

CRISIS MANAGEMENT POLICY



Overview

This policy was developed to deal with major incidents that may threaten to harm the WAAFL, its clubs, players, umpires, officials, spectators, or stakeholders.

POLICY STATEMENT

The WAAFL is committed to the reputation, welfare, health and safety of those who participate in and watch amateur football in WA.

A crisis is a traumatic event, or the threat of an event which may cause death, extreme stress, fear or serious injury to the person experiencing or witnessing the event.

Though the principles of this policy can be applied broadly, it is specific to incidents which occur around games, training or functions.

Priorities in managing a crisis:

1. Control the incident scene.
2. Manage communication.
3. Provide trauma support.

The WAAFL employs several strategies to minimise a crisis for training and games. This includes but not limited to:

- Codes of Conduct – Players, Coach, Official, Administrator
- WAAFL By-laws, required sports trainer at each match
- Concussion Policy
- Media Policy
- Club Alcohol Management Policy
- Coaching and Umpire Accreditations

ESCALATION LEVELS

Level	Description	Incident Types	Actions	
1	Club resources and local officials and/or umpires are adequate to cope with the incident. No additional support is needed. League officials not required.	Non-life threatening injuries (<i>whether an ambulance is called or not</i>). Melee	Umpire reports, noted on WAAFL APP as a major incident.	Investigation, if required.
2	CRISIS An incident which requires additional resources to control the incident. Contact WAAFL Official.	Death Possible life threatening injuries. Uncontrollable crowd.	Contact emergency services. Contact WAAFL Official. Refer media enquiries to WAFC Media Manager.	Attend scene. Requisite counselling services. Monitor social media sites.

STEPS

CRISIS OCCURS



**Umpires
or
Club Officials**



**TELEPHONE
WAAFL OFFICIAL**



**Geoff Palmer
WAAFL Football
Operations
Manager
0413 614 880**

OR

**David Armstrong
WAAFL
General Manager
0418 913 150**

Action at the time of a critical incident:

- Ensure injured and/or traumatised victims are provided with appropriate emergency response.
- Ensure trauma victims are relocated to a quiet, safe area ie: change rooms, opposite side of ground.

Action immediately after a critical incident:

- Telephone WAAFL Official to inform of incident.
- Refer media enquiries to WAFC Media Manager Steve Tuohey 0438 930 961.
- Telephone family/guardians of injured and/or traumatised victims.
- Provide an incident debriefing for those involved.

Action post critical incident:

- Encourage professional post trauma counselling.
- Inform Local Council.
- Inform JLT.

PRIMARY RESPONSE

- Gain incident details.
- Telephone WAAFL General Manager.

SECONDARY RESPONSES

- Visit scene, if required.
- Ensure umpire welfare and safety at the ground.
- Ensure trauma victims welfare and safety.
- Deal with on-site media.
- Inform Club Officials of next steps.

SUPPLEMENTARY RESPONSES

- Initiate investigation, if required.

- Gain incident details.
- Telephone WAAFL Football Operations Manager.

- Inform WAAFL Board.
- Inform WAFC Director Comps/Pathways.
- Telephone trauma counsellor for incident if required;
 1. AccessEAP 1800 818 728
 2. Worldwide PPC 1300 361 008

- Organise professional post trauma counselling service and monitor.
- Inform JLT.
- Monitor social media.
- Liaise with coronial unit, if required.
- Internal debrief incident.
- Report to WAAFL Board.

- Telephone Steve Tuohey WAFC Media Manager 0438 930 961 to:
- Media response.
 - Visit ground, if required.
 - Inform WAFC CEO, Commissioners.

- Coordinated response:
- Written statement
 - Verbal statement
 - Interview opportunity
 - Media Conference

- Telephone Umpire Coaches.

- Encourage umpire to attend a professional post trauma counselling service and monitor.

BOARD APPROVED: May 2012

REVIEW DATE: October 2015