



OCEAN GROVE FOOTBALL NETBALL CLUB - CHILD SAFE – INCIDENT REPORTING PROCEDURE

1. OVERVIEW

This procedure has been developed to ensure that all complaints regarding inappropriate behaviour, as defined in the Ocean Grove Football Netball Club (OGFNC) Child Safe Policy, are addressed **sensitively, consistently, fairly, and confidentially**.

A complaint may relate to an individual or group and can be reported **formally or informally**. It may involve an **act, behaviour, omission, situation, or decision** perceived as unfair, unjustified, unlawful, or in breach of the Club's Child Safe Policy or Code of Conduct.

Complaints should first be reported to the **Club's nominated Child Safety Officer**, who will guide the complainant through the appropriate procedure.

If the complaint relates to:

- A **member of AFL Barwon staff**; or
- The **Child Safety Officer** themselves
- The matter should be reported to the **Club President or Secretary** or escalated directly to **AFL Barwon** via the following link:

<https://eafl.austfoot.com.au/afl-makeareport/#/landing>

2. IMMEDIATE RESPONSE

If a child or young person is at **imminent risk of harm or in immediate danger**, all club personnel must report the situation directly to the **Police** by dialling:

000 (within Australia)

This overrides all other procedures.

3. WHAT MUST BE REPORTED?

The following must be reported as per this procedure:

- **Suspected or observed child abuse, harm, or neglect**, including:
 - Emotional or psychological abuse
 - Physical abuse
 - Sexual abuse
 - Grooming or bullying
 - **Any breaches of:**
 - The OGFNC Child Safe Policy
 - The OGFNC Child Safe Code of Conduct
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4. INTERNAL REPORTING PROCEDURE

a. Self-Resolution

Self-resolution may be appropriate when the offender is unaware of the impact of their behaviour. The complainant may:

- Speak directly to the individual(s) involved
- Ask that the behaviour stop immediately

This step is voluntary and should only be attempted if the complainant feels safe doing so.

b. Informal Resolution

Informal assistance may be sought when:

- The complainant is uncertain about how to proceed
- Self-resolution has been unsuccessful

Steps:

- Contact the **Child Safety Officer**
- Discuss concerns confidentially
- Possible actions include:
 - Providing options for self-resolution
 - Acting as a support person
 - Mediation
 - Speaking privately with the alleged offender
 - Referring to authorities or police if legally required

c. Formal Complaint

Formal complaints may be made when:

- Informal resolution has failed
- Allegations are serious and/or criminal in nature
- The complainant chooses to escalate directly

Steps:

1. Submit a formal complaint using the Club's **Incident Report Form**
2. Lodge the complaint with the **Child Safety Officer**, unless the complaint is about:
 - AFL Barwon staff
 - The Child Safety Officer themselves

In such cases, the complaint should be directed to:

- **Club President or Secretary**, or
- **AFL Barwon's Child Safety Officer**

5. RIGHTS OF PARTIES INVOLVED**Complainant's Rights**

To have the complaint investigated and conciliated

To receive support and/or representation

To express concerns without intimidation

To discontinue the complaint at any time

To expect a resolution/remedy if appropriate

To confidentiality and privacy

Respondent's Rights

To natural justice

To be treated fairly and respectfully

To not be discriminated against

To not be the subject of unfounded allegations

To have privacy respected

To support/representation if requested

6. CONFIDENTIALITY AND RECORDING

- All reports will be handled **confidentially**
- Only individuals involved in managing the complaint will have access to details
- Breaches of confidentiality may result in **disciplinary action**
- A **secure record** will be maintained for all formal reports

7. REVIEW

This procedure will be reviewed every **two years** or following any **serious incident or complaint** to ensure it remains current and effective.

Feedback from staff, volunteers, and members will be considered as part of each review.

Document Control Table

Version	Date	Approved By	Next Review Date
1.0	[12.12.2024]	OGFNC Executive Committee	12.12.2026