



## **CODE OF CONDUCT and GRIEVANCE POLICY**

Amended 1<sup>st</sup> February 2024

### **Player code of conduct**

- Learn the rules of the game and play by them at all times.
- Never argue with an official. If you disagree, have your captain approach the official during an interval or after the competition.
- Control your temper. Verbal abuse of officials or other players, deliberately distracting or provoking an opponent is not acceptable or permitted in any sport and action may be taken by the umpires and/or team officials.
- Work hard for your team at all times. Your performance will benefit you and your team.
- Acknowledge good play whether it is by your team or your opposition.
- Treat all players both on and off the court, as you would like to be treated. Do not interfere with or take unfair advantage of another player.
- Co-operate with your coach, teammates, opponents, and officials at all times.
- Appreciate your coach, umpires and volunteers for their time and effort.

### **Coaches code of conduct**

- Respect the rights, dignity and worth of every player.
- Ensure the athlete's time spent with you is a positive experience.
- Treat each athlete as an individual.
- Be fair, considerate, and honest with athletes.
- Be professional and accept responsibility for your actions.
- Make a commitment to providing a quality service to your athletes.
- Operate within the rules and spirit of your sport.
- Any physical contact with the athletes should be appropriate to the situation, necessary for the athlete's skill development.
- Any form of personal abuse towards players will not be tolerated; this includes verbal, physical and emotional abuse.
- Sexual harassment will not be tolerated.
- Provide a safe environment for training and competition.
- Show concern and caution towards sick and injured athletes.
- Be a positive role model for netball and your players.

### **Umpires code of conduct**

- Provide a safe and equitable playing area
- Look and be the part – with regards to dress, punctuality, and neutrality.
- Carry out correct umpiring protocols
- Be vibrant involved and develop a rapport with players.
- Remain detached from team issues and sideline distractions.
- Know and apply the rules and how they relate to the skills.



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## Parents and supporters code of conduct

- Encourage your team. They are professional – they are not playing for spectators only.
- Applaud good performance and focus on the efforts by your team AND the opponents rather than the overall outcome of the event. Congratulate both teams regardless of the game's outcome.
- The result of each game should be accepted. An honest effort is as important as victory.
- Respect the official's decision. If you disagree with an official, raise the issue through the appropriate channels rather than question the official's judgment and honesty in public. Remember most officials give their time and effort for the participant's involvement.
- Condemn the use of violence in any form-be it by spectators, coaches, officials or players.
- Show respect for your team's opponents – without them there would not be a game.
- Encourage players to play according to the rules and the official's decisions.
- Demonstrate appropriate social behavior by not using foul language, harassing players, intimidation/harassment of coaches or officials.

## Anti-harassment, Discrimination and Bullying

Our club opposes all forms of harassment, discrimination and bullying. This includes:

- Treating or proposing to treat someone less favourably because of a particular characteristic;
- Imposing or intending to impose an unreasonable requirement, condition or practice which has an unequal or disproportionate effect on people with a particular characteristic; or
- Any behaviour that is offensive, abusive, belittling, intimidating or threatening – whether this is face-to-face, indirectly or via communication technologies such as mobile phone and computers.

Some forms of harassment, discrimination and bullying are against the law and are based on particular characteristics such as age, disability, gender, sexual orientation, pregnancy, political or religious beliefs, race, and marital status.

Our club takes all claims of harassment, discrimination, bullying and cyber bullying seriously. We encourage anyone who believes they have been harassed, discriminated against or bullied to raise the issue with their coach, BSNC Junior Coordinator or BSNC President.

## Committee code of conduct

All committee members must demonstrate appropriate standards of behaviour to support efficient operations of the committee and club. This code outlines the standards of conduct expected of committee members. It is the personal responsibility of each member to comply with this code.

We have developed this code to ensure members:

- Have a clear understanding of their role and responsibilities
- Act consistently within the scope and purpose of the committee
- Communicate and act in a respectful manner towards all members



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- Act honestly when carrying out their functions as a committee member
- Disclose any interest (pecuniary, non-pecuniary or otherwise) that could conflict with the proper performance of their functions.

Respect and inclusion are fundamental to a harmonious, productive and psychologically safe environment where people feel able to speak up about concerns.

All committee members are responsible for:

- Treating people with dignity and respect, and contributing to a positive and productive space
- Trying to resolve disputes and following the directions of the President
- Ensuring discussions at committee meeting remain confidential
- Making sure other committee members feel valued and can take part fully
- Not discriminating against, harassing or victimising anyone on any grounds
- Using their membership for the best interest of the club, not personal advantage
- Demonstrating inclusive behaviours and language
- Advising the President/Secretary of new agenda items prior to the meeting
- Not interrupting when another member is speaking
- Advising the President/Secretary in advance when they cannot attend a meeting. *The Blyth Snowtown Netball Club Constitution 5.15 - Should any member absent themselves from three consecutive meetings of the Committee without due cause or fail to fill their duties in the office which they hold, their seat shall be declared vacant and reappointed at the discretion of the Committee.*

## **Breach of conduct**

Breaches of these codes of conduct that are considered to be unacceptable will be dealt with by the committee as deemed appropriate.

**GRIEVANCES.....** because sometimes you don't think they're right!

### **So what do you do?**

1. *Players/members are encouraged to first approach their coach, junior coordinator, or head coach, as most concerns can be resolved quickly and easily through communication between Player/member and coach/coordinator.*
2. *If not satisfied, you may then approach the executive committee formally in writing to: Club Secretary, [blythsnowtownnetballclub@gmail.com](mailto:blythsnowtownnetballclub@gmail.com)*
3. *If you feel the issue is unresolved and you have exhausted all avenues above, please contact the Netball SA Member Protection Information Officer*



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The Blyth Snowtown Netball Club grievance and complaint process is based on the “Play by the Rules” model as follows:

## **Complaint handling principles**

The Blyth Snowtown Netball Club will apply the following principles when handling complaints:

- Treat complaints seriously
- Act promptly
- Treat people fairly and listen to both sides of the story
- Stay neutral
- Keep parties to the complaint informed
- Maintain confidentiality
- Protect against victimisation
- Keep accurate records
- Make decisions based only on information gathered not personal views
- Disciplinary action should be relative to the breach

## **Grievance Policy**

Blyth Snowtown Netball Club is committed to providing an environment where all players, coaches, officials and parents can feel safe, are shown respect, be fairly treated and have a right to be heard. While we endeavour to consult, collaborate and be overt in our decision making we respect the right of our members to lodge a grievance should they have issue with a decision or process undertaken by the Club.

If a grievance or complaint does arise we recognise the importance of dealing with these grievances, disputes or complaints in a confidential, professional and timely manner.

Any issue, regardless of who is involved, should be addressed promptly in a professional manner and contained to the relevant people involved, so not to affect other players or parties within club or any external parties.

In resolving grievances and complaints, the Club will use the following general principles and guidelines:

1. The Club’s preferred method is to deal with the matter informally through mediation and discussion, subject to both parties being amicable to this.
2. Members are encouraged to first approach their coach, junior coordinator or head coach as grievances can be resolved quickly and easily through communication between club member and coach, junior coordinator or head coach.



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3. If unresolved informally, grievances or complaints should be brought to the attention of the Club as soon as practicable, either by the concern member or coach. The grievance should be in writing, addressed to the Secretary at [blythsnowtownnetballclub@gmail.com](mailto:blythsnowtownnetballclub@gmail.com) and clearly setting out the issue or problem.
4. If it is not appropriate to send the grievance to the Secretary, then the grievance may be forwarded to the President.
5. The Secretary (or President) will acknowledge receipt of the grievance within 48 hours.
6. The Executive Committee (President, Secretary, Treasurer) will determine the most appropriate person and method of dealing with the grievance.
7. The Club will endeavour to resolve the grievance within 7 days of receipt of the grievance. Where this is not possible, the Club will keep the complainant informed of the progress and likely time for resolution.
8. If the grievance relates to a person, they will receive a copy of the complaint and have the right of reply.
9. Any person who is the subject of a grievance, cannot be involved in the investigation of the complaint.
10. Once the grievance, which has been brought to the attention of the executive, is resolved, a letter is to be sent to involved parties outlining steps taken and final outcome.
11. In more serious cases, the matter may be considered by the Executive Committee or other Committee members as directed by the Executive Committee.
12. Where a written response to a grievance is requested, the response will be reviewed by the Executive Committee prior to issue of the response.
13. Where a grievance may involve criminal or unlawful issues, the Executive Committee will refer the matter to the relevant external agency for assistance.
14. In dealing with grievances, the Club will ensure that the principles of natural justice including right to be heard, treated with respect, confidentiality, unbiased and no conflict of interest as well as keeping all parties informed are adhered to.

## **Escalating a complaint**

Blyth Snowtown Netball Club committee will seek guidance from Netball SA when:

- There is a possible conflict of interest (or close relationship) between the people on the management committee and any of the parties to the complaint
- It is beyond the skills of the committee and specific expertise or experience may be required to manage the complaint
- The complaint has not been able to be resolved at the club level
- The issue is more serious than first thought