

CALOUNDRA DISTRICT NETBALL ASSOCIATION

GRIEVANCE RESOLUTION POLICY AND PROCEDURE

2025

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1. Policy Statement

Caloundra District Netball Association (CDNA) is committed to providing a safe, inclusive, and respectful environment for all participants involved in netball activities. This grievance and complaints policy ensures that all complaints, grievances, and concerns regarding behavior, practices, or incidents within the Association are addressed in a fair, timely, and transparent manner. We are dedicated to fostering an environment where the welfare of all participants, particularly children and young people, is protected, and any breaches of policy or misconduct are dealt with appropriately.

2. Background and Guiding Principles

- 2.1. Caloundra District Netball Association recognises the importance of maintaining the integrity of the sport and prioritising the safety and wellbeing of all participants. In line with Netball Australia's policies, this grievance and complaints policy provides a structured and accessible process for resolving issues related to discrimination, harassment, abuse, and other forms of misconduct. This policy aligns with Netball Australia's commitment to creating a positive culture and holding members accountable for their actions in a way that promotes the values of fairness, respect, and inclusion within the sport.
- 2.2. In February 2025, Netball Australia updated the following key policies, which guide this grievance and complaints policy:
 - a) **Safeguarding Children and Young People Policy:** This policy outlines the principles and standards for safeguarding children and young people involved in netball, ensuring that their safety and wellbeing are paramount at all times.
 - b) **Member Protection Policy:** This policy provides guidance on addressing unacceptable behaviour, including discrimination, harassment, and abuse, to maintain a safe and respectful environment for all members.
 - c) **Integrity Policy Framework:** This framework provides guidelines for managing integrity-related issues, including match-fixing, betting, and any other conduct that could affect the integrity of netball.
 - d) **Definitions of Prohibited Conduct:** The following actions are considered prohibited conduct within the Association and include but are not limited to:
 - Discrimination or harassment on the grounds of race, gender, disability, sexual orientation, or any other characteristic.
 - Abuse, including physical, emotional, verbal, or sexual.
 - Bullying, victimisation, or intimidation.
 - Misuse of position or influence for personal gain.
 - Match-fixing or any other activities that compromise the integrity of the sport.
- 2.3. These policies and definitions are designed to protect the rights of all participants and ensure a respectful and supportive environment for the netball community.
 - a) Our Grievances Policy and Procedure values:
 - procedural fairness and natural justice,
 - CDNA's code of ethics and code of conduct,
 - a service culture free from discrimination and harassment,
 - transparent policies and procedures, and
 - avenues for recourse and further investigation.

- 2.4. Our Policy ensures that all persons are presented with procedures that:
 - a) value the opportunity to be heard,
 - b) promote conflict resolution,
 - c) encourage the development of harmonious partnerships,
 - d) ensure that conflicts and grievances are mediated fairly, and
 - e) are transparent and equitable.
- 2.5. We understand that we have a duty of care to ensure that all persons are provided with a high level of equity and fairness in relation to grievances and complaints management and procedures.
 - a) Procedural fairness and natural justice
 - b) In general, the three core principles of natural justice or procedural fairness are:
 - the right to be heard fairly (the 'hearing' rule);
 - the right to an unbiased decision made by an objective decision maker (the rule against 'bias'); and
 - the right to have the decision based on relevant evidence (the 'no evidence' rule).

3. Association Commitment to Member Protection

- 3.1. Caloundra District Netball Association recognises the Netball Australia Member Protection Policy (February 2025), National Integrity Policy Framework, Safeguarding Children and Young People Policy (February 2025), Conduct & Disciplinary Policy (February 2025), and commits to adhering to the principles and responsibilities outlined in these policies.

Inclusive within these commitments are key inclusions:

- a) All 'relevant persons' volunteers and participants in coaching or parent liaison roles will have reference checks completed, including checks of their suitability for working directly with young people prior to them being offered those roles.
- b) All successful relevant persons will be provided with a copy of the Netball Australia Member Protection Policy, National Integrity Policy Framework, and Conduct & Disciplinary Policy on commencement.
- c) All relevant persons will be regularly briefed on their responsibilities by the Member Protection Officer.
- d) Will be provided the grievance resolution flow chart and complete documentation demonstrating their understanding of this process.

4. Investigating a complaint

- 4.1. Investigate promptly, fairly and thoroughly.
- 4.2. Work cooperatively with members, Association Executive and children to investigate and resolve a complaint.
- 4.3. Listen to all information provided and ensure the complaint is documented.
- 4.4. Keep the complainant and those involved informed throughout the process while maintaining privacy and confidentiality.
- 4.5. Review and implement changes that may be identified as requiring change following an investigation.

5. Grievance & Complaint Resolution Flowchart

See Appendix A

6. Procedures and Responsibilities

- 6.1. All persons who have a concern or complaint are asked to follow the Grievance Resolution Procedure and approach the situation in a calm, respectful manner.
- 6.2. Leadership, Governance and Management Responsibilities, including Association Executive, Volunteers, Members, Clubs and the public will:
 - a) Positively and clearly communicate all aspects of the policy and take a zero-tolerance approach to compliance.
 - b) Understand and comply with all aspects of this policy and related Netball Australia policies, frameworks and procedures, child safe legislation and support others to do the same.
 - c) Lead a culture of reflection and regular review of policies, seeking feedback from Clubs, members, other community sport agencies and professionals as appropriate.
 - d) Ensure the Grievance Resolution Procedure is communicated to members, players and Clubs as appropriate.
 - e) Ensure that complaints are handled in a way that is Child or Young Person focused and intended to result in the best outcome for them and the sport.
 - f) Ensure volunteers and representatives of the association, all 'relevant persons' and Clubs are well informed about their individual child protection responsibilities, reporting and privacy obligations and processes for responding to disclosures.
 - g) After a complaint, review relevant policies and procedures and forms and amend as required.
 - h) Display signage at all activities and events that encourages members and volunteers to contact the Member Protection Officer if they see something concerning.
 - i) Provide support and development that ensures all relevant persons understand their obligations.
 - j) Conduct and ensure appropriate reference checks are completed for all persons working or volunteering with children and young people.
 - k) Ensure a Working With Children Check register is completed and maintained on behalf of the Association.
 - l) Utilise recommended resources from Netball Australia when considering decisions of roles of volunteer, coaches and relevant persons.
 - m) Commit to seeking out feedback from players and families, on how processes could better serve the needs of the competition.
- 6.3. Investigating a complaint
 - a) Investigate promptly, fairly and thoroughly.
 - b) Work co-operatively with the Member Protection Officer, staff, families and Children / Young People to investigate and resolve a complaint.
 - c) Take a solution-based approach, listen and be understanding of the person's concern, thanking them for raising their concern.
 - d) Value all feedback provided and use it as part of the continual improvement process. Advise the person raising the concern that you will investigate fully and will advise them of the outcome in a timely manner.
 - e) Document all concerns and seek input into the resolution from persons involved in the concern.
 - f) Maintain confidentiality and be sensitive to information received and shared.
 - g) Respectfully and calmly investigate, following the principles of procedural fairness and natural justice.
 - h) Following the dispute resolution flow chart, Member Protection Officers will form a panel of decision makers, made up of a minimum of 2 current serving CDNA Executive members, Member Protection Officer and any other appropriate people. The panel will consider the investigation outcomes, recommendations of potential sanctions and make a decision with regard to an appropriate course of action.

- i) Keep an open mind about the possible outcomes of the investigation, such as education or formal processes.
 - j) Advise the CDNA President of the investigation outcome and recommendations of the investigation. CDNA President will then provide an update to all relevant parties, including the person who has raised the grievance.
 - k) Record on the Grievance Resolution Log and monitor grievances for patterns, using these to guide further improvements.
 - l) Individually or as an Executive, reflect on concerns raised to consider relevant changes.
 - m) Where the grievance is between two staff members, volunteers or Clubs, it may be appropriate to use reflective questions and set an action plan which identifies barriers and acknowledges agreed goals. Mediation of these discussions will include the Member Protection Officer as mediator and CDNA Club President or representative as witness.
- Where a concern is raised about a member of the leadership team, for example the CDNA Executive, the CDNA President must be notified to follow up the concern.
 - Where a serious grievance is raised against a 'Relevant Person', Coach or volunteer in representation of the Association, it may be appropriate to ask that person to stand down from duties with children and Young People while the investigation is conducted and may be asked to "show cause". The team member must be considered innocent of allegations until an investigation is concluded.
 - All concerns or complaints should be taken seriously, regardless of the perceived seriousness.
 - Refer to Netball Australia Policy when allegations include any information indicating harm or risk of harm may befall a child or young person.
- 6.4. Volunteers, Relevant people and Executive members will:
- a) Be proactive in fulfilling the requirements of this policy and related legislative requirements.
 - b) Seek further guidance where required to fulfil your requirements.
 - c) Report any concerns or non-compliance immediately to the Member Protection Officer.
 - d) Participate in the review of documents and provide constructive feedback.
 - e) Follow the Grievance Resolution Procedure and approach the situation in a calm, respectful manner.
 - f) Be part of the solution by reflecting on how your actions may contribute or provide possible solutions.
 - g) Maintain confidentiality and be sensitive to information received and shared.
 - h) Report all concerns raised by a parent, volunteer or relevant person, no matter how minor, immediately to the CDNA Executive.
 - i) Encourage children and Young People to raise concerns with their Coaches, Managers or Parent Liaison.
 - j) Work cooperatively with Member Protection Officer, volunteers families, children and Young People during an investigation and be proactive in resolving any complaint.
- 6.5. As part of enrolment terms and conditions, families, players, members and the public are asked to:
- a) Fulfil responsibilities under this policy and related legislative requirements.
 - b) Understand that the Association must take steps as required under legislative requirements and follow advice from recognised authorities.
 - c) Participate in the review of documents and provide constructive feedback.
 - d) Discuss any questions with the relevant Club or Executive member.
 - e) Follow the Grievance Resolution Procedure and approach the situation in a calm, respectful manner.
 - f) Work cooperatively with the Member Protection Officer, volunteers families, children and Young People during an investigation and be proactive in resolving any complaint.
 - g) Be part of the solution by reflecting on how your actions may contribute or provide possible solutions.

6.6. Communication

- a) Members will have access to this policy at all times.
- b) Information will be included in induction for new relevant persons and be included in Association handbooks.
- c) Member Clubs will be provided with opportunities to be involved in the review of this policy.
- d) Members, volunteers and relevant persons will be provided with information from this policy at the time of employment and orientation.
- e) Changes to this policy and procedure document will be shared via the Association website.

6.7. Enforcement

The failure of any person to comply with this policy in its entirety may lead to:

- a) Termination or modification of roles and responsibilities.
- b) Restriction of access to Association activities.
- c) Termination of membership.
- d) Premiership points deduction.
- e) Ban or restriction of access to court time for players.

7. Related Policies

- a) To be provided

8. Legislation, Recognised Authorities and Sources.

Anti-Discrimination Act 1991 (QLD)

- This state legislation prohibits discrimination on the basis of sex, race, age, sexuality, disability, and other personal characteristics in various settings, including sport.

“Natural Justice/Procedural Fairness” NSW Ombudsman Fact Sheet 14

Children and Young People (Child Protection) Act 1999 (QLD)

- Provides the legislative framework for the protection and welfare of children and young people in Queensland.

Sex Discrimination Act 1984 (Cth)

- Federal legislation that prohibits discrimination based on sex, sexual orientation, gender identity, and intersex status.

Netball Australia

- The governing body for netball in Australia, responsible for setting national policies, including the
- Safeguarding Children and Young People Policy, Member Protection Policy, and Integrity Policy Framework.

Queensland Human Rights Commission

- A state authority promoting and protecting human rights, including investigating complaints of discrimination, harassment, and breaches of human rights.

Australian Sports Commission (ASC)

- Provides policies and resources to support integrity, inclusion, and safety within Australian sport, with specific emphasis on creating safe environments for children and young people in sport.

Netball Australia’s Safeguarding Children and Young People Policy (February 2025)

- Provides guidelines on safeguarding children and young people in netball, ensuring their safety and protection from harm.

Netball Australia’s Member Protection Policy (February 2025)

- Outlines expectations for members' behaviour and provides procedures for handling complaints of inappropriate conduct, including harassment, abuse, and discrimination.

Netball Australia’s Integrity Policy Framework (February 2025)

- Establishes standards to protect the integrity of the sport, including managing issues like match-fixing, drug use, and misconduct.

Queensland Commission for Children and Young People and Child Guardian (now part of the Department of Children, Youth Justice and Multicultural Affairs)

- Provides resources and guidelines related to the protection and welfare of children in Queensland.

Australian Sports Anti-Doping Authority (ASADA)

- Focuses on upholding the integrity of Australian sport, including anti-doping regulations

World Anti-Doping Agency (WADA)

- Sets international standards for anti-doping in sports, influencing policy in Australia and globally.

Review Information

<i>Dates of Revisions:</i> February 2025
<i>Changes in this revision:</i> Completed New Policy

Date of Revision:	Changes in this Revision:
February 2025	Completed New Policy

I _____ have been provided with this policy and the opportunity to ask questions. I have read and understand my responsibilities under this policy and procedure. I will ensure I ask questions if I am unsure. I also understand the importance of supporting members and volunteers to understand their obligations. I will seek support from the Caloundra Netball Association if required.

Signed: _____ Date: _____

