

Position Description

This position description is available in large print and other accessible formats upon request.

Position Title	Safeguarding Incident Officer
Directorate / Service / Program	Outcomes and Strategic Engagement / Quality and Risk
Reports to	Senior Advisor, Safeguarding
Location	North Geelong
Classification	Social, Community, Home Care and Disability Services Industry Award Level 5
Date Revised	May 2026

About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

Our Purpose: Supporting people, strengthening communities.

Our Vision: A fair, safe and inclusive community where everyone can thrive.

Our Values: Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

To learn more about Meli please visit our website www.meli.org.au

Position Overview

The Safeguarding Incident Officer provides coordination and administrative support for Meli's incident management processes and systems.

The role assists in maintaining timely, accurate, and consistent incident reporting practices in line with legislative requirements, organisational procedures, and safeguarding frameworks.

Working closely with programs and operational leaders, the position provides guidance and support regarding incident reporting requirements, documentation standards, incident categorisation, escalation pathways, and use of Meli's incident management system. The role applies judgement within established procedures when reviewing incident information, identifying gaps, and determining appropriate follow-up, escalating complex matters as required.

The position supports the day-to-day operation and quality of Meli's incident management system, assisting with data integrity, reporting, workflow processes, user support, and maintaining guidance materials in line with established procedures.

The role also supports incident triage processes, assists with governance reporting and data summaries, and contributes to continuous improvement activities. The position provides operational support and back-up coverage for Meli's feedback and complaints function during periods of leave, peak demand, or operational need.

Key Accountabilities

Duties of this position may include, but are not limited to the following:

Incident Response and Management

- Support the day-to-day review, triage, recording, and management of incidents in accordance with Meli policies, procedures, legislative requirements, and external reporting obligations.
- Apply judgement within established procedures when reviewing incident information, identifying gaps, and determining follow-up requirements, escalating complex matters as required.
- Provide guidance and support to staff regarding incident reporting requirements, documentation standards, incident categorisation, and incident processes, in line with established procedures.
- Support quality checking of incident reports to ensure information is accurate, complete, and appropriately categorised in accordance with organisational requirements.
- Monitor incident response actions, reporting timeframes, and follow-up activities, and escalate any delays or issues to relevant staff to support timely resolution.
- Assist in preparing incident reports and data summaries, identifying trends and escalating potential risks or issues to senior staff as appropriate.

Incident Management System Ownership and Improvement

- Support the day-to-day operation, integrity, optimisation, and continuous improvement of Meli's incident management system.
- Support the administration and maintenance of system configuration, user access, workflows, data quality, reporting functionality, and system performance in accordance with established processes.
- Supports the consistent organisational use of the incident management system across programs.
- Provide guidance and support to staff in using systems and processes, escalating complex issues as required.
- Develop and maintain guidance materials, procedures, reporting templates, and resources.
- Assist in identifying potential system improvements and provide input to support workflow efficiency, data quality, and reporting processes in line with established procedures.

Triage, Reporting, and Analysis

- Support the planning, preparation, and operational support for organisational incident triage meetings, including agenda preparation, collation of incident information, recording of decisions and actions, and monitoring of follow-up.
- Support the coordination and follow-up of incident actions and escalation pathways arising from triage and review processes in line with established procedures.
- Compile and review incident data to identify trends and escalate any concerns in line with established procedures.
- Prepare routine and ad hoc incident reports, dashboards, data summaries, and recommendations to support governance, compliance, risk management, and continuous improvement activities.
- Translate incident data into practical insights that inform safeguarding priorities, organisational learning, and practice improvement.

Governance, Quality, and Continuous Improvement

- Contribute to the development, review, and improvement of incident management procedures, guidance materials, reporting tools, frameworks, and governance processes.
- Support the quality assurance activities that improve incident reporting consistency, documentation quality, compliance, data integrity, and organisational learning.
- Provide advice and recommendations to strengthen incident management practice, system functionality, data quality, organisational reporting, and safeguarding capability.
- Drive consistency in incident management practice across programs and contribute to a culture of safeguarding, accountability, learning, and continuous improvement.

Feedback and Complaints Support

- Provide operational support and back-up coverage for the Feedback and Complaints Officer during periods of leave, peak demand, or operational need.
- Apply sound judgement when reviewing feedback and complaints matters, including identifying matters requiring escalation, further review, additional information, or referral to relevant leaders.
- Support timely, consistent, and professional handling of feedback and complaints in accordance with organisational policies, procedures, and service standards.

Organisational Accountabilities:

- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture
- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation

Qualifications, Skills, and Experience

- Relevant qualification in community services, safeguarding, quality, risk management, governance, business administration, or a related field, or demonstrated equivalent experience.
- Demonstrated experience in incident management, safeguarding, quality, risk, complaints, compliance, or a related organisational governance function within a complex service environment.
- Demonstrated ability to exercise initiative and judgement when reviewing information, identifying gaps, assessing risk, determining follow-up actions, and supporting consistent decision-making.
- Experience using, administering, or improving incident management, risk, quality, or case management systems, including data quality, reporting, user support, and system guidance.
- Strong analytical skills, including the ability to interpret incident data, identify trends and systemic issues, and prepare clear reports, summaries, and recommendations.
- Well-developed interpersonal and communication skills, including the ability to provide specialist advice, guidance, training, and support to staff and managers regarding incident management and reporting requirements.

Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCHC)
- International Police Check (if required)
- Have the right to work in Australia

Key Stakeholders

- Meli employees; Executive; Managers; Office of the CEO.
- Meli clients, carers, volunteers, and care leavers
- Community Service Sector professionals

Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Often
Working in buildings which may have stairs <i>(Reasonable adjustments can be made)</i>	Sometimes
Driving, in & out of vehicles <i>(If driving is required, must hold current Victorian Driver Licence)</i>	Sometimes
Bending, lifting, pushing, pulling	Sometimes
Working alone or at a co-located site	Rarely
Confrontational/confronting situations <i>(Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting)</i>	Often
Working outside in differing weather conditions	N/A
Working on-call and/or after hours	Rarely
Attending external locations including client homes	Rarely

Inclusion Statement

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are

committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTQIA+,

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	Signature:	Date:

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.