



Gooden Reserve Netball Association (GRNA)

Game Incident Management Policy and Complaints Policy/Process

Developed in accordance with the Gooden Reserve Netball Association Code of Conduct and the GRNA Disciplinary Action Policy.

Gooden Reserve Netball Association

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Introduction and Purpose

Gooden Reserve Netball Association (GRNA) provides a netball competition in Baulkham Hills, NSW. There are currently two local clubs operating under the association, being St Matthews Uniting Netball Club and Northmead Uniting Netball Club.

GRNA conducts matches in a social context, where players and teams are not graded. The intention of the GRNA competition is fitness and fun in a safe and friendly environment. GRNA strives to be inclusive of all people and abilities.

It is also important to note that both St Matthews Uniting Netball Club and Northmead Uniting Netball Club are representing the Uniting Church of Australia and have a responsibility to uphold their values of inclusion, kindness, respect and the like.

All players, officials, volunteers and spectators must abide by the GRNA Code of Conduct, which is designed to keep all players, officials, volunteers, and spectators accountable for their behaviour. It clearly discourages a competitive environment and encourages good sporting behaviour.

The purpose of this document is to communicate the GRNA Match Incident Policy and Complaints policy and process.



1. Match Incident Management Policy

GRNA encourages players and team officials to address any concerns or incidents during a game. The process is as follows:

- 1.1. Bring the concerns/incident to the attention of the umpires at the quarter or half time breaks.
- 1.2. Umpires will discuss with team officials accordingly.
- 1.3. If required, the game will be paused whilst an umpire retrieves a GRNA or Club Committee representative to attend.
- 1.4. The GRNA or Club Committee Representative will assist in whatever capacity is required. Action taken will align with the GRNA Disciplinary Action Policy.

2. Team Officials Responsibilities in game management

To uphold the values of non-competitiveness, inclusivity and respect as outlined in the GRNA Code of Conduct, coaches have a responsibility to teach their players what it means to be respectful, kind, and positive players who demonstrate good sporting behaviour on and off the court. Any behaviour considered not good sporting behaviour should be discouraged. Coaches should explicitly teach their teams that these behaviours are unacceptable and against the rules.

GRNA recommends Coaches implement the following at the commencement of each season:

- 2.1. At the first training session, sit down with all players and parents and review the GRNA Code of Conduct together. Go through the expectations of behaviour, provide examples where appropriate, particularly for the younger players, and players new to the association.
- 2.2. The coach and/or manager should ensure that all players parents/spectators are aware of and understand the GRNA Disciplinary Action Policy.
- 2.3. Coaches, Managers, players, and parents should speak with a GRNA or club committee representative if they require assistance with behaviour, or any of the above.

3. Complaints Process

In the event of the Match Incident Management Policy/Process being unsuccessful, a formal written complaint may be made to GRNA or Club Committee Representatives.

- 3.1.1. Once received GRNA will conduct appropriate investigation which includes contacting the complainant, umpires, witnesses from both teams and any other parties present.



3.1.2. GRNA and/or Club Committee Representatives will discuss the outcome of the investigation in an informal collaborative matter with the person/s concerned. This will be followed up in writing.

3.1.3. Any actions taken will be aligned with the GRNA Disciplinary Action Policy.

4. How to lodge a complaint

Email: grnetball@gmail.com or, to your respective Club.

Stack Team App: via the Chat function with GRNA Committee (YYYY) as the recipient.

Mail: you can give any GRNA or Club Committee representative a handwritten letter