



Lakers Triathlon Club

Emergency Management Procedure

Governing Policies & References	1
Emergency Management	1
Categorisation of the Emergency	2
Proactive Member Engagement	2
Proactive Risk Management Planning	2
Coordination of Emergency Management	3
Communications	3
Communication Templates	4

Governing Policies & References

- AusTriathlon insurance cover: <https://vinsurancegroup.com/triathlon/>
- AusTriathlon personal Member Portal
<https://triathlonaustralia.justgo.com/Workbench.mvc/Show/5?t=profile>
- AusTriathlon FAQs: <https://www.triathlon.org.au/join/faq/>
- Triathlon Australia Event Operations Manual (including Risk Management)
<https://archive.triathlon.org.au/Assets/Triathlon+Australia+Digital+Assets/Events/Event+Operations+Manual.pdf>
- Lakers Training Risk Management Plan (latest Committee-endorsed version)
<https://lakers.com.au/our-club/lakers-training-risk-management/>

Emergency Management

The Lakers Committee will refer to emergency management as an adverse event at Lakers training or racing events, involving one or more Lakers financial members, requiring communication coordination with other members and hospital attendance.

Categorisation of the Emergency

A self-nominated Committee member will categorise the emergency, based on their first-hand experience, medical responders and/or advice from fellow members in attendance

Category	Definition
Insignificant	First aid only, no hospital attendance
Minor	Hospital attendance, anticipated discharge within a day, <5 days impact
Moderate	Hospital attendance, anticipated discharge within 5 days, >14 days impact
High	Hospital attendance, anticipated discharge within 14 days, >21 days impact
Critical	Fatality/permanent disability, anticipated extended stay, ongoing impact

Proactive Member Engagement

The Committee will issue reminders periodically and adhoc, via social media and the club newsletter, for current and potential members to:

- Become a member of AusTriathlon to provide insurance cover for approved training and racing events
- Renew their membership to provide ongoing cover
- Update their contact information, including emergency contacts in the AusTriathlon portal
- Update their medical information and emergency contacts in their phone and/or via a physical ID that is carried with them
- Advise event organisers of particular medical emergency information
- Review the risk management overview and complete mitigation actions as required
- Contact a Committee member where they have assisted a fellow member with details
- Contact emergency responders as deemed required

Proactive Risk Management Planning

- The Committee and Coaches will develop a plan which is reviewed periodically
- Updated versions of the plan will be tabled with the Committee for approval and published on the Lakers website for members to refer to
- Please refer to the most recent version in development: [2024 Risk Management Plan](#)

Coordination of Emergency Management

- Members may self-nominate to assist a fellow member and coordinate responders. Members are encouraged to get in contact with a Committee member to support them if required as soon as practical
- A Committee member will self-nominate to coordinate contact with member/s involved in the incident and/or their nominated emergency contacts as a first response
 - This member will create a Messenger group to facilitate communication between the Committee
 - This member will discuss sharing the details of the event and request consent to communicate with other Lakers about the event (a public post)
 - This member will discuss the preference for other members to contact the people involved and/or attend hospital in the event of an admission
- The Club Captain will coordinate contact with each member involved in the incident and/or their nominated emergency contact as a follow-up response
- The self-nominated Committee member and/or Club Captain will be in contact with member/s and/or their nominated emergency contacts periodically for the duration of a hospital admission and for at least 2 weeks after discharge

Communications

- An advice will be published on the Lakers Members Facebook page in the event of a member requiring hospital admission (Moderate assessment level and above)
- If the member/s and/or their nominated emergency contact/s have not provided consent for broader communications, public communications will not list names
- The first communication will be published within 12 hours of the event, when details about the member/s involved and the cause of the event is clear
- The Committee will confirm details within the Messenger group to check the clarity of the initial message. Where possible, the wishes of the nominated emergency contacts will be taken into consideration if the member is unable to discuss consents
- The communication will be posted by the Marketing & Communications Manager, Social Media Manager or alternative Committee member in touch with the member/s involved
 - Follow-up communications will be posted within a week of the event
 - Additional communications will be posted as discussed by Committee members
- The communication will be based on the categorisation of the event and consents provided of the people involved
- Follow-up public communications will be based on further discussions with the members involved and/or their nominated emergency contacts. A review for High and Critical incidents will be arranged within a week between the Committee members to determine how to proceed

Communication Templates

Level	Format
Moderate	<p>Dear Lakers, MEMBER NAME/S / ONE OR SEVERAL MEMBERS were involved in a DESCRIPTIVE TITLE at EVENT, DAY, caused by CAUSE. <i>If other members attended the scene, provide details if appropriate.</i> <i>Brief description of injuries, if appropriate.</i> NAME/S have been taken to SPECIFIC HOSPITAL (IF consent has been provided) and their EMERGENCY CONTACT (IF consent has been provided) is with them. Their condition is not life-threatening and it is anticipated that they will be discharged within 5 days. NAME/S welcome visitors, please get in touch with them via DETAILS (IF consent has been provided) Get well soon MEMBER NAME/S (IF consent has been provided)</p>
High	<p>Dear Lakers, MEMBER NAME/S / ONE OR SEVERAL MEMBERS were involved in a DESCRIPTIVE TITLE at EVENT, DAY, caused by CAUSE. <i>If other members attended the scene, provide details if appropriate.</i> <i>Brief description of injuries, if appropriate.</i> NAME/S have been taken to SPECIFIC HOSPITAL (IF consent has been provided) and their EMERGENCY CONTACT (IF consent has been provided) is with them. Their condition is not life-threatening and it is anticipated that they will be discharged within 2 weeks. NAME/S welcome visitors, please get in touch with them via DETAILS (IF consent has been provided) Get well soon MEMBER NAME/S (IF consent has been provided)</p>
Critical - not a fatality	<p>Dear Lakers, MEMBER NAME/S / ONE OR SEVERAL MEMBERS were involved in a DESCRIPTIVE TITLE at EVENT, DAY, caused by CAUSE. <i>If other members attended the scene, provide details if appropriate.</i> <i>Brief description of injuries, if appropriate.</i> NAME/S have been taken to SPECIFIC HOSPITAL (IF consent has been provided) and their EMERGENCY CONTACT (IF consent has been provided) is with them.</p>

Level	Format
	<p>Their condition is life-threatening and it is anticipated that they will be in hospital for an extended period. NAME/S are not welcoming visitors at this time, please respect their need to focus on healing until advised. Get well soon MEMBER NAME/S (<i>IF consent has been provided</i>) Further details will be released</p>
Critical - fatality	<p>Dear Lakers, MEMBER NAME/S / ONE OR SEVERAL MEMBERS were involved in a DESCRIPTIVE TITLE at EVENT, DAY, caused by CAUSE. <i>If other members attended the scene, provide details if appropriate.</i> <i>Brief description of injuries, if appropriate.</i> NAME/S have unfortunately died as a result of their injuries. The club extends their condolences to EMERGENCY CONTACT/FAMILY and will provide further details about arrangements when finalised.</p>