

## The Duke of Edinburgh's Award in Australia



### National Policy

<b>Policy Topic</b>	<b>EMERGENCY RESPONSE &amp; CRISIS COMMUNICATIONS</b> AUTHORITY TO OPERATE
<b>Policy Number</b>	1.14
<b>Date issued</b>	2002
<b>Source of Authority</b>	NAA Minutes
<b>Dates</b>	12 April 2002
<b>Review Date</b>	November 2004

#### **Preamble:**

This policy establishes a framework for how the Duke of Edinburgh's Award in Australia will respond to and manage an emergency or crisis situation.

The NAA recognises the importance of protecting the safety, security and well being of employees, volunteers and participants and the reputation and good name of the Award.

This policy is to be consistent with the *Policy 1.10 Risk Management* and the *International Award PR Guidelines – Reactive Media Relations*.

It is recognised that State Award Authorities have local processes and procedures to be followed in such situations.

#### **Purpose of the Policy:**

This policy aims to effectively guide and coordinate how the Award in Australia will respond to and communicate internally and externally in an emergency or crisis situation. It further aims to avoid or minimise the potential for harming the reputation and name of the Award in Australia.

#### **Policy:**

Licensing documentation with State Award Authorities is to make reference to this policy.

#### **1. National Spokesperson**

The National Chairman, or his nominated National Award Authority Executive representative, is the official spokesperson for the Award in Australia in an emergency or crisis situation.

**2. Crisis Team**

In the event of a national emergency or crisis situation the NAA Executive and Chief Executive Officer will act and assemble as the Crisis Team.

**3. Notification of Emergency or Crisis Situation**

The National Chairman is to be notified through the Australian Award Office of all fatalities, significant accidents, instances of missing adventurous journey groups or incidents/actions which potentially threaten the Award’s good name and reputation as soon as practicable.

**4. State Response Plan**

- (1) In addition to notifying the National Chairman, the relevant Divisional committee members are required to be notified and local processes followed.
- (2) The National Chairman should be updated and advised of the outcome of the situation through the Australian Award Office.

**5. National Emergency or Crisis Response Plan**

- (1) In a national emergency situation, the NAA Executive and Crisis Team will convene to assess the situation and develop the key message, an official statement and a National Response Plan.
- (2) The National spokesperson will take appropriate agreed action in relation to communicating with the parties involved or briefing the media and/or relevant stakeholders.
- (3) As soon as practicable the State Award Authorities will be informed of the situation and provided with a copy of any official statement.
- (4) The Australian Award Office will act under the direction of the National Chairman to undertake any action or follow-up required by the agreed National Response Plan.

**6. Post Emergency or Crisis Situation Evaluation**

- (1) The NAA Executive and Crisis Team will undertake a post emergency or crisis management evaluation. The Australian Award Office will prepare and retain an evaluation report.
- (2) The National Chairman through the Australian Award Office will write, as appropriate to any affected parties to provide post emergency or crisis follow-up.

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National Chairman