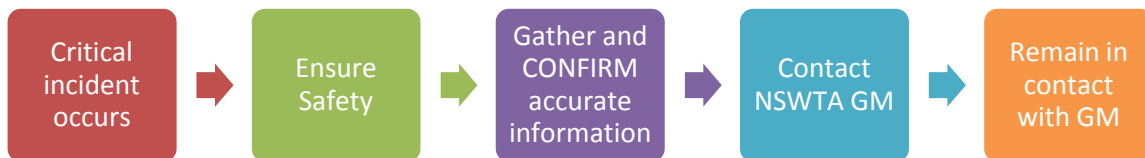
NSWTA Staff/State Team/State Panels Critical incident Management Guide

Many of our players, officials (State Coach/s, Manager, Referees, Selectors, Panel members) and staff travel to State, National or even International competitions, so it is important to be aware that should an unforeseen critical incident occur the NSWTA can assist in the following procedures. There are three (3) categories a critical incident will fall under and these are discussed later in the policy.

A critical incident may include

- Significant injury or death
- Natural disaster or act of terrorism

What is your role if faced with a critical incident?



Three (3) Categories of a critical incident

1. Category 1

A direct critical event that has caused, or has the potential to cause serious physical and/or psychological damage to a player, official or staff member. Examples of Category 1 events are:-

- Death
- Serious/life threatening injury
- Victim of serious crime (rape/assault)
- Natural disasters or act of terrorism

The NSWTA General Manager (GM) **must** be contacted immediately, staff member and GM to discuss the incident and prioritise order of contacts. Response to be discussed with GM but may include immediate flights from location, fights to location and immediate media comment.

2. Category 2

A direct or indirect critical event that has caused, or has the potential to cause significant physical and/or psychological damage to a player, official or staff member. Examples of Category 2 events are:-

- Significant injury that requires hospitalisation
- Significant injury that may end a players/official/panel members career
- Significant injury that may end a staff members career
- Witness to Category 1 incident

The NSWTA GM or relevant Manager needs to be contacted to discuss appropriate response.

Category 3

A critical event that has caused, or has the potential to cause physical and/or psychological damage to a player, official or staff member. Examples of Category 3 events are:-

- Injury that may end players/officials/panel members event
- Alleged positive drug test
- Alleged perpetrator of a crime

Relevant staff contacted as soon as practical. The NSWTA GM to be contacted within 24hrs. Response could include a debrief session, access to support mechanisms, support for the family.

CONTACT LIST TO BE PREPARED FOR EACH EVENT

Position	Name	Telephone Number	Mobile Number
GM			
Relevant Manager			
Head Coach or Panel Director			
Player/Official/Staff Member			
Family			
Business Operations Manager			
Medical Director/Liaison			
TFA			
Media			

NSWTA Critical Incident Report Sheet

Time of Call (Sydney time zone)		Date																									
Name of caller:																											
Role- Staff <input checked="" type="radio"/> Player <input type="radio"/> Coach <input type="radio"/> Official <input type="radio"/> Panel <input type="radio"/> Other <input type="radio"/>																											
Details of caller:																											
Name of person(s) involved in the incident																											
Event	Number involved	Time of Incident																									
Location of incident		City/State/Country																									
Where is the person(s) now																											
Are they safe:		Is the caller safe:																									
Have the next of Kin be notified?																											
If so whom? Mother <input type="radio"/> Father <input type="radio"/> Other <input type="radio"/>																											
Current details if available																											
<p>Impact Matrix- Manager to review and decide the impact each situation on a case by case basis. It is possible for a category 3 event to have a major impact on those involved based on age and situation of those involved.</p> <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Impact of</th> <th>On Individual</th> <th>Team/squad/program</th> <th>NSWTA</th> </tr> </thead> <tbody> <tr> <td>Physical</td> <td>Y / N</td> <td>Y / N</td> <td>Y / N</td> </tr> <tr> <td>Psychological</td> <td>Y / N</td> <td>Y / N</td> <td>Y / N</td> </tr> <tr> <td>Performance</td> <td>Y / N</td> <td>Y / N</td> <td>Y / N</td> </tr> <tr> <td>Media</td> <td>Y / N</td> <td>Y / N</td> <td>Y / N</td> </tr> <tr> <td>Legal</td> <td>Y / N</td> <td>Y / N</td> <td>Y / N</td> </tr> </tbody> </table>				Impact of	On Individual	Team/squad/program	NSWTA	Physical	Y / N	Y / N	Y / N	Psychological	Y / N	Y / N	Y / N	Performance	Y / N	Y / N	Y / N	Media	Y / N	Y / N	Y / N	Legal	Y / N	Y / N	Y / N
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Media	Y / N	Y / N	Y / N																								
Legal	Y / N	Y / N	Y / N																								
Summary of Incident																											
<p>Catergory 1 <input checked="" type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/></p>																											
Name		Date																									
Signature																											

CRITICAL RESPONSE FLOW CHART

First 48hr response protocol

