

# Policy 115

## Emergency or Disaster Management

Applies to:	Board, Staff, Club Committees, Teachers, Inpool volunteers, Members and their parents or carers		
Responsibility:	CEO		
Status	Approved 6/2019		
	V 2 Approved 6/2023	Review June 2025	

### Policy statement

Rainbow Club Australia recognises that a crisis may occur at any time at any of its Clubs or at any of its organisation events. The purpose of this policy is to provide guidance to the Rainbow Club Board, staff and volunteers on managing a crisis and on handling any media inquiries regarding matters of public interest.

### Definitions

‘Media’	is defined as newspaper, magazine and other print, television, radio, and internet publishing agency or platform.
‘Staff’	is any person in the employ of Rainbow Club who is paid for their role. This includes administrative staff and teachers.
‘Volunteer’	is any person engaged by Rainbow Club as a volunteer. This includes Directors, Club Committee members and inpool volunteers.

### Procedures

A crisis within the context of a local Rainbow Club is an event or situation that requires urgent response and support to:

- Prevent worsening
- Contain the effects
- Manage the repercussions

A crisis could arise from a minor or a major accident or specific incident such as:

- Member/child becoming seriously injured and requiring medical attention
- Fatality or fatalities
- Missing child
- Abusive parent or spectator It is impossible to envisage or list all the eventualities that may occur, and the Crisis Management Policy and Procedures are aimed at giving guidelines to follow in the event of a crisis.

### **The Emergency or Disaster Management Team**

In the event of an incident, the Emergency or Disaster Management Team will be convened by the Rainbow Club CEO and it will develop a strategy in consultation with those involved in the incident, emergency or disaster. The Emergency & Disaster Management Team will consist of any or all the following, depending on the nature of the crisis. At all times, the CEO is the responsible person in charge of the Emergency or Disaster Management Team.

Phil Kinney	CEO
Wilson Leung	Finance Manager
Michelle Houghton	Programs & Quality Manager
Heather Nadilo	IT Manager
Natalie Dillenbeck	Club Resources Manager
Relevant Development Manager	

The Board Chair/Vice Chair and Risk Committee Chair should be made aware of the incident as soon as possible and involved in the Emergency or Disaster Management Team.

The Emergency or Disaster Manager Team will consider:

1. minimising trauma
2. providing appropriate care and support to those involved or affected
3. managing media and public awareness to minimise damage to our reputation and ensure the true facts are told
4. protecting those involved and/or their next of kin from media attention.

Specifics to be considered

1. Whether police need to be involved
2. Whether a holding statement needs to be issued, the content of such a statement and the channels through which it is released
3. Assemble and brief event volunteers and consider their welfare

4. Consider if next of kin need to be advised and who will advise and be the point of liaison

#### Rainbow Club Development Managers (May 2023)

Carla Barnes	NSW/SYDNEY South
Robyn Bayliss	NSWSYDNEY West/Norwest
Mark Bull	Sydney Metro
Dannii Cagney	Northern NSW
Amelia Stanislas	NSW/SYDNEY South West and Regional NSW
Craig Tobin	Brisbane

## CLUB CRISIS MANAGEMENT

Each Club should have a Crisis Management Plan that aligns to this policy. See Appendix 1 and the contact information must be updated when there is a change of personnel at the Club.

### [In the event of a crisis at a club:](#)

The Club Committee and Lead Teacher should convene as soon as possible and under the direction of the Club Manager.

A strategy should be developed in consultation with those at the incident site and other appropriate personnel. This may include a lifeguard or other pool management representatives. This group becomes the **'Incident Management Team'**.

The Incident Management Team may consist of any or all of the following, depending on the nature of the crisis:

- Club Manager
- Lead Teacher
- Club Scheduler
- Club Social Coordinator
- Pool management
- Rainbow Club General Manager, Cluster Staff Member or other staff member

The team will consider:

- Minimising trauma
- Providing appropriate care and support to those involved or affected

- Managing media and public awareness so as to minimise damage to our reputation and ensure the true facts are told
- Protecting those involved and/or their next of kin from media attention

Specifics to be considered:

- Whether police or other emergency services need to be involved
- Whether a holding statement needs to be issued, the content of such a statement and the channels through which it is released
- Assemble and brief teachers and parents and consider their welfare
- Consider if next of kin need to be advised, who will advise and be the point of liaison

## Crisis log

It is essential that a thorough record of information be kept by all involved. This record will be needed in the event of a formal investigation or legal proceedings.

It will also be invaluable in any internal assessment and review and therefore be a key resource for capturing learning from the crisis.

A running record of the crisis will be kept by the Club Manager or the General Manager.

## Media

If the crisis attracts media attention, the following procedures apply:

- All media calls/visits should be referred to the CEO for dissemination and followup. In the event that the CEO is not available, the media should be directed to Rainbow Club's President or Vice President.
- At no time should a Rainbow Club staff member, Club Committee member, teacher or volunteer engage with a member of the media other than to release a holding statement when appropriate and to inform them of Rainbow Club's media relations procedure of utilising a centralised spokesperson for the release of any and all information.

All other decisions regarding responses to the media (face-to-face contact, telephone contact, email contact, issuance of press releases) will be made by the CEO after appropriate consultation