

Crisis Management Plan

Updated Mar 2022



Club name	Pool name and address

-Emergency services: Call 000

Local hospital name	Hospital address

Responsibilities

in the context of a crisis

Club Manager: Liaise with pool manager and the Lead Teacher

Scheduler: Liaise with members and parents

Social Coordinator: Supports the Club Manager and Scheduler

Lead Teacher: Liaise with the Club Manager and teachers

Contact list: Incident Management Team

Role	Name	Phone
Club Manager		
Scheduler		
Social Coordinator		
Lead Teacher		
Pool Manager		

Media

If the crisis attracts media attention the media should be referred to Rainbow Club Australia in the following order (refer Policy 115, Rainbow Club Policy and Procedures):

Contact list: Rainbow Club Australia

CEO	Phil Kinney	0418766839
Development Manager		

Rainbow Club Australia recognises that a crisis may occur at any time at any of its Clubs or at any of its organisation events.

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Crisis management and reporting

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.

In the event of a crisis:

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.

The Incident Management Team may consist of:

- Club Manager
- Lead Teacher /Assistant 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 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 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.

Media

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

- All media calls/visits should be referred to a Rainbow Club staff member for dissemination and follow up.
- At no time should a Rainbow Club staff member or volunteer engage with a member of the media other than to release a holding statement when appropriate.
- All other decisions regarding responses to the media releases) will be made by the General Manager after appropriate consultation.