



GUIDE - Critical Incident Response Guide for use by Community Australian Football Clubs

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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.

NB: When responding to a death of a Club member by suicide, A Guide for AFL Clubs Impacted by Suicide is recommended as a reference.

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.

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: <ul style="list-style-type: none"> • 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 or other major critical incident in the community. • 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). These people have specific training in psychopathology, assessment, and treatments for people with diagnosed mental health difficulties.



4 Phase One: Preparation

4.1 Pre-Season Preparation

4.1.1 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.
- Local contacts for counselling and referral (Appendix 2).
- 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.

4.1.2 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. 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.

4.1.3 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

- 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.



4.1.4 Mentally Fit and Capable Club

Clubs play a role in being healthy places for their members and are an important part of mentally fit and capable communities. By promoting the equal importance of mental and physical health and contributing to the mental health literacy of its members, Clubs can be part of the solution to promoting healthy communities. Appendix 3 provides a checklist that supports the steps towards a mentally fit and capable club and may assist in a response if a critical incident was to occur.

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. This is to ensure appropriate response in relation to suicide contagion and individual management. When a death by suicide has occurred to the greater club community (e.g. parent/sibling of player), it is appropriate to refer to the Critical Incident Response Guide.

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 for those involved is crucial when responding to sexual



assault allegations due to the nature of the incident and potential future circumstances that may result from the report. The Club may take on the role to emotionally support those involved.

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 Child Related Allegations:

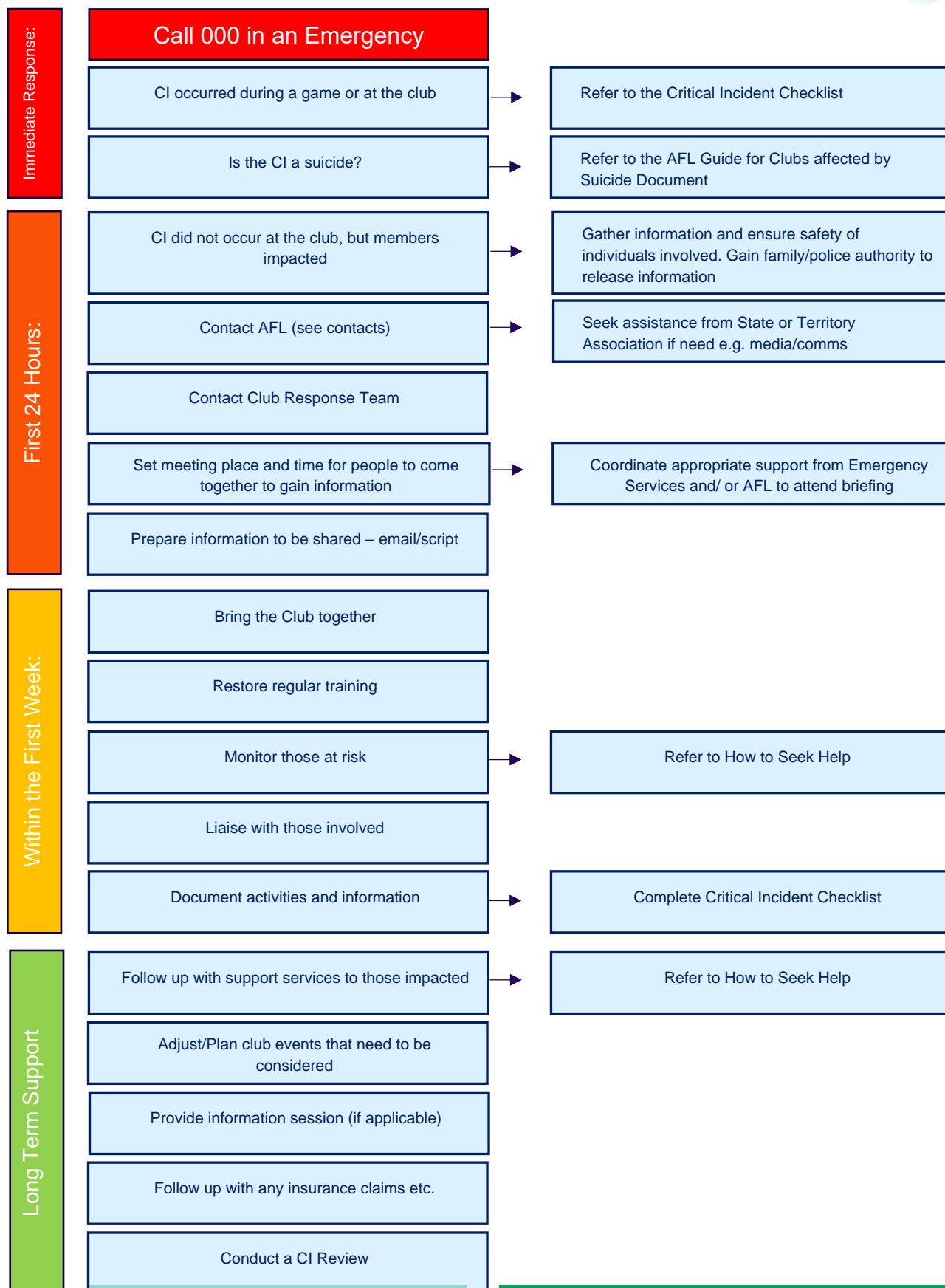
If a report is made in relation to a critical incident involving children and young people, the club must contact the police to report the information. State or Territory associations are available for referral to support for the individual. The Club should then make a formal report through the AFL Integrity 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.
- 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.
- 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.
- 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.
- Direct club members to AFL How to Seek Help document (Appendix 2)

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 help seeking behaviours.
- 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.

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

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 directly 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



RESPONSE – FIRST 24HRS

Activation	YES	NO	Person Responsible
Verify information	<input type="checkbox"/>	<input type="checkbox"/>	
Take appropriate safety precautions (e.g. turn off gas, water and/or electricity).	<input type="checkbox"/>	<input type="checkbox"/>	
Administer First Aid where appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	
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"/>	
Ensure the incident site remains secure and undisturbed where Police or Safety Regulator are likely to be involved.	<input type="checkbox"/>	<input type="checkbox"/>	
Remove people from the scene to an appropriate assembly area or clubroom.			
Activate an incident management team to plan further actions and enact the response plan. Allocate specific responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>	
Record details of event, including the source/s of information. Make notes as information is received.			
Gain family/Police authority to release information.	<input type="checkbox"/>	<input type="checkbox"/>	
Is it a Critical Incident?	<input type="checkbox"/>	<input type="checkbox"/>	



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
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.

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 incoming 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



Emergency Management Contact List

To be prepared and reviewed annually. Used for quick reference in case of a critical incident.

Club Contacts

Type	Company	Contact person	Email	Phone
Power of Attorney				
Accountant				
Bank Manager				
Solicitor				
Insurance Broker				
Doctor				

Third Party Contacts

Type	Company	Contact person	Email	Phone
Air conditioning				
Building — landlord/agent				
Building — repairs				
Business coach/mentor				
Business equipment — maintenance				
Cash register/s				
Computers – Internet Service Provider (ISP)				
Computers — maintenance				
Electrician				
Electricity supplier				
Fire detection equipment (alarms/sensors)				
Firefighting equipment				
Gas supply				



Generator(s) or back-up power supply				
Locksmith				
Mail services/post office				
Plumber				
Refrigeration system/s				
Security system/s				
Telephone provider/s				
Water supply				



Event Details

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

Event description			
Date/s of event			
Location / address of event			
Map / Grid reference			
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		
Neighbouring events/sites	Does your plan fit with the neighbouring site Y / N Have you touch based with the chief warden Y / N Have you updated the emergency contact list to advise neighbours of emergency Y / N		
Event control location			
Emergency Area Control Points			
High risk activities			



APPENDIX 2

8 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
Sport Chaplaincy	1300 518 058

How to seek help

Our mental health changes over time in response to different stressors and 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.

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	Illness
<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 fulfil obligations » Unable to fall/stay asleep » Feeling worthless or hopeless » Letting people down » 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?

The earlier you seek help, the better your outcomes.

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'.

Indigenous Artwork by Kirby Bentley, "Together Chasing Dreams". Kirby is a Noongar woman from Ballardong-Whadjuk country.

The advice in this document and the symptoms listed are not exhaustive. This is a general information guide and should not replace seeking the advice of a health professional.

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.

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.

indigenouspsychology.com.au

Over the Phone

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

Qlife ●●●●●

Provides anonymous and free LGBTQIA+ peer support and referral for people wanting to talk about sexuality, gender, bodies, feelings or health.

1800 184 527 or webchat at qlife.org.au

1800Respect ●●

For sexual assault, domestic and family violence counselling.

1800 737 732 or 1800respect.org.au

Online Support

Headspace e-help ●●

Online chat support for young people aged 12-25. Includes services for the LGBTQIA+, Indigenous, and culturally diverse communities. From 9am-1am.

eheadspace.org.au

Beyondblue e-help ●●

Online chat support. Includes services for the LGBTQIA+, Indigenous, and culturally diverse communities.

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. Includes services for the LGBTQIA+, Indigenous, and culturally diverse communities.

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 internet delivered psychological assessment and treatment for stress, anxiety, worry, depression, low mood.

mindspot.org.au

The Mental Fitness Challenge ●● (Via the Bite Back: Black Dog Institute)

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/MentalFitnessChallenge/FindOutMore

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

Self Help Apps ●●

Help support your Mental Fitness.

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



Mental fitness

Healthy

Reacting

Injured

Illness



APPENDIX 4

Mentally Fit and Capable Club

What's a mentally fit and capable club? A Club that positively contributes to the mental health and wellbeing of its members, their families and our communities.

1. A Club where players and administrators are mentally fit and have the skills to manage their own wellbeing.
2. A Club where everyone involved knows how to help each other to find the mental health support they need.

Clubs play a role in being healthy places for their members and are an important part of mentally fit and capable communities. By promoting the equal importance of mental and physical health and contributing to the mental health literacy of its members, clubs can be part of the solution to promoting healthy communities. Assessing this checklist in line with your club may assist in a response if a critical incident was to occur.

Mentally Fit and Capable Club Checklist

We promote mentally healthy habits alongside physical health;

We work hard to create a Club environment that is an inclusive and safe place for everyone;

We work to reduce stigma about mental ill-health by getting behind mental health promotion campaigns;

We know the signs when someone is struggling with mental health challenges and know how to respond;

We promote early identification of mental health challenges;

We work to create a culture of online safety for our football club community

We promote help seeking behaviours early and we help our participants and members know where to get help;

We have relationships with our local mental health providers such as headspace (link to partners page), our area mental health service or local hospital network, Lifeline community services (link to partners page) and our community health centres.

We have mental health first aid officers who champion mental health and who know how to help a member in crisis;

We help people recover from mental health challenges by making them welcome at the Club in any capacity.

The health and welfare of all employees at the AFL is an ongoing priority for the organisation. To that end we are committed to the provision of a workplace that is safe and without risk to health and safety and to the prevention of workplace injuries or illness.

It is recognised, however, that injuries may occur. In such an event, we are committed to the philosophy and practice of good return to work.