



8 Sep 2026

ID: 26-377

## New Webinar Available: Responding to Critical Incidents

Member clubs are advised that the third episode of the ClubsNSW EAP and Staff Wellbeing Webinar Series is now available.

Member clubs are advised that the third episode of the ClubsNSW EAP and Staff Wellbeing Webinar Series is now available.

The webinar outlines how clubs can prepare for and respond to critical incidents, as well as how best to support staff. Watch the webinar [here](#).

Members will learn how to:

- Respond quickly and appropriately when a serious incident occurs.
- Support affected staff immediately and throughout their recovery.
- Communicate sensitively with employees, managers and members.
- Recognise when additional support, including EAP or counselling, may be required.

The webinar also explains the difference between an operational review and a psychological debrief, the signs managers should monitor following an incident, and the importance of regular check-ins and ongoing support.

Members are reminded that all staff of ClubsNSW member clubs can access free and confidential EAP support through FIFO Mental Health Services. For EAP support, contact FIFO Mental Health Services on 1800 979 722.

For more information, please email [enquiries@clubsnsw.com.au](mailto:enquiries@clubsnsw.com.au).

### Disclaimer

This document has been prepared for the benefit of members and partners of ClubsNSW, and is intended for general information only and does not constitute legal or other professional advice. You should consider your own individual circumstances and obtain your own independent advice before acting on this document. All copyright subsisting in this document is owned by, or licensed to, ClubsNSW or its contributors. Except for authorised use by members and partners of ClubsNSW in their own organisations, this document must not be reproduced, communicated, or otherwise disclosed in any form by any means without the prior written consent of ClubsNSW. If you are unsure about your rights, please contact ClubAssist on [1300 730 001](tel:1300730001).

© ClubsNSW 2026