CRITICAL INCIDENT ETOOLKIT FOR MENTAL HEALTH AND WELLBEING

TEMPLATE

CRITICAL INCIDENT - SERIOUS MISCONDUCT AND/OR ABUSE

COMMUNICATION TEMPLATE 1 – INTERNAL STAKEHOLDERS

This is a guide only. Refer to the caveats for use in the [Communication Templates Guide](https://www.sportwest.com.au/true-sport/files/MenHealth_TemplateGuide/) document regarding case-by-case considerations for your club or organisation. Edit and delete any information highlighted before sending.

Email Template

Dear <Members/insert name(s)>,

As leaders or members within our sport community, I am reaching out to you today to inform you of a current matter within our organisation.

After receiving the appropriate permission and in ensuring that we are meeting our legal and privacy obligations, we can confirm that we have been Choose an item, or delete and add your own.

This is a private and confidential matter that is being dealt with by the individuals, families and relevant authorities.

Given these circumstances, our Critical Incident Response Team, consisting of <insert name(s)>, has been initiated. They are liaising with Choose an item, or delete and add your own to appropriately respond to the matters of this situation.

Following this email, Choose an item, or delete and add your own.

Importantly, as this is a matter with important privacy and legal considerations, we request that:

* Strict confidentiality in relation to this matter is respected.
* If enquiries are made to you directly, that you advise that this is a private and confidential matter that you are unable to discuss and to redirect more challenging issues to <insert name(s)>.
* If you are concerned about individuals who may need to seek support during this time, encourage them to see their trusted health professional, provide the attached [**Where to Seek Help**](https://www.sportwest.com.au/true-sport/files/MenHealth_WhereFindHelp/) document, or direct them to the [True Sport - Community Links](https://sportwest.com.au/how-we-help/mental-health/community-links/) webpage - where they can access professional mental health and wellbeing services if needed, or please notify <insert name(s)> so we can best support the most vulnerable members of our community.

Dealing with these issues can be confronting and complex, and we all respond in unique and different ways. We encourage everyone to be sensitive and respectful to the emotions of others during this difficult time.

Should there be any further information to share on this matter, this will be shared by the Critical Incident Response Team in due course.

Please reach out to me directly should you have any questions or concerns.

Warm regards,

<insert name here>

**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](https://sportwest.com.au/how-we-help/mental-health/disclaimer/) FOR THE FULL SPORTWEST MENTAL HEALTH PUBLICATION DISCLAIMER.