

Critical Incident Management Plan

Last Review: N/A	Constructed / Reviewed by: Clayton Utz
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*GISSA and its **Member Schools** may become directly or indirectly involved in a tragic or traumatic event which must be appropriately responded to with care and compassion. The following plan of action/management can be referred to if the need arises.*

The purpose of this document is to enable **GISSA** staff, together with participating **Member Schools**, to effectively manage communication action, along with any other needs that may arise from a critical incident where students or staff participating in a GISSA event are involved. This document is relevant for both major events and regular weekly competition.

1. Definition

- 1.1 Critical incidents in sporting situations are typically unpredictable events with the potential to cause major injuries, loss of life, or other catastrophic consequences for athletes, sports personnel, and/or their organisations.
- 1.2 Critical incidents can be broken down into 4 distinct categories:
 - 1.2.1 Sudden - events that happen with little or no warning.
 - 1.2.2 Emerging - when issues are poorly managed and develop into crises over time.
 - 1.2.3 Reputational - events that threaten the reputation of an organisation or sport.
 - 1.2.4 Unusual - events that come from unexpected circumstances and can often be dismissed or ignored by organisations.

2. Management

- 2.1 The following information is relevant to a variety of scenarios that may arise while at a **GISSA** sporting event. Whatever the incident and irrespective of the location, it is recommended that for any major sporting event facilitated by **GISSA**, participating **Member Schools** have adequate arrangements in place to deal with the situation/event. This includes **Member Schools** having enough people to accompany students to and from events and that those persons are suitably informed regarding critical incident management. Teachers are key people who must understand how to activate a critical incident plan when necessary. Teachers to be aware of their role if a critical incident was to unfold during an event.
- 2.2 GISSA and Member Schools should ensure that for each event there is a nominated team leader to manage and co-ordinate this plan in the event of a critical incident.

The following tasks have been identified as key responses which need to be addressed with as much care as possible in the given circumstances

Item	Task	Responsibility
1.	<p><u>Prior to an Event</u></p> <p>Lead Up:</p> <ul style="list-style-type: none"> a. During preliminary booking procedures, become aware of who the event controllers are b. Visit event venue and discuss emergency management, particularly regarding the following: <ul style="list-style-type: none"> i. <i>the type of event and activities taking place</i> ii. <i>the expected attendance, i.e. age group</i> iii. <i>the supervision required by the association(s)</i> iv. <i>the Communication Strategy at the event and how they communicate Emergency Management information to their visitors, i.e. Do they make public announcements? Muster point signage?</i> v. <i>Emergency Service notification including proposed access and egress points</i> vi. <i>Emergency Management Procedures</i> vii. <i>any specific emergency instructions, i.e. possible special needs requirements</i> viii. <i>any known hazards / risks</i> ix. <i>any potential hazards due to changed conditions or temporary works etc.</i> x. <i>security requirements for a public event</i> xi. <i>any resource requirements, i.e. First Aid, security, traffic management</i> xii. <i>public gathering considerations incl. the possibility of violent behaviours and whether they have an 'extreme response' arrangement or similar at the venue and whether each school staff member needs to be briefed by that person prior to the event (this may be controlled by confidentiality)</i> xiii. <i>other / general site inspection concerns or observations</i> c. Distribute any emergency management documentation, i.e. emergency (evacuation) management plans, to participating member schools 	Executive Officer with other key staff

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	<p>d. Brief 'Emergency Coordinators' from each school who are delegated the responsibility of enacting the Emergency Management plan and who on behalf of their school, will account for their students in the event of an emergency. Please note Emergency Coordinators are not required for any event not held at a GISSA Member School or a location with an existing critical incident management plan.</p> <p>e. Pass on any information or updates from the event controllers regarding Emergency Management</p> <p>f. Advise schools to provide advice to their students of; 'what to do' and 'how to act' in the event of one or more of the possibilities</p> <p>Commencement:</p> <p>a. Make a 'Public Announcement' at the commencement of the event (consider subsequent announcements if the participants and visitors may happen to come and go throughout the event) regarding any important aspects of the Emergency Management Plan, i.e. 'what to do' and 'how to act' in the event of an emergency. This may be in accordance with the venue management.</p> <p>b. Advise location of first aid presence</p>	
2.	<p style="text-align: center;"><u>* CRITICAL INCIDENT *</u></p> <p><u>Immediate Response</u></p> <p>When safe to do:</p> <p>a. Identify those involved in the incident</p> <p>b. Assess the situation. Remain calm. Do not place yourself in immediate danger</p> <p>c. Secure the group at the incident site</p> <p>d. Ensure physical safety and wellbeing of staff and students</p> <p>e. Remove threat or wait for threat to be removed if possible</p> <p>f. Administer First Aid as required</p> <p>g. Attend to any injured or stressed students until Emergency services arrive</p>	Executive Officer with other key staff

Item	Task	Responsibility
	<p>h. If safe to do so, remove injured person(s) in any immediate danger from the hazard. Under no circumstances place yourself in danger</p> <p>i. Ensure key staff are notified and in attendance, i.e. Event/Venue Management</p> <p>Initiate Critical Incident Response:</p> <p>j. Contact <i>Emergency Services</i> *</p> <p>k. Consider <i>Evacuation</i> and work in conjunction with Event Management and School Emergency Coordinators *</p> <p>*(Note: Event Venue Management will take control of any Emergency Management Procedures from start until Emergency Services / External Critical (Crisis) Management Response Groups, if required, arrive and take over)</p> <p>l. Manage the scene. Allocate responsibilities, eg. log / note taker, communication / media, photographer (may use mobile phone)</p> <p>m. Commence any note taking asap; times, names and key events</p> <p>n. Establish lines of communication, ensuring that all communication is provided from a central point. Any requests for information should be referred to the centralised communication point</p> <p>o. Secure the area / scene and ensure it remains undisturbed</p> <p>p. Manage media or onlookers where necessary. Appoint a person to handle / manage media enquiries until the appropriate representative arrives</p> <p>q. Arrange supervised removal of students / onlookers to a safe place i.e. those who are not involved in the incident. Ensure all students / parents / guardians are accounted for. Depending on seriousness of the crisis inform students that mobile phones are not to be used and turned off</p> <p>r. Gather factual information or evidence. Take notes. Provide students staff & parents / guardians present with appropriate, accurate factual and updated information</p> <p>s. Identify any potential witnesses</p>	

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	<ul style="list-style-type: none"> t. Liaise and provide situation report / briefing to Emergency Service personnel u. Consider and set in motion transportation for students not involved to return to their schools v. Ensure that all actions taken are recorded and documented to provide the information to the affected schools 	
3.	<p><u>Notification Priorities</u></p> <p><u>Major Event</u> (e.g. Swimming and Athletics)</p> <p>When situation settles appropriately:</p> <p>EO initiates Incident Reporting Process</p> <ul style="list-style-type: none"> a. Notify <i>Principals</i> (or member of their school's leadership team) and ensure that arrangements are made for a school representative(s) to attend the incident b. Association staff to update participants on immediate actions required from Critical Incident Action Plan. c. Teaching Staff report to their student body. Attendance must be taken and relayed to the <i>Executive Officer</i> d. Request that no comments be made to media or other external groups. <p><u>Weekly Sport</u> (e.g. Soccer)</p> <p>When situation settles appropriately:</p> <p>School representative contacts EO.</p> <p>EO initiates Incident Reporting Process.</p> <ul style="list-style-type: none"> a. Notify <i>Principals</i> (or member of their school's leadership team) and ensure that arrangements are made for a GISSA representative(s) to attend the incident b. EO updates School on immediate required actions according to GISSA Critical Incident Action Plan. (<i>Refer to all action points in 2 as above</i>) c. Request that no comments be made to media or other external groups. 	Executive Officer

Item	Task	Responsibility
4.	<p><u>Attendance on site</u></p> <p>When situation appropriately settles:</p> <ul style="list-style-type: none"> a. <i>Executive Officer</i> to attend the site. Alternatively, a delegated contact is to be assigned for the duration of the Immediate Response b. Assign a spokesperson for note taking on behalf of the association c. Keep Principals or their nominated delegate regularly updated, e.g. Initial report, then half hourly - if appropriate (let schools know how and when updates will be given, e.g. "I will call back in 30 minutes" d. Respond to media if required 	Executive Officer
5.	<p><u>Offsite Arrangements</u></p> <p>When situation settles appropriately:</p> <ul style="list-style-type: none"> a. Gather relevant documentation (e.g. Incident details, Actioned Points against Critical Incident Management Plan, Any relevant Accident Report Forms) b. Seek legal advice if deemed necessary c. Commence a full report d. Prepare appropriate updates to key groups, i.e. member schools, media e. Respond to social media and other concerns received, prior to an official statement 	Executive Officer
6.	<p><u>Group Management</u></p> <p>Consider the following for further management:</p> <ul style="list-style-type: none"> a. Continue as planned b. Evacuate those in need with guidance from Venue Management c. Evacuate all – with guidance from Venue Management d. Transport required e. Immediate pick up f. Debrief and information dissemination 	Executive Officer

Item	Task	Responsibility
	g. Schools to conduct own debrief upon return to campus	
7.	<p><u>Immediate Support</u></p> <p>In partnership with school (if applicable) offer support, both the physical & emotional needs, to:</p> <p>a. Students</p> <p>b. Staff</p> <p>c. Family members</p> <p>Where victim(s) are hospitalised, arrange a delegate to visit, support and make further ongoing plans as required</p>	<p>Executive Officer to liaise with fellow Principals</p> <p>Principals to liaise with their Sports Coordinators and respective school networks</p>
8.	<p><u>Immediate documentation and reporting</u></p> <p>a. Maintain a written log of event details, times and actions taken</p> <p>b. Obtain written accounts from informed staff involved</p> <p>c. Where appropriate, obtain as much written information as possible from students or other witnesses involved</p> <p>d. Complete GISSA Incident Report Form</p>	<p>Executive Officer</p> <p>Sports Coordinators on behalf of Executive Officer</p>
9.	<p><u>Ongoing Support</u></p> <p>Consider ongoing needs of students, staff and families and make appropriate statements of intention</p>	<p>Principals of member schools</p> <p>Sports Coordinators and respective school networks</p>

Critical incidents that may affect GISSA	Traumatic incidents have the following in common
<p>Category 1 - Death; serious injury; victim of a serious crime (rape, assault); act of terrorism/kidnapping; security incident requiring evacuation; natural disaster; financial impact potentially affecting solvency.</p> <p>Category 2 - Significant injury requiring hospitalisation; significant injury that may end an athlete's career; witness to Category 1 incident; serious security incident; serious financial impact;</p>	<ul style="list-style-type: none"> • Are extremely dangerous or distressing • Are sudden and unexpected, providing no opportunity to prepare for them • Disrupt the individual's sense of control of events around them • Disrupt the individual's beliefs and assumptions about the world, people and work

<i>Critical incidents that may affect GISSA</i>	<i>Traumatic incidents have the following in common</i>
<p>legal issue with serious risk to reputation; and serious member protection issues.</p> <p>Category 3 - Significant injury that may end an athlete's career; alleged positive drugs test; alleged perpetrator of crime; legal or other issue with significant risk to reputation; significant financial impact; serious process or systems failure; and significant member protection issue.</p>	<ul style="list-style-type: none"> • Challenge the belief that the world is a fair and equitable place • Challenge the belief that events can be understood • Include elements of physical or emotional loss or risk of loss