



## Guide to Critical Incident Management

Many of our athletes, coaches and staff travel to national or international competitions, so it is important to be aware that should an unforeseen critical incident occur the NSWIS can assist with the following procedures. There are three categories that a critical incident will fall under.

A critical incident may include:

- A significant injury or death
- Natural disaster or act of terrorism

### ***What is your role if you are faced with a critical incident?***



### **Three Categories of Critical Incident**

#### **1. Category One**

A direct critical event that has caused, or has the potential to cause serious physical and/or psychological harm to an athlete, coach or staff member. Examples of Category 1 events:

- death
- serious injury
- victim of a serious crime (rape, assault)
- act of terrorism or natural disaster

The NSWIS CEO must be contacted immediately. Staff member and CEO to discuss incident and priority order of contacts. Response to be discussed with CEO but could include immediate flights from location, support staff sent to location, immediate media comment.

#### **2. Category Two**

A direct or indirect critical event that has caused, or has the potential to cause significant physical and/or psychological harm to an athlete, coach or staff member. Examples of Category 2 events:

- Significant injury requiring hospitalisation
- Significant injury that may end an athlete's career
- Witness to Category 1

The NSWIS CEO or another manager may be contacted to discuss an appropriate response.

### 3. Category Three

A critical event that has the potential to cause physical and/or psychological harm to an athlete, coach or member of staff. Examples of Category 3 events:

- Injury that may end an athlete's tournament
- Alleged positive drug test
- Alleged perpetrator of crime

Relevant staff contacted as soon as practical. CEO briefed within 48 hours. Response could include a debrief session, access to psychology staff and support of the family.

### CONTACT LIST

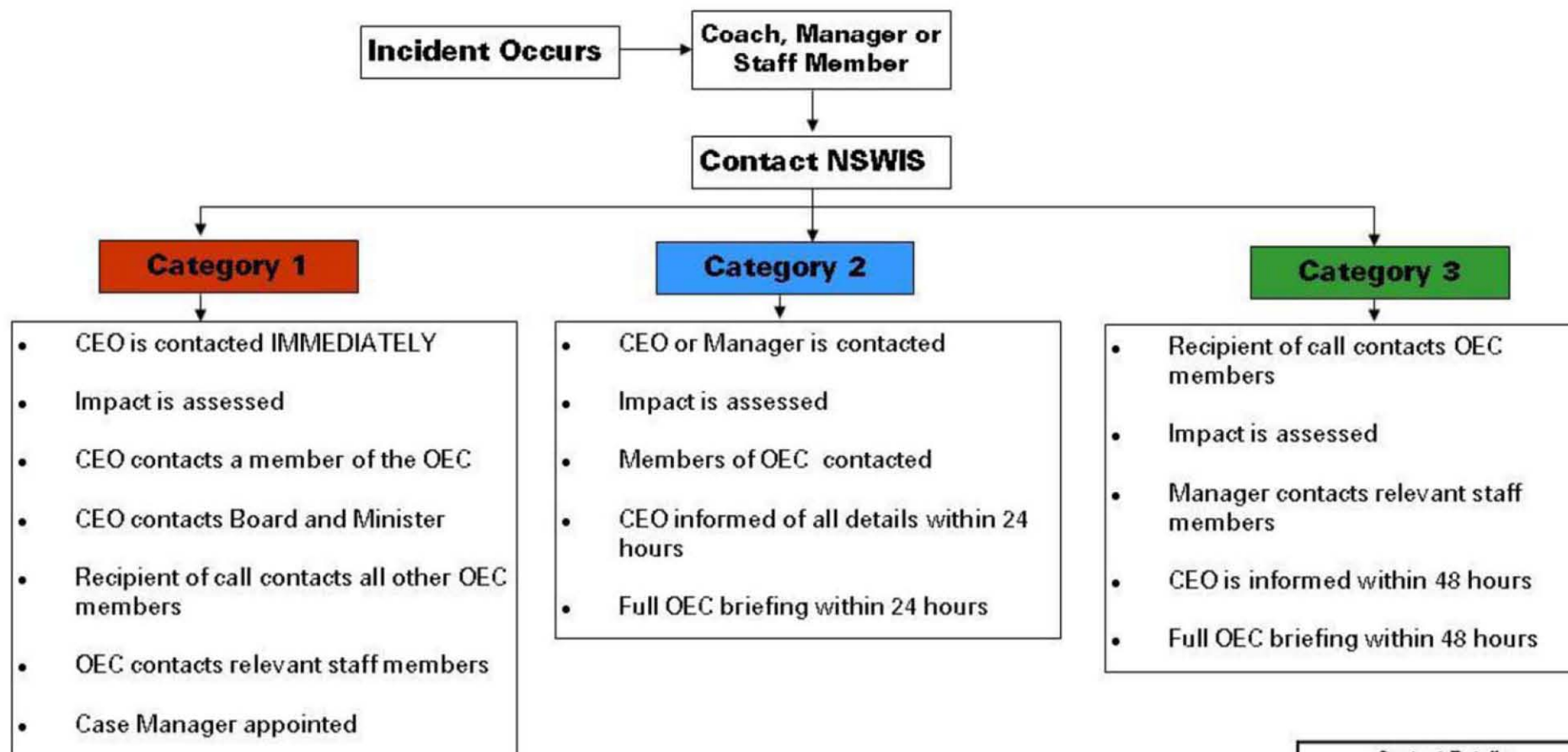
Position	Name	Telephone Number	Mobile Number
CEO	Charles Turner	REDACTED	REDACTED
Principal Scientist	Kenneth Graham	REDACTED	REDACTED
Coaching, Athlete, Programs Manager	Clare Prideaux	REDACTED	REDACTED
Sports Science and Medical Services Manager	Robert Medlicott	REDACTED	REDACTED
Finance Corporate Services Manager	Peter Jackson	REDACTED	REDACTED
Information Technology Communications Manager	Greg Baxter	REDACTED	REDACTED
Marketing Coordinator	Kirsten Thomson	REDACTED	REDACTED

### NSWIS Critical Incident Report Sheet

<b>Time of call (Syd):</b>		<b>Date:</b>	
<b>Name of Caller:</b>			
<b>Role:</b> <b>Athlete</b> <input type="radio"/> <b>Coach</b> <input type="radio"/> <b>Staff</b> <input type="radio"/> <b>Other</b> <input type="radio"/>			
<b>Contact details of caller:</b>			
<b>Name of person(s) involved in incident:</b>			
<b>Sport:</b>		<b>Total involved:</b>	<b>Time of incident:</b>
<b>Location of incident:</b>		<b>Country:</b>	
<b>Where is the person(s) now?</b>			
<b>Are they safe?</b>			
<b>Is the caller safe?</b>			
<b>Have next of Kin been contacted?</b>			
<b>If so, whom?</b> <b>Mother</b> <input type="radio"/> <b>Father</b> <input type="radio"/> <b>Other</b> <input type="radio"/>			
<b>Contact details if available:</b>			
<b>Impact Matrix:</b> Manager to review and decide impact of each situation on a case by case basis. It is possible for a Category 3 event to have major impact on those involved depending on age and situation of those involved.			
<b>Impact on:</b>	<b>Individual</b>	<b>Team/Squad</b>	<b>NSWIS</b>
<b>Physical</b>	Yes/No	Yes/No	Yes/No
<b>Psychological</b>	Yes/No	Yes/No	Yes/No
<b>Performance</b>	Yes/No	Yes/No	Yes/No
<b>Media</b>	Yes/No	Yes/No	Yes/No
<b>Legal</b>	Yes/No	Yes/No	Yes/No
<b>Summary of incident:</b>			
<b>Category</b> <b>1</b> <input type="radio"/> <b>2</b> <input type="radio"/> <b>3</b> <input type="radio"/>			
<b>Name:</b>		<b>Date:</b>	
<b>Signature:</b>			



## Critical Incident Flowchart First 48 hour Response Protocol



Contact Details	
Charles Turner	REDACTED
Kenneth Graham	REDACTED
Clare Prideaux	REDACTED
Robert Medlicott	REDACTED
Peter Jackson	REDACTED
Greg Baxter	REDACTED
Kirsten Thomson	REDACTED

**Category 1** = Death, serious injury, victim of a serious crime, act of terrorism or natural disaster  
**Category 2** = Significant injury requiring hospitalisation, significant injury that may end an athlete's career, Witness to category 1  
**Category 3** = Injury that may end an athlete's tournament, alleged positive drug test, alleged perpetrator of crime