

CRITICAL INCIDENT RESPONSE OVERVIEW

INITIAL RESPONSE

- Manage immediate health, safety and wellbeing
- Confirm critical incident facts
- Make initial contact with impacted individuals
- Activate Critical Incident Response Team
- Advise key stakeholders

Refer to:

- + Critical Incident Response Plan
- + [Critical Incident Response Guide](#)
- + Circulate [Critical Incident Response Plan Template](#)

THE FIRST 24 HOURS

- Provide mental health and wellbeing support
- Critical Incident Response Team Activation meeting
- Initial internal and/or external communication
- Ongoing liaison with directly affected individuals

Refer to:

- + [Critical Incident Response Plan](#)
- + [Critical Incident Response Guide](#)
- + [Where to Seek Help](#) document
- + [True Sport - Community Links](#) directory webpage
- + [Looking After Yourself Tipsheet](#) document

- + Review the [Communication Templates](#)

THE FIRST WEEK

- Remain informed of incident details
- Keep key stakeholders and community informed
- Support at-risk individuals
- Critical Incident Response Team meeting
- Bring the community together (if appropriate)
- Plan for return to normalcy

- + Provide ongoing mental health and wellbeing support

THE FIRST MONTH

- Stay abreast of developments and maintain communication
- Provide mental health and wellbeing sessions (if applicable)
- Funeral attendance (if relevant)
- Critical incident review

- + Provide ongoing mental health and wellbeing support

LONG-TERM SUPPORT

- Maintain ongoing communication as required
- Ensure ongoing visibility and accessibility to mental health and wellbeing support
- Finalise and implement critical incident review

- + Provide ongoing mental health and wellbeing support

Document actions

Monitor and adapt to the mental health and wellbeing of the community

DISCLAIMER THE INFORMATION IN THIS PUBLICATION IS GENERAL IN NATURE AND DOES NOT CONSTITUTE MEDICAL, LEGAL OR PROFESSIONAL ADVICE (INCLUDING MENTAL HEALTH ADVICE). SPORTWEST IS NOT LIABLE TO USERS FOR ANY LOSS RESULTING FROM THE USE OF THIS PUBLICATION AND ACCEPTS NO RESPONSIBILITY FOR THE ACCURACY OF THE INFORMATION OR YOUR RELIANCE ON IT. SPORTWEST RECOMMENDS USERS SEEK INDEPENDENT ADVICE AS NECESSARY. SEE [HERE](#) FOR THE FULL SPORTWEST MENTAL HEALTH PUBLICATION DISCLAIMER.



In an Emergency Dial 000
For support call Lifeline 13 11 14
or visit [True Sport - Community Links](#) for more services.

