



# NEWTON JAGUARS NETBALL CLUB

## NJNC POLICIES AND PROCEDURES

### FAIR TREATMENT POLICY

#### PURPOSE;

To ensure that all NJNC members are provided with an environment which is free from behaviour which causes or has the potential to cause injury, offends, upsets, humiliates or frightens another person.

and

To identify the roles and responsibilities associated with this policy within NJNC

#### SCOPE:

This procedure applies to all NJNC Members or their associates while associated with The NJNC netball activities e.g. training, matches, NJNC functions and any other functions as a representative or accompanying a representative of NJNC

and

Is mainly concerned with assault, harassment, abuse, bullying and discrimination.

#### DEFINITIONS

##### Complaint

A formal or informal allegation made against a person by a NJNC Member/s or any other person/s of an inappropriate or unsatisfactory action or behaviour.

##### Assault

Intentional physical attack or threatening behaviour towards another person which causes or has the potential to cause injury, offends, upsets, humiliates or frightens another person, including (but not limited to) hitting, slapping, kicking, spitting, throwing of an object, scratching, pulling and tripping.

##### Abuse

Verbal insult or swearing or physical gesture which intentionally or unintentionally offends, upsets, humiliates or frightens another person.

##### Bullying

The use of a position of power or strength to threaten to hurt or influence another person

##### Harassment

Continued intentional or unintentional action or behaviour that offends, upsets, humiliates or frightens another person, including (but not limited to) sexual harassment)

##### Discrimination

Intentional or unintentional action or behaviour which offends, upsets, excludes, humiliates or frightens another person arising from (but not limited to) a person's gender, race, religion, age or sexuality,



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## DEFINITIONS Continued

### Contact Officer

The NJNC Committee Member assigned to conduct or facilitate the investigation and resolution process associated with complaints.

### Member

A person who plays for the NJNC, is a parent of a player and or a NJNC Official

### Complainant

Person/s who makes a complaint.

### Accused

Person against whom a complaint has been made.

### Party(ies)

The complainant or accused person (or both) and requested relevant representatives

### Club Official

NJNC Management Committee Member, team Coach or Manager

## POLICY STATEMENT

### NJNC will ensure:

- Commitment to providing a safe and family orientated environment to be enjoyed by players, officials, families and supporters;
- Support for any members who are subjected to an assault, harassment, abuse, bullying or discrimination;
- 'Complaint Resolution Procedure' with processes for reporting investigating and resolving complaints is in place and made available to all members;
- Complaints relating to assault, harassment, abuse, bullying or discrimination are treated seriously, promptly and in accordance with the CLUBs Complaint Resolution Procedure;
- NJNC will provide support and training to coaches, managers and committee to ensure they understand their roles and responsibilities associated with this Policy;
- Compliance with related Government laws, regulations and guidelines; and
- All members are aware of their rights and responsibilities associate with this policy.
- Leadership and support to ensure that the policy objectives are achieved



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## RESPONSIBILITIES

All members are required to

- Report instances of assault, harassment, abuse, bullying and discrimination to their coach, manager or a Management Committee member;
- Cooperate in the complaints resolution process as required; and
- abide by the decisions of the Management Committee.

Coach, manager or a Management Committee member are required to

- Forward complaints to the Management Committee
- Report instances of assault, harassment, abuse, bullying and discrimination to their coach, manager or a Management Committee member;
- Cooperate in the complaints resolution process as required; and
- Abide by the decisions of the Management Committee.

Management Committee must ensure:

1. All complaints are initially addressed by the Contact Officer
2. A resolution is determined by the Committee; and
3. Support is provided to all parties as required.
4. Report instances of assault, harassment, abuse, bullying and discrimination to their coach, manager or a Management Committee member;
5. Cooperate in the complaints resolution process as required; and
6. Abide by the decisions of the Management Committee.

## LODGING A COMPLAINT

REFER Complaint / Grievance Resolution Procedure

## REFERENCES:

1. Code of Conduct - Player
2. Code of Conduct – Coach
3. Code of Conduct – Parent & Supporter
4. NJNC Constitution & By-Laws
5. Privacy Policy
6. Complaints / Grievance Resolution Procedure