



Incident Reporting & Record-Keeping Procedure

Aligned to QFCC Standards 6 & 10 – Complaints and Concerns Are Taken Seriously / Policies and Procedures

Policy Owner: General Manager

Approved by: Board of Directors

Next Review: December 2026

1. Purpose

This procedure outlines how North Gold Coast Seahawks Basketball (NGCS) records, manages, and stores incident information involving members, staff, volunteers, or visitors.

It ensures incidents are reported promptly, investigated appropriately, and retained securely in accordance with legislative and organisational requirements.

2. Scope

This procedure applies to all NGCS staff, volunteers, coaches, referees, players, officials, parents, and contractors across all programs, competitions, and venues.

3. Principles

1. Every incident or near miss must be reported, recorded, and reviewed.
2. Child safety and wellbeing are prioritised at every stage of response.
3. Confidentiality and privacy must be maintained for all individuals involved.
4. Records must be complete, accurate, and stored securely for future reference.
5. Reporting obligations extend to both child safety and general incidents.

4. What Must Be Reported

Incidents that must be reported include (but are not limited to):

- Injuries or medical emergencies.
- Allegations or suspicions of abuse, neglect, or grooming.
- Behavioural or disciplinary concerns.
- Breaches of policy, procedure, or Codes of Conduct.

- Property damage or safety hazards.
- Near misses that could have caused harm.

5. Reporting Process

1. Ensure the immediate safety of all persons involved.
2. Provide first aid or emergency response as required.
3. Notify the Coach, Team Manager, or Venue Supervisor immediately.
4. Complete an Incident Report Form within 24 hours of the event.
5. Submit the form to the General Manager or Child Safety Officer for review and recording.
6. The General Manager determines whether escalation to external authorities is required (e.g., Police, Department of Child Safety).

6. Timeframes

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|----------------------------|---|
| **Immediate** | Report serious or child-protection-related incidents to the GM and/or Police. |
| **Within 24 hours** | Complete and submit an Incident Report Form. |
| **Within 7 days** | GM to review and record in the central incident register and determine any follow-up actions. |

7. Record Keeping

- All incident reports must be stored securely in NGCS’s central Incident Register.
- Only the General Manager, Child Safety Officer, or authorised Board members may access records.
- Incident data will be reviewed quarterly to identify trends or systemic risks.
- Records involving children will be retained for at least seven (7) years or in accordance with legal requirements.

8. Confidentiality

- All information related to incidents will be kept confidential and shared only with those directly involved in managing or resolving the matter.
- Information must not be discussed outside formal reporting processes.

9. Monitoring and Review

- The General Manager and Child Safety Working Group will review the incident register quarterly and provide a summary to the Board.
- Findings will inform policy updates, training, and risk mitigation strategies.

10. Sample Incident Report Table

- The following table provides examples of how different types of incidents should be recorded and categorised.

| <i>Date / Time</i> | <i>Incident Type</i> | <i>Description</i> | <i>Action Taken</i> | <i>Follow-up / Outcome</i> |
|------------------------|---------------------------|--|--|--|
| 12/03/2025 – 6:30pm | Injury / Accident | Player rolled ankle during training session on Court 2. | First aid provided. Player iced ankle and was assisted by parent. Incident recorded. | No further action required. Monitor player recovery. |
| 21/03/2025 – 2:00pm | Child Safety Concern | Volunteer reported inappropriate message sent to junior player via text. | Reported to GM and Child Safety Officer. Contacted parent and removed volunteer pending investigation. | Matter referred to Police and Basketball Queensland. Review of communication policy conducted. |
| 02/04/2025 – 5:00pm | Behavioural Misconduct | Spectator used abusive language toward referee. | Spectator removed from venue by staff. Report filed to GM | Written warning issued. Code of Conduct reminder sent to all teams. |

This template should be used as a guide when completing the official NGCS Incident Report Form. All completed reports must be signed and submitted to the General Manager or Child Safety Officer.

11. Related Documents

- Child Safe Policy
- Complaints, Reporting and Responding Procedure
- Member Protection Policy
- Risk Management Strategy for Children & Young People
- Privacy & Data Protection Policy

12. References

- Child Safe Organisations Act 2024 (Qld)
- Child Protection Act 1999 (Qld)
- Information Privacy Act 2009 (Qld)
- Basketball Queensland Member Protection Policy
- Australian Childhood Foundation Safeguarding Children Accreditation Framework
- QFCC Child Safe Standards (2024)

Document Control and Version History

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Document Control and Version History

| Version | Date Approved | Approved By | Policy Owner | Next Review Date | Summary of Changes |
|---------|---------------|--------------------|--------------|------------------|--------------------|
| 1.0 | December 2025 | Board of Directors | GM | December 2026 | Initial issue |