



Critical Incident Response Guide for use by Community Australian Football Clubs

June 2023



DEALING WITH A CRITICAL INCIDENT

A critical incident is an extraordinary situation typically causing a significant impact on the football club / league, its members and the wider community. No two incidents are the same however some examples might include:

- Death of a player, club member or someone well-known to the club
- Alleged or actual abuse, assault or vilification directed to or perpetrated by a club member
- Significant immediate property or financial loss associated with the club

Dealing with a critical incident is incredibly challenging for organisations with full-time employees. It is even harder for volunteer led football clubs / leagues. It is important however to know that a club that is dealing with a critical incident is not alone – help is available.

Help is available

To assist clubs in times of crisis, please note:

- This guide is designed to help you through the situation with suggestions for action at each stage (first 24 hours, first week, long term). Use of this resource guide is encouraged.
- Clubs are also encouraged to reach out to their League, local AFL office or through the State / Territory AFL body for help as required. Help will differ based on the unique situation and the experience of the club individuals handling the response, however may include things such as:
 - Helping the club to work through the initial stages; and
 - Specialist support / advice at any stage of the response (whether immediate or required in coming weeks) – e.g., *media, mental health support, counselling support, insurance, grant applications etc.*

More resources

A range of resources that may be useful are available on the AFL's community football dedicated website play.afl/ClubHelp:



play.afl/ClubHelp



Incident response webpage

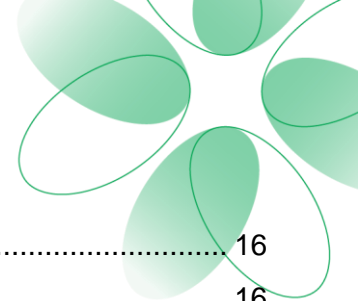
Other related pages on the ClubHelp site: [Concussion Management](#) [Conflict Resolution](#)
[Mental Health & Wellbeing](#) [Risk Management & Insurance](#) [Safeguarding Children](#)





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1 Purpose

The Critical Incident Response Guide aims to assist Clubs respond to, and manage, a critical incident. It provides guidance to Clubs in navigating their responsibilities following a critical incident, along with supporting those experiencing distress, in a guided path to recovery and return to regular, scheduled routine and activities.

The document aims to:

- Support the safety and wellbeing of members and participants of Australian Football Clubs.
- Promote effective and consistent identification, reporting, response, management and monitoring of critical incidents that may affect Clubs.
- Promote a systematic approach to critical incidents in Clubs.
- Identify services available to support Clubs following a critical incident.

If the critical incident involves suicide or self-harm, please refer to the AFL Guide for Clubs Impacted by Suicide [A-Guide-for-AFL-Clubs-Impacted-by-Suicide.pdf](#)

2 How to use the Response Guide

The impact of a critical incident can be immediate and requires a calm, compassionate and timely response to promote the safety and wellbeing of others and a safe return to activities. Close knit communities, such as Clubs, may find challenges in seeking the right resources and networks to manage the overwhelming experience after it occurs, along with implementing the appropriate support services for the Club's people.

This resource helps Clubs, and Club leaders, provide guidance and support to their members. It outlines clear and practical steps for Club leaders to follow thereby assisting the Club in supporting its community, along with a checklist for Clubs to refer to in their response. It helps clubs understand the different approaches to the wide range of critical incidents and helps Clubs through the following key stages;

- preparation;
- response;
- the first 24 hours;
- the first week; and
- longer term.

These time frames are a general guide only. The Guide is used as a reference point in working through the incident that has occurred. It can be used in conjunction with several AFL policies and procedures ([found here](#)), and with the support of the Australian Football state and territory controlling bodies and the AFL Mental Health & Wellbeing and the AFL Integrity & Security team.



3 Key Definitions

Club An Australian Football club affiliated to a state or territory association and/or their affiliated league/s and commissions.

Club Member An individual who is associated with the functioning of the club, including players, coaches, officials and volunteers.

Critical Incident Any extraordinary and unexpected circumstances that may cause a traumatic reaction. Examples may include:

- The death or critical injury of a Club Member, or family member or associate of the Club during or outside of football activities.
- Abuse or assault of a Club Member or perpetrated by a Club Member.
- Racial vilification connected to Club activities or a Club Member.
- The destruction, vandalism or significant loss of property of the Club..
- A natural disaster such as bushfires or floods.
- Any incident that is charged with extreme emotion.

Response Team A dedicated team within the Club charged with the responsibility to manage the Club’s response to a critical incident.

Mental Health Professional A person who has specific qualifications at a graduate or postgraduate level (accredited by the relevant authority to practice) in one of the following disciplines: nursing (mental health), psychology (registered psychologist), occupational therapy, social work (accredited in mental health), or medicine (GPs, Psychiatrists, and trainee psychiatrists).



4 Phase One: Pre-Season Preparation

4.1 Developing a Response Plan

Responding to a critical incident requires immediate action in a very complex situation, and therefore it is best to have a prepared Response Plan to call upon. Preparing a Critical Incident Response Plan within the club may assist in the immediate actions and coordination when an incident occurs. The Club Critical Incident Response Plan outlines:

The Response Plan outlines the Response Team, any tasks, roles, and responsibilities assigned to that team if/when a critical incident occurs. The Response Plan aims to reduce the effects of the event impacting on the immediate response, allowing for those within the Response Team to move into action, as soon as possible, because they are aware of what is expected of them.

- The Response Team
- The Critical Incident Checklist (Appendix 1)
- The Mental Health Services to assist in the response and referral (Appendix 3).
- Key contact numbers and emails.

It is recommended that the Response Plan is reviewed and amended by the Club Committee at the beginning of each season.

4.2 The Response Team

Responding to a critical incident should not fall on one individual, but instead bring together several people, to ensure adequate management and support, guided by the **Critical Incident Checklist** (Appendix 1). The duties of the Response Team may vary in relation to the circumstance, including the support of the club community, liaising with family members, ensuring appropriate management of information and resources, as well as reporting information to insurance and legal teams. Keeping the response team to 5-6 people (where possible) ensures an even load of responsibility, with effective lines of communication, people management, and resource sharing. It is recommended that a leader is nominated to assist in leadership of the Response Team.

The Response Team should be made up of appropriately skilled individuals who are able to work effectively under pressure, while possessing a high level of organisational skills and empathy. For example a Safeguarding Officer and Mental health First Aid Officer are important members alongside other senior club officials. Due to the unpredictable nature of a critical incident, not all members of the planned Response Team may be appropriate. Members should have an opportunity to opt out if they are impacted by the event, or feel they are unable to undertake responsibilities. Community clubs may not have access to psychologists or welfare



managers, and therefore should look to engage in support from local community organisations, such as [headspace](#) or [Lifeline](#). The Club may also look to involve a member of the [AFL Mental Health and Wellbeing Team](#) in the Response Team, to assist with recommendations.

4.3 What does the Response Team Do?

Following a critical incident, the Response Team has several responsibilities that surround the primary role of promoting the safety and wellbeing of the club community, as well as documenting and providing information to required reporting outlets (e.g. insurance, WHS, etc) and returning the Club to its usual activities. The Response Team will look to ensure that resources and responsibilities are attended to efficiently and that consistent and accurate information is collated, with appropriate advice/recommendations shared with the club community.

Those involved in the Response Team may take on responsibilities such as:

- Initiating an Emergency Management Plan
- Liaising with local authorities, family and the community
- Making safe any incident site/s
- Preparing and collating information to be shared to the community in a consistent and accurate manner
- Managing messaging and announcements, providing media contacts and information
- Identifying vulnerable individuals who may be at risk
- Working with mental health professionals and organisations to provide guidance in terms of support and counselling
- Communicating with state or territory football association and/or AFL with the aim of returning the Club to its usual activities
- Collating information for Legal advice or documents and/or insurance claims and/or any formal reports
- Documenting all actions and notifications.

5 Key Contacts

Refer to **Appendix 2**.



6 Phase Two: Response

6.1 Responding to Incidents

The term “Critical Incident” can cover a vast number of circumstances and events, including but not limited to the death of a Club member, community crisis or assault. Responding to a critical incident can require slightly different approaches, depending on the circumstances. In the case of incidents that include physical or sexual assault, racism, legal matters or other private matters, the response and management of the critical incident must take a sensitive journey of support, compared to that outlined in the Critical Incident Checklist.

6.1.1 Suicide or Suicide Attempt

In the case of a suicide or suicide attempt of a club member, it is recommended that clubs refer to the Guide for AFL Clubs Impacted by Suicide document [A-Guide-for-AFL-Clubs-Impacted-by-Suicide.pdf](#). This is to reduce exposure to suicide in the community.

6.1.2 Physical or Sexual Assault

If a sexual assault has been reported to the club, it is essential that the club contact police first for assistance in response, as their involvement is a priority. The Club should then make a formal report through the AFL Integrity reporting portal ([Click Here](#)), so that they are aware and can assist where appropriate. Respect and trauma informed responses for those involved is crucial when responding to sexual assault allegations due to the traumatic nature of the incident and potential future circumstances that may result from the report.

6.1.3 Racism and Discrimination

Racism and disrespectful behaviour are taken seriously by the AFL. If an individual at the club experiences a form of racism when engaged in a game, training or attending a club event, they are encouraged to make a formal report through the AFL Integrity reporting portal ([Click Here](#)). These matters are supported by the AFL’s Diversity & Inclusion and Integrity & Security teams, and individual case management is offered to the individual and the Club. These circumstances do not always have to be made public to the Club community.



6.1.4 Natural Disaster

If a natural disaster has occurred, it is essential that the Club work with the local authorities to monitor and manage the situation. The Club is recommended to use an Emergency Management Plan (EMP) which if it does not exist within the Club the EMP will be managed and advised by the local authorities (e.g. Fire Services, Police).

6.1.5 Child Related Allegations:

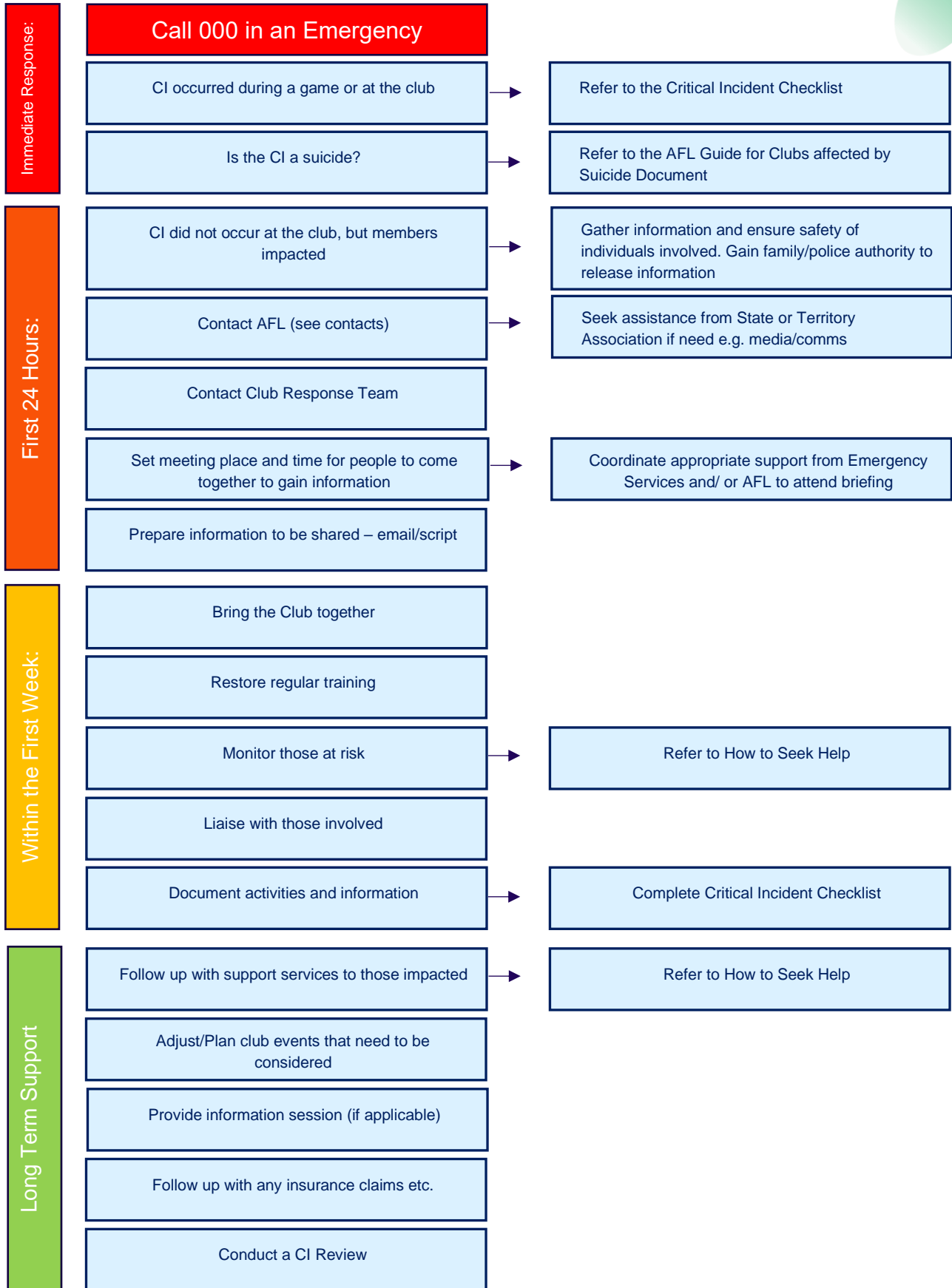
If a report is made in relation to a critical incident involving children and young people, the club must contact the police to report the information. State or Territory associations are available for referral to support for the individual. The Club should then make a formal report through the AFL Integrity reporting portal ([Click Here](#)), so that they are aware and can assist where appropriate. The AFL can help guide clubs in their response and management of critical incidents involving children and young people.

To make a report to the Australian Football League (AFL) relating to an allegation of behaviour that may contravene the AFL's:

- National Child Protection Policy
- Respect and Responsibility Policy
- Whistleblower Policy (Improper Conduct)

[Click Here](#)

Critical Incident (CI) has occurred:





7 Stages of Response

Responding to the critical incident can be overwhelming and often it is hard to know where to start. The types of critical incidents are also vast and can relate to a range of different circumstances such as environmental, workplace safety, serious injury or death. Therefore, how clubs respond can vary significantly. The Critical Incident Checklist (Appendix 1) allows the club to work through phases of response.

The following information provides insight into the social and emotional response to a critical incident and suggestions to supporting the Club's people, with actions aligned with the Critical Incident Checklist (Appendix 1).

7.1 The First 24 Hours

The initial response focusses on the immediate issues that need to be considered within minutes/hours following a critical incident.

7.1.1 Gather information and ensure safety

- If the incident happened away from the club, confirm the details, and find out as many facts as possible with family (or police). Investigate any rumours immediately.
- If the incident happened at the club, ensure the safety of the players, coaches, and volunteers, including administering first aid, calling emergency services (000).
- Ensure the scene is secure and any witnesses are moved to an area of support.
- Ensure those affected are not left alone. Contact families if necessary

7.1.2 Contact Response Team and Association

- Contact Response Team
- Check suitability of team – have they been directly affected by the incident?
- Identify any in the Response Team who are impacted and need to change responsibilities or opt out of managing the response.
- Contact relevant Mental Health Services or Agency that may assist in support for club
- Inform AFL, State or Territory Association and/or League or Community Football Manager and make a formal report through the AFL Integrity reporting portal (if required)
- Contact the family affected by the incident to gain information on incident, and permissions to share circumstances with club/football community.



7.1.3 Response Team to meet and assign responsibilities

- Come together in person, via phone or video link as soon as possible. However, in times of a natural disaster and displacement the first priority is safety of the individuals so make sure you are safe before prioritising contact.
- Modify the plan as required for the circumstances.
- Inform Coaches, Team Manager, and Committee/Board Members. Contact prior to training.

7.1.4 Set a time to come together

- Set a time and a place for people to come together to hear information, be together, and ask any questions about the critical incident. This can be within the first few days of the incident and can be done via phone or video link if unable to physically come together (i.e in times of flood and fire).
- Assign a representative to lead this session, from the club, and through an external service, e.g. mental health, police, medical etc.
- Identify any “at risk” individuals or groups, in preparation for mental health services.

7.1.5 Prepare a script and/or email

- Ensure that information is correct and consistent.
- Confirm how information will be shared to club community
- Inform the Club in their teams, via a script. Note any absent players/coaches and any who may be very distressed.
- Individuals may already be aware of the situation due to family connections or social media, etc. It is important to still stick to a script in informing teams.
- It may also be appropriate to contact players and coaches individually to inform them before training occurs.
- Inform the Club Community. Include information relating to help services, any group meeting opportunities.
- Inform the greater football community, via club presidents. Inform them of any group meetings for community to attend.
- Ensure coaches have support within the club and access to external professional advice where required.



7.2 The First Week

The secondary response is focused on the emotional needs of people impacted, looking to guide and support people effected to the appropriate resources.

7.2.1 Bring the club together

- Ensure accurate information is prepared for the session, in consultation with those directly affected. Make this information available via video link if required based on the situation (i.e. in times of flood or fire).
- Allow people to be together, ask questions and answer with what is appropriate and “need to know”

7.2.2 Restore regular training

- Restore regular training sessions to original schedule as soon as possible.
- Maintain flexibility in attendance to those directly affected, continue to check in with them.

7.2.3 Monitor those at risk

- Continue to identify, monitor, and support people at risk. Continue to promote help seeking behaviours, referring to further mental health support.
- Monitor any memorial sites, and communicate with teams any required changes to trainings, games, or activities.
- Keep coaches and team managers informed through regular meetings before or after trainings. Communicate updated information and provide space for concerns and questions to be raised.
- Ensure coaches and team managers are aware of access to external professional help.
- Keep families informed about support services, any changes to routines and activities surrounding training and football commitments.

7.2.4 Liaise with the family (if applicable)

- Continue to liaise with family. If there is a funeral involved, coordinate clubs’ involvement.
- Collect any belongings of the deceased from the club and look to return to family (or police) at an appropriate time.



7.2.5 Provide information on How to Seek Help

- Continue to monitor the wellbeing of people at the club, reviewing any at risk individuals and referring them to avenues of help. This should include providing reminders to all individuals of the local authorities contact details, websites and mobile services.
- Direct club members to AFL How to Seek Help document (Appendix 3 and in Club Help mental health page)

7.2.6 Document Activities

- Document all meetings and activities, along with any action plans made to support the critical incident response.

7.3 Long Term Support

7.3.1 The First Month

- Ongoing support for affected family
- Plan for relevant events that the club may be holding (fundraisings, awards nights etc)
- Gather information from coaches or team managers on any relevant changes for a critical incident review.
- Conduct a critical incident review.
- Consider organising an information session for the Club community.
- Continue to document any actions in response to critical incident

7.3.2 Ongoing Support Long Term

- Continue to monitor players, coaches, and team staff.
- Promote and model help seeking behaviours and refer to Mental Health First Aid Officer.
- Work with family as to level of support and community needed moving forward.
- Keep community informed.
- Plan for anniversaries, birthdays and any other significant events
- Implement the recommendations of critical review.
- Continue to document all activities and actions.
- Considerations for start/end of season
- Consider mental health education and initiatives for the club. Find out what programs are available and recommended at AFL Toyota Club Help.



7.3.3 Review the Response

Once the immediate and secondary responses have been implemented, things may begin to feel more settled. It is important to review the response to the Critical Incident.

- Evaluate and Debrief the Response
- Spend time evaluating the Clubs response and debriefing the experience
- Allow people to contribute feedback on how the club managed the response
- Any considerations that were beneficial or overlooked in the process of response
- Review the mental health culture of the club
- Consider how you will monitor those who are at risk?
- How will anniversaries be handled?

7.4 Considerations

7.4.1 Critical Incident occurs at another club

- If/When appropriate, inform other clubs within the league of the incident.
- Invite members of wider football community to attend any gathering or information sessions.
- Regular training should continue at other clubs not directly affected, with flexibility, knowing possible connections with the incident.
- Provide clubs with How to Seek Help document.

7.4.2 Critical Incident during the off-season

- Continue to follow Critical Incident Checklist and adjust where appropriate.
- Club members may be informed via email, rather than face to face at training.
- Allow for club members to come together if required.

7.4.3 Critical Incidents that are private

- All private critical incidents require compassion, respect and supportive response.
- Confidentiality may be required, as well as intervention from emergency services, the AFL, or external services.

7.4.4 Memorials and Acknowledgements

- In the case of a death, the club may look to acknowledge the individual's contribution to the club, through an award, memorial plaque or similar. This can be beneficial to those grieving, but it is important to consult with the individual's family and teammates.



- Set limits on the material and content of the memorial, to assist in reducing the risk to vulnerable people effected by the incident.
- Follow the wishes of the family.
- Monitor any online memorials for appropriateness.
- Ensure any messaging is clear and correct.
- Where possible, promote help seeking behaviours
- If memorialising someone who has died by suicide, be guided by the [A-Guide-for-AFL-Clubs-Impacted-by-Suicide.pdf](#)

7.4.5 Funerals

- Consider the clubs involvement in the funeral, and ensure they align with the wishes of the family.
- Coordinate and manage attendance of club members at funeral.

7.4.6 Social Media and Media

- Local media may show interest in the incident. The club president or member of the RT should be allocated to speaking with the media about the situation.
- Seek support from the state body if unsure on how to manage media interest.
- Manage the club's social media in relation to the incident so that is respectful and appropriate towards those involved.
- Monitor any social media interaction by club members and encourage them to be mindful when commenting or responding to information about the incident.

7.4.7 Supporting those directing impacted by the incident

- Limit the number of direct contacts to the family involved, by assigning a member of the RT to liaise with them.
- Offer support through external agencies and services.
- Involve them in any decisions being made in relation to the incident and the club.
- Maintain regular contact with them, even the weeks/months following the incident.
- Provide information to the community on how they can support the family
 - Share memories through a book at the club
 - Cook meals for the family
 - Offer support for siblings or other family members
 - Donate to an organisation or charity event.

APPENDIX 1: The Critical Incident Checklist

RESPONSE – FIRST 24HRS

Activation	YES	NO	Person Responsible
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Verify information	<input type="checkbox"/>	<input type="checkbox"/>	
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Take appropriate safety precautions (e.g. turn off gas, water and/or electricity).	<input type="checkbox"/>	<input type="checkbox"/>	
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Administer First Aid (including Mental Health First Aid) where appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	
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Contact emergency services as appropriate: Ambulance, Police, Fire Brigade, gas provider, water provider, electricity provider. Phone numbers for each of these are on the <i>Emergency Management Contact list</i> .	<input type="checkbox"/>	<input type="checkbox"/>	
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Ensure the incident site remains secure and undisturbed where Police or Safety Regulator are likely to be involved.	<input type="checkbox"/>	<input type="checkbox"/>	
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Remove people from the scene to an appropriate assembly area or clubroom.			
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Activate an incident management team to plan further actions and enact the response plan. Allocate specific responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>	
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Record details of event, including the source/s of information. Make notes as information is received.			
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Gain family/Police authority to release information.	<input type="checkbox"/>	<input type="checkbox"/>	
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Is it a Critical Incident?	<input type="checkbox"/>	<input type="checkbox"/>	
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If no, manage locally. If yes, initiate notifications



Notifications	YES	NO	Person Responsible
Contact your Association	<input type="checkbox"/>	<input type="checkbox"/>	
Seek assistance from your Response Team, and the AFL media unit for all communications about the incident.	<input type="checkbox"/>	<input type="checkbox"/>	
Instruct staff/volunteers/Club officials to direct media enquiries to Media Liaison Officer	<input type="checkbox"/>	<input type="checkbox"/>	
Activate your communication plan, including key communication methods and timings needed to keep everyone safe and prepare an incident statement.	<input type="checkbox"/>	<input type="checkbox"/>	
Identify contact lists (below) for all the people you will need to communicate with during the crisis, including staff, emergency services and support providers	<input type="checkbox"/>	<input type="checkbox"/>	

RECOVERY – SHORT TERM – First Week

Communication	Person Responsible
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- Offer immediate comfort and support to those most affected.
- Make direct contact with affected staff or families.
(In the case of a death, Police contact the family.)
- Prepare a statement for informing players, club members and determine method of delivery.
- Brief all staff of known fact.
Ensure everyone knows how to respond to media (i.e. direct all enquiries to the on-site incident manager) and understands support strategy for players and clubs members.
- Inform players using a prepared statement and offer comfort and support.
Consider siblings and close friends.
- Set up a recovery room. This may be a virtual recovery room if individuals are displaced due to a natural disaster.



Provide space for those who may be distressed, and provide support from Wellbeing Services staff (Psychologist, nurse, Chaplain)
Make arrangements for players/siblings/parents to be reunited.

Prepare a written statement related to enquiries and for players to take home to their parents. Liaise with AFL Mental Health, Community Football Department's media unit and other agencies before releasing information.

Identify and notify others who need early advice (e.g. key community agencies, other clubs affected, other districts).

Consider the Employee Assistance Program for AFL staff in need.

Restore

Person Responsible

Plan to restore regular training

Continually monitor those at risk

Liaise with those directly impacted by the incident

Document process and activities undertaken

RECOVERY – LONG TERM – First Month

Communication

Person Responsible

Follow up with support services to those impacted

Adjust/Plan any club events that may need to be considered

Provide information session (if applicable)

Follow up with any insurance claims etc.

Conduct a CI Review



APPENDIX 3: Event Details

To be prepared if holding an event, football carnival or similar.

Event description			
Event planner (name, phone, email)			
Date/s of event			
Location / address of event			
Site / venue capacity			
Expected attendance			
Event time	Set up	Start:	Finish:
	Event time	Start:	Finish:
	Pack down	Start:	Finish:
Emergency equipment	ie – megaphone, fire extinguishers, PA System on Stage, two-way radios		



<p>Neighbouring events / sites</p>	<p>Does your plan fit with the neighbouring site Y / N</p> <p>Have you touched base with the chief warden Y / N</p> <p>Have you updated the emergency contact list to advise neighbours of emergency Y / N</p>
<p>Event control location</p>	
<p>Emergency Area Control Points</p>	
<p>High risk activities</p>	



APPENDIX 4: Key Contacts

AFL Mental Health and Wellbeing Team	wellbeing@afl.com.au
AFLs Diversity & Inclusion Team	Click Here
AFL Health and Safety Manager	play.safe@afl.com.au
AFL Safeguarding Children Team	Click Here
AFL Integrity & Security Team	Click Here
Marsh Insurance	sport@marsh.com
Police/Ambulance/Fire	000
Lifeline	131 144
Suicide Call Back Service	1300 659 467
Beyond Blue Support Service	1300 22 46 36



APPENDIX 5: How to Seek Help for Mental Health and Wellbeing

Connect to our [How to Seek Help Navigator Tool](#) available via play.afil/ClubHelp

How to seek help

Our mental health changes over time in response to different life experiences. We can all move up and down the mental health continuum. Managing your own mental health is important at all stages of the continuum. We can maintain good mental health even while living with a mental illness, or conversely, experience poor mental health in the absence of mental illness. It is possible to be diagnosed with a mental disorder and still engage in football and experience positive states of wellbeing.

When should you reach out for help?
The earlier the better. When you are reacting or injured, start the process and know your options. If you are experiencing mental ill-health, reach out for professional help.

Mental fitness	Healthy	Reacting	Injured	Ill-Health
<ul style="list-style-type: none"> » Energised, ready for challenges » Resilient to large stressors » Emotionally aware and thriving » High motivation » Leading others to achieve and flourish » Superior focus, problem solving and decision making » Strong impulse control » Excellent sleep patterns 	<ul style="list-style-type: none"> » Socially engaged with work, friends, footy and family » Recovering quickly from setbacks » Self-aware and managing emotions appropriately » Motivated and flexible » Good decision making and problem solving » Normal sleep patterns 	<ul style="list-style-type: none"> » Irritable, nervous, sad and reactive » Feelings of stress or anxiety » Trouble sleeping » Low motivation » Procrastination and indecisiveness » Withdrawing from social networks » Low resilience to daily stressors 	<ul style="list-style-type: none"> » Feeling moody, irritable or teary » Lacking energy and motivation » Tired, having trouble sleeping » Having trouble concentrating and making decisions » Feeling overwhelmed by emotions » Missing training, or regularly running late » Withdrawn from friends, family 	<ul style="list-style-type: none"> » Social isolation » Excessive anxiety, depression » Can't fulfill obligations » Unable to fall/stay asleep » Feeling worthless or hopeless » Thoughts of self-harm or harming others » Using alcohol to cope

1 Identify signs early
2 Who is your helper?
3 You have options
4 Connect and commit

Are you experiencing symptoms in the orange and red end of the continuum? Have they been occurring for two weeks or more?

Early identification is important! It leads to early intervention. You may reduce the time and severity of your health condition.

Is there someone you trust who you can reach out to? Can they assist you in discovering your professional help networks?

Ask a friend, family member or someone you trust to help you book the appointment.

Helpers might be:
Family members or partners
Teammates
Coach
Team volunteer

Explore your options – there are different levels of support, depending on your experience and situation.

This could be online or telehealth, or face to face using professional health sources.

Everyone's circumstances and mental health are unique. There is no one size fits all for building mental fitness or managing mental ill-health

Know that seeking help through qualified professionals ensures your privacy and confidentiality by law.

Persevere. Changing mental habits is like building physical fitness skills and requires practice and commitment.

Challenge the belief that 'I should be able to fix things myself'.

In-Person Support

General Practitioner: Mental Health Care Plan ●●

A support plan for someone who is experiencing mental health issues, referred by a GP/Doctor to an expert, such as a psychologist or mental health consultant. Individual has access to Medicare rebates for up to 10 individual and 10 group appointments with allied mental health services in a year.

Private Psychologist ●●●●

You can attend a consultation without a referral, but if you visit a GP you may be assessed for a Mental Health Plan. To access this service, make an appointment with a psychologist or with your GP/Doctor. psychology.org.au/find-a-psychologist

Headspace ●●

Your local headspace centre provides primary mental healthcare and counselling services for 12-25 years. headspace.org.au/headspace-centres/

Australian Indigenous Psychologists Association ●●●●

Indigenous Psychologists that can provide face to face or telehealth support for social and emotional wellbeing. indigenoupspsychology.com.au

Over the Phone

MensLine Australia ●●●●

Professional counsellors available 24/6 via phone or online. 1300 789 978

Kids Helpline ●●

Free, confidential 24/7 online and phone counselling for young people aged 5 to 25 years, for any issue. 1800 55 1800

Beyondblue ●●●●

Provides 24/7 general mental health and crisis support, as well as resources and information about mental health. 1300 224 636

Suicide Call Back Service ●●●●

Provide free counselling for suicide prevention and mental health via the telephone, online and video for anyone affected by suicidal thoughts. 24/7. 1300 659 467

Olife ●●●●●●

Provides anonymous and free LGBTQIA+ peer support and referral for people wanting to talk about sexuality, gender, bodies, feelings or health. 1800 184 827 or webchat at olife.org.au

1800Respect ●●●●

For sexual assault, domestic and family violence counselling. 1800 737 732 or 1800respect.org.au

Online Support

These online supports include services for the LGBTQIA+, Indigenous, and culturally diverse communities.

Headspace e-help ●●●●

Online chat support for young people aged 12-25. From 9am-5pm. ehelpspace.org.au

Beyondblue e-help ●●●●

Online chat support. beyondblue.org.au/get-support/get-immediate-support

Head to Health ●●●●

Web directory of all mental health services, websites, apps and phone supports across Australia. headtohealth.gov.au

Mental Health Online ●●

Comprehensive and effective online services and programs, free of charge, if you are experiencing mental distress. mentalhealthonline.org.au

MoodGYM ●●

Interactive self help to help you learn, and practise skills to prevent and manage symptoms of depression and anxiety. moodgym.com.au

This Way Up ●●

Range of courses and information to help you understand and improve your wellbeing. thiswayup.org.au

Mind Spot ●●

Free effective psychological assessment and treatment for stress, anxiety, worry, depression, low mood. mindspot.org.au

The Mental Fitness Challenge ●●●●

Provide opportunities to learn more about mental fitness, as well as practical ways to improve mental strength and flexibility, through activities and practice strategies. biteback.org.au

Smiling Mind Programs ●●●●

Web and app-based programs developed by psychologists and educators for general, classroom and workplace use. smilingmind.com.au

National Aboriginal Community Controlled Health Organisation (NACCHO) ●●●●●●

National leadership body for Aboriginal and Torres Strait Islander health in Australia. Provides advice and resources on the health and wellbeing services for Aboriginal and Torres Strait Islander peoples. naccho.org.au

ReachOut ●●●●

Helps under 25s with everyday questions through to tough times. au.reachout.com

Safe Steps: Family Violence Response Centre ●●●●●●

Specialist support services for anyone in Victoria who is experiencing or afraid of family violence. Available 24/7. 1800 015 188 or safesteps.org.au

Sexual Assault Crisis Line ●●●●

Support, advocate and provide crisis response for people who have experienced sexual violence. 1800 806 292

No to Violence ●●●●●●

Working with men who use family violence and the sector that supports them to change their abusive and violent behaviour. 1300 766 491 or ntv.org.au

Rainbow Health Australia ●●●●●●

Supporting the LGBTQIA+ health and wellbeing through projects, advocacy and action. rainbowhealthaustralia.org.au

Education Programs ●●●●●●

November Ahead of the Game (AOTG) ●●●●●●

An evidence-based mental health literacy and resilience program for community footballers 12-18, parents, coaches and volunteers around Australia. aheadofthegame@afil.com.au

CRISIS HELP

000 or Your Local Hospital Emergency Department

Lifeline
24 hour crisis support.
Call 13 11 14 or text 0477 131 114

13 YARN (13 92 76)
24 hour crisis support for Aboriginal and Torres Strait Islander peoples.

Suicide Call Back Service
For anyone affected by suicidal thoughts
1300 659 467

Self Help Apps ●●●●

Help support your Mental Fitness.

- » Headspace
- » Smiling Mind
- » Calm
- » Total Brain
- » Zen

Mental fitness

Healthy

Reacting

Injured

Ill-Health



APPENDIX 6: Supportive Leadership Approach

CRITICAL INCIDENT RESPONSE: Supportive Leadership

WHAT TO DO: 8 Steps to Offer Support to Club Members after a Critical Incident

Connect and Engage

Respond in a compassionate and helpful way

Safety and Comfort

Enhance safety and provide emotional comfort

Stabilisation (if needed)

Help emotionally overwhelmed or disoriented people

Information Gathering about Current Needs

Identify immediate needs and respond

Practical Assistance

Offer practical help so people feel safer and calmer

Connection with Social Supports

Establish contact with primary support people

Information on Coping

Provide information on helpful ways to cope to reduce distress

Link with Services

Link people with key services
play.afc.clubhelp/club-management/mental-health-and-wellbeing