

WESTERN AUSTRALIAN ICE RACING



Critical Incident Response Guide

This Critical Incident Response Plan forms part of the Western Australian Ice Racing Risk Management Plan and 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 physical and mental health and wellbeing of our sports community.

It is designed to be activated when Western Australian Ice Racing experiences an extraordinary and unpredictable event, that is determined to:

1. Cause major injury, loss of life, or other catastrophic consequence for athletes, sporting personnel and/or the Western Australian Ice Racing State Association.
2. Create trauma and/or have the potential to significantly impact the mental health and wellbeing of 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, in consultation with the Executive Committee, Coach and other key relevant stakeholders.

Critical Incident Response Team

This team may be adjusted as required

Team Leader	Club President	
Communications	Club Secretary	
External Liason	Club Secretary	
Internal Liason	Volunteer	
Other:	Volunteer	

Those involved in the Response Team may take on responsibilities such as:

1. Initiating an Emergency Management Plan
2. Making safe any incident site/s
3. Liaising with the Ice Arena and local authorities
4. Completing accident / injury forms and reports
5. Liasing with family and the community
6. Preparing and collating information to be shared in a consistent and accurate manner
7. Managing messaging and announcements, and providing media information with sensitivity
8. Identifying vulnerable individuals who may be at risk
9. Working with mental health professionals and organisations
10. Collating documents, insurance claims, formal reports
11. Documenting all actions and notifications

Critical Incident Response

- 1. Confirm Incident:** verify information and decide on appropriate response
Provide a safe environment and ensure people are safe
Provide first aid and call emergency services if required
- 2. Contact Family:** offer condolences
Gain permissions and information to be shared with sensitivity
Explain procedures and decide on who can contact the family and how Identify any necessary supports
- 3. Activate the Response Team:** confirm the incident
Adjust the team as required
Confirm roles and responsibilities
Identify procedures and timelines
Develop appropriate external communication procedures
- 4. Notify Key Stakeholders:** executive committee members, coaches, MPIO, Australian Ice Racing, DLGSCI representative
- 5. Take Action and Document Factually**
- 6. Engage Support and Initiate Return to Normalcy**

CRITICAL INCIDENT RESPONSE CHECKLIST

RESPOND – FIRST 24HRS

Activation	YES	NO
Person Responsible _____ Verify information	<input type="checkbox"/>	<input type="checkbox"/>
Take appropriate safety precautions (e.g. turn off gas, electricity, make people safe).	<input type="checkbox"/>	<input type="checkbox"/>
Administer First Aid (including Mental Health First Aid) where appropriate.	<input type="checkbox"/>	<input type="checkbox"/>
Contact emergency services: Ambulance, Police, Fire Brigade and Rink Manager.	<input type="checkbox"/>	<input type="checkbox"/>
Ensure the incident site remains safe and secure pending investigation.	<input type="checkbox"/>	<input type="checkbox"/>
Remove people from the scene and provide reassurance.	<input type="checkbox"/>	<input type="checkbox"/>

Is it a Critical Incident?	YES	NO
If no, manage locally. If yes, Notify C.I.R. Team Leader		
Activate C.I.R. Plan and allocate specific responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>
Identify procedures, timelines and communications	<input type="checkbox"/>	<input type="checkbox"/>
Record details of event, including the sources of information and witnesses.	<input type="checkbox"/>	<input type="checkbox"/>
Make factual notes as information is received.		
Gain permissions and information to be shared from family and relevant authorities.	<input type="checkbox"/>	<input type="checkbox"/>

Notifications	YES	NO
Ice Arena Management, Coaches, WAIR Executive Committee and MPIO	<input type="checkbox"/>	<input type="checkbox"/>
Notify and seek assistance from Australian Ice Racing and DLGSCI.	<input type="checkbox"/>	<input type="checkbox"/>
Instruct staff/volunteers/Club officials to direct media enquiries to the C.I.R. External Communications Team Member	<input type="checkbox"/>	<input type="checkbox"/>
Activate communication plan, including key communication methods and timings to keep everyone safe and prepare an incident statement.	<input type="checkbox"/>	<input type="checkbox"/>
Identify contact list for all stakeholders to communicate with during the crisis, including staff, emergency services and support providers.	<input type="checkbox"/>	<input type="checkbox"/>

RECOVERY – SHORT TERM

Person Responsible _____

Offer immediate comfort and support to those most affected.

Make direct contact with affected staff or families. (In the case of a death, Police contact the family.)

Prepare a statement to inform players, club members and determine method of delivery.

Brief all staff of known facts. Ensure everyone knows how to respond to media and with each other.

Communicate support strategy for members. Offer comfort and support. Consider siblings and close friends.

Provide for those who may be distressed, and provide support from wellbeing services staff (Psychologist, nurse, Chaplain)

Make arrangements for players/siblings/parents to be reunited.

Mental Health Emergency Response Line Metro - 1300 555 788

Lifeline 13 11 14 Provides 24-hour crisis counselling, support groups and suicide prevention services.

Beyond Blue 1300 224 636 Free telephone and online counselling service is open 24/7 for everyone in Australia.

Headspace headspace.org.au/headspace-centres

RESTORE – LONG TERM

Person Responsible _____

	YES	NO
Plan to restore regular training	<input type="checkbox"/>	<input type="checkbox"/>
Monitor those at risk	<input type="checkbox"/>	<input type="checkbox"/>
Liaise with those directly impacted by the incident	<input type="checkbox"/>	<input type="checkbox"/>
Follow up with support services to those impacted	<input type="checkbox"/>	<input type="checkbox"/>
Provide information session (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>
Follow up with any insurance claims etc.	<input type="checkbox"/>	<input type="checkbox"/>
Conduct a CI Review	<input type="checkbox"/>	<input type="checkbox"/>