

Mullum Netball Club Inc.  
A0013741N  
HANDBOOK



Updated: October 2021

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**Please Note:** MNC aims to ensure that all information in this Handbook is current at the time of writing. We apologise for any errors or omissions and will correct these in future editions of the Handbook. If you do find any errors or inconsistencies within this Handbook, please bring these to the attention of one of the committee members.

## 1. Introduction

Please take the time to read this handbook as it contains important information that you may need during the netball season. If you have any queries, please do not hesitate to contact the Mullum Netball Club (“MNC”).

MNC provides an opportunity for children living in the local community to play competitive netball from 5 years old through to Open (17+years of age). MNC is a member of the Melbourne East Netball Association (“MENA”) and plays at Maroondah Nets, H.E. Parker Reserve in Heathmont on Friday afternoons and Saturdays throughout the season. Training for most teams is held at Mullum Primary School and Norwood Secondary College, Ringwood.

## 2. Aims and Values

The purpose of the MNC is to provide an environment where participants from beginner players to advanced players, coaches, umpires and administrators can develop their skills and knowledge of the game of netball, whilst maintaining a sense of fun and enjoyment.

Specifically, the Club aims to:

- *encourage and promote netball within our community;*
- *encourage participation and enjoyment of netball as a means of improving health, fitness and quality of life and making enduring friendships;*
- *support its players, coaches, umpires and administrators to achieve their full potential;*
- *encourage players to learn from the team environment of netball including the skills of mutual support, team cohesion, cooperation and combined effort to achieve a common goal;*
- *foster a supportive community.*

Netball is one of Australia's largest participation sports.

We hope that you enjoy your involvement with the MNC and encourage you to support the Committee to ensure the fun and safety of all members and their families.

## 3. Privacy

Your personal information will only be used in accordance with the purposes of the MNC. If you have any privacy concerns or would like to vary information held about you, please contact the Secretary at [mullumnetballclub@gmail.com](mailto:mullumnetballclub@gmail.com).

## 4. MNC Committee

MNC is managed by a volunteer Committee, usually parents of current and past players. All Committee members must provide a copy of their Working With Children Check card to the Secretary of MNC, as required by Victorian Government Legislation.

Key positions on the Committee are:

### **President /Vice President**

- Ensures that each Committee member is undertaking their role; and
- Chairs meetings and resolves issues.

### **Secretary**

- Organises minutes and agenda of meetings; and
- Sends out and receives communication for Club members and organises AGM.
- Maintains the Working With Children Check Register and Key Register.

### **Treasurer**

- Oversees all financial matters of the Club including sends out and receives payments and reimburses petty cash;
- Prepares financial statements; and
- Organises audit of finances as required.

### **Registrar**

- Receives new player registrations and organises re-registration for Autumn and Spring seasons of existing players; and
- Maintains database of current and past players.

### **Umpiring Coordinator**

- Oversees MNC umpire development and recruitment;
- Supports and mentors existing umpires;
- Coordinates Twilight Competition; and
- Ensures MNC umpires are rostered to games as required by MENA.

### **Uniform Coordinator**

- Responsible for ordering and maintaining stock of uniforms.

### **General Committee Member**

- Assists with other Club tasks as required, such as newsletter writing, organising trophies and assistance with registration.

### **Team selection committee**

- Composed of President and Coaches and responsible for allocating players to appropriate teams.

### **MENA Representative**

- Represents MNC at MENA meetings and performs duties as required by MENA; and
- Reports developments and policy changes back to MNC.

## 5. Club structure

MNC is an incorporated association with Rules of Association lodged with Consumer Affairs Victoria. Your membership with MNC automatically provides you with affiliation with Melbourne East Netball Association (MENA) and Netball Victoria membership.

### 5.1 MNC History

Mullum Sports Club (playing netball & softball) was started by Mullum Primary School in the 1960s. After 2 years, Mrs Joan Lang was asked to help run the Club. It later changed its name to Mullum Netball Club and Mrs Lang, who has given over 40 years' service, retired in 2008.

Former Australian Vice-Captain, Commonwealth Games Gold Medallist and World Champion netballer, Shelley O'Donnell, is a past pupil of Mullum Primary School and started her brilliant netball career with Mullum Netball Club in the Under 9's.

### 5.2 Melbourne East Netball Association (MENA)

#### 5.2.1 Background

MNC is registered as an Affiliate Club with MENA, which was established in 1952-3 and has been providing netball competitions in the outer eastern suburbs ever since. The Association is based at Maroondah Nets, H E Parker Reserve in Heathmont. MENA organises the competition and sets the rules by which MNC follows. There are approximately 17 Affiliate Clubs and 20 independent teams based with MENA. Competition ranges from U9 to Open and is run on weekdays and Saturdays. A Twilight Tournament is usually held during the Autumn season.

#### 5.2.2 MENA Cafe

MENA run the cafe at Maroondah Nets, H. E. Parker Reserve to subsidise costs of seasonal team fees etc. Paid staff are employed to work in the cafe.

#### 5.2.3 Representative Teams

MENA offers players the opportunity to play a more advanced level of netball than the club level through representative (rep) teams. Entry into rep teams is by tryouts. The dates for trials are announced on the MENA website. MENA develops players' skills on representative teams made up of players from many clubs. There is a Development Squad for U11 that trains and participates in tournaments. A number of Rep teams are selected for each of the levels at U13 to Open. These teams play in a weekly competition at the Waverley Netball Centre and participate in a number of tournaments during the year. A large part of representative netball is to teach commitment, dedication, fairness and respect. Deakin-MENA Open is for players over 17 years of age who wish to continue to play netball at a representative level. For further information about MENA and the representative program visit the MENA website at <https://menanetball.com.au/lets-play/representative-team/>.

### 5.3 Netball Victoria

Netball Victoria is a not-for-profit organisation that has operated for over 75 years and is responsible for the management and development of netball across Victoria. The organisation's core function is to identify and meet the needs of netball players, coaches, umpires, administrators, associations and clubs and in doing so enhance participation experiences and encourage the uptake of the sport. Netball Victoria provides quality competitions, events, educational clinics and courses, resources, support and advice. In order to participate in a Netball Victoria affiliated Association (e.g. MENA), you must be a member of Netball Victoria.

## 6. Netball Victoria Membership

### 6.1 Membership application and renewal

Netball Victoria Membership is required to be paid once per year and is usually paid for along with your Club fees prior to the Autumn season. It is important to note that a player must have a current membership before s/he takes the court. MyNetball insurance covers the period from 1st January to 31st December each year. Fees must be paid prior to the first match of the season.

### 6.2 Membership not paid

If a player/parent is unable to pay the Netball Victoria Membership fee prior to the first game of the season, the player will not be permitted to play.

If the player/parent is unable to pay the fee due to financial hardship, a request stating this and asking that the fee be paid by instalments or by an agreed date, may be made to the Committee. The Committee may decide to pay the fee from the Club's funds and allow the fee to be paid by the player/parent by instalments or at a later date as agreed.

### 6.3 Membership categories

MNC players are allocated to one of the following categories for membership. Each category attracts a different fee structure:

Senior 18 years and over
Junior 8 - 17 years
NetSetGO Under 9 years

### 6.4 Membership Benefits

Shortly after payment of your membership you will receive a Netball Victoria Membership card and number. Membership entitles you to:

- A range of discounts and benefits;
- Personal accident and public liability insurance for players, coaches and umpires;
- Access to an electronic newsletter;
- National affiliation (Netball Victoria Registration Number. Please provide your number to the Registrar); and

- Opportunities to access services and programs offered by Netball Victoria.

See myNetball website ([my.netball.com.au](http://my.netball.com.au)) for further details.

## 7. Team composition

MNC encourages all players to develop to their full potential and continue their involvement in netball.

### 7.1 Age Groups and player development

The skill of players is developed as they progress through the age groups.

NetSetGO	Children aged under 9 as of 1st Jan that year. Under 9 players receive a pack containing a netball, T shirt and medallion. Focus on basic skill development, team play and fun. Players are rotated through the different court positions. Team composition is based on friendship groups. Some modified rules allowing for development, such as no ladders or sections, boys are permitted to play and at the end of the season, a round robin is played instead of a final series.
11 & Under	Premiership points, ladders and finals apply. Skill development, rotation through positions and team play continued. Friendship groups are considered when teams compiled. Boys permitted to play.
13 & Under	Premiership points, ladders and finals apply. Skill development and team play continued. Friendship groups are considered but increased focus on player ability and team balance when allocating players to teams. There may be less rotation of positions for higher sections. Boys permitted to play.
15 & Under and 17 & Under	Premiership points, ladders and finals apply. Skill development and improvements fostered. Less rotation of positions. Friendship groups and requests are considered but with less emphasis when teams compiled.
Open	Premiership points, ladders and finals apply. Skill development and improvement continued. Expanded number of sections to ensure teams of similar ability compete against each other,

### 7.2 Team Selection

Players are selected according to their skill level, age and friendship requests. Attempts are made to keep players of like ability and experience levels together. Friendship groups are also considered. Teams may change from season to season as some players move up an age group and/or there is an



inappropriate number of players on teams. In that event the Committee does its best to accommodate the player and team involved.

The following guidelines apply to the team selection process:  
Parents/carers are required to register players by a specified date to be advised either in the MNC newsletter or by separate communication to enable the Committee to allocate players to teams (this includes payment of fees). If players are registered after this date they will be placed in the most appropriate or next available team. The Committee will endeavour to accommodate parent/player requests for special circumstances.

The Registrar will maintain a waiting list of players who register very late if they cannot be accommodated in a team. If two players wish to play in the same team, this must be made known to the Registrar in writing prior to the beginning of the selection process. If the players are playing in different sections, they may both be placed in the lowest section. This information should be emailed to [mullumnetballclub@gmail.com](mailto:mullumnetballclub@gmail.com).

Movement of players through the teams may be done dependent on MNC's needs at the time. All enquiries regarding team selection process (pre and post selection) should be made to the Club President in writing.

## 8. Competition Information

### 8.1 Netball Season

The calendar year is divided into 2 seasons, Autumn and Spring. Each season consists of approximately 13 games plus finals. Autumn runs from February to the beginning of July. The spring season runs from the end of July to the end of November. No games are scheduled on public holiday weekends. In school holidays, games are usually scheduled for the first Saturday of school holidays with a two-week break after that (the exception is the September school holidays).

### 8.2 Venue

All inter club games are played at H.E. Parker Reserve, Heathmont Road, Heathmont. Parking is available at the reserve. It is advisable to reverse into your car space to allow for a safer and easier exit.

### 8.3 Team Grades

#### 8.3.1 Grading of Teams

There are a number of "sections" for each age group with Section 1 being the highest standard. The Club enters teams into a section based on their knowledge of the players' abilities and standard of play and their age. MENA may re-grade these teams either before the season starts or in the first couple of weeks, depending on their performance. It is better for like teams to be in the same section to ensure a reasonable standard of competition between teams.

### *8.3.2 Playing Up Grades*

A player must play a minimum of 4 games each season in order to qualify to play in any finals played that season. Players can play 3 games in a higher age/section or ranked side, however, once they have played 4 games they will be regarded as a member of the higher side for the remainder of that particular netball season.

## 8.4 Match Day

### *8.4.1 Length of Games*

U9 games are divided into 4 x 8 minute quarters, with breaks after each quarter. Older age groups play 4 x 10 minute quarters, with a break only at half time. Including breaks, play lasts for approximately 45 minutes. All games are centrally timed by MENA. An announcer/alarm will advise when each quarter starts.

### *8.4.2 Time of Games*

U9 teams play on a Friday afternoon starting at 4.25pm, 5.15pm and 6.05pm. U11 teams to Open teams play on a Saturday with the first game starting at 8.00am and the last game starting at 4.20pm. Please note that game times are controlled by MENA. Games start at 50-minute intervals. Once determined, the start time will remain for the season. Please note some sections may be part of a split round and you may vary between two game times across the season.

### *8.4.3 Point system for match results*

The standard match results are: four (4) points shall be awarded for a win, two (2) points for a draw and four (4) points for a bye. A team receiving a forfeit shall be awarded four (4) points and 10 goals to nil.

### *8.4.4 Injuries*

A first aid station is staffed during game days at Maroondah Nets, H.E. Parker Reserve. If injuries occur during the game it is best to seek specialist attention from First Aid. All players have insurance for injuries received during a game as part of their Netball Victoria Membership. It is important that the appropriate forms are completed when the injury occurs. Please note tape for earrings, rings etc. will not be supplied by the First Aid room. These matters need to be attended to before arriving for your game.

### *8.4.5 Fixture and Results*

The Team Manager will provide a fixture to each child at the start of each season. Fixture and results can be downloaded from the MENA website <http://my2.netball.com.au/common/pages/public/rv/draw.aspx?entityid=42293&save=0>. Note that fixtures may change slightly in the first few weeks of the season due to teams being regraded.

### *8.4.6 Arrival Time*

Coaches and Team Managers in the specific age groups and section grades will agree and advise specific times that players are required to arrive prior to the matches as this may differ depending on the level of warm up and briefing

required before the actual match commences. Usually 20 mins prior is requested. It is encouraged that all players arrive at netball each week ready to play, i.e. hair should be tied or clipped back off face, all jewellery removed and nails cut or covered if necessary.

#### *8.4.7 Late arrivals to warmup and games*

Any late arrivals prior to the commencement of the game may result in the player being rostered off for the 1st quarter. It will be at the coaches' discretion as to the amount of game time the player receives across the game. Arrival after the commencement of the game will require the player to wait until a centre pass to take the court if the team is short. If late arrival to warm up and games is a regular occurrence, the coach will have the authority not to play the player.

#### *8.4.8 Inability to play*

If your child is unable to play please contact your Team Manager or Coach as soon as possible. In some cases it will be necessary to organise a fill in player so it is important to give as much notice as possible.

#### *8.4.9 Scoring*

The first listed team is considered the home team. This is the team that scores. The score sheet is to be signed off by both umpires and both team captains. Parents in the team share scoring duty. The parent of the player who is captain for the week takes a turn to score and should stand with the away team to correlate the scores. Home team scores on paper based scoresheet while away scorer does the electronic or manual scoreboard. The Team Manager will organise a roster for scoring.

### *8.5 Forfeiting policy (taken from MENA policies)*

In the event that a team does not have five (5) players present at the commencement of the game, the opposing team shall receive one (1) goal for each minute that the play is delayed. The umpire shall determine the number of penalty goals allowed, making a note on the score sheet. Should the offending team not have five (5) players by 1/4 time, they will forfeit the game. The club or team forfeiting must advise MENAs Competition Convenor by phone as soon as possible. The opposing team may submit a score sheet in order to qualify players. In the event that both teams forfeit the result is nil-nil with neither team receiving any premiership points. In the event of a team withdrawing from a competition after fixtures have been distributed, all future matches involving that team will be deemed forfeits, until a new fixture is distributed. In the event of a team forfeiting two (2) consecutive matches, the team shall show cause to MENA why it shall not be disqualified. In the event of a forfeit, the Team Manager needs to notify Mullum Netball Club's Umpire Coordinator.

## 8.6 Uniform

The Club uniform (ordered via Uniform Coordinator), consists of:

- For girls - MNC red netball dress with black bike shorts and white socks.
- For boys - red sports shorts without pockets (purchased at large department stores) with MNC shirt and white socks.

We recommend white socks and proper runners (volleys or other casual shoes may be dangerous on the court). No leggings are allowed except for Under 9's during autumn season when the temperature falls below 10 degrees Celsius. Due to safety considerations, only tight fitting black tights, leggings, or skins can be worn under the standard uniform when the weather is below 10 degrees. A normal netball dress or shorts must still be worn over the tights/leggings/skins. No other types of long pants including tracksuit pants or pants with pockets can be worn.

MNC provides netball bibs. These are kept as part of the team kit.

Other uniform requirements:

- No jewellery is to be worn during games. This includes earrings and any items worn on the wrist, ankle or around the neck.
- Jewellery that cannot be removed may be taped with correct tape.
- You must ensure the complete earring (including the backing) is covered.
- Fingernails must be kept short and will be inspected by an umpire before the start of play. The nail must not be seen when looking at the inside of the hand. Alternatively, nails may be taped. Please note that MNC does not provide tape for nail coverage and this is to come out of the player's own expenses.
- Basic hair accessories are allowed to secure hair away from the face. It is preferable for these to be firmly fixed.
- Hard headbands are not allowed.

## 8.7 Weather Policy

In extreme weather situations the netball game may be cancelled. This is determined by MENA and their weather policy. Players and parents are always required at the game unless their team manager formally notifies them otherwise. Netball is an outdoor sport and will be played if it is safe to do so in all weather conditions.

## 8.8 Team Roles

### *8.8.1 Team Manager*

The Team Manager is responsible for:

- Organising a scoring roster for the match.
- Send weekly text to team members or parents advising of court and scoring family.
- Acting as a key communication conduit between the Club and players.
- Providing a copy of their Working With Children Check card to the Secretary of MNC, as required by Victorian Government Legislation.

### 8.8.2 Role of the Captain

It is MNC policy that each team rotates the role of captain weekly to ensure every child has the opportunity to take on the leadership role. As captain, the player will be responsible for:

- Signing the score sheet and ensuring all bibs are returned to the coach.
- The parent of the captain is responsible for scoring and providing fruit/lollies for the team to share at half time.

## 9. Training

Teams train at Mullum Primary School and Norwood Secondary College after school on a Tuesday and at Eastwood Primary School on a Thursday. The coach or team manager will advise of the training day and time. If training is held outside, training will depend on weather suitability. In extreme heat or heavy rain training may be cancelled. Parents should be available to collect children in this case or have other suitable arrangements in place.

Under 9, 11, 13, 15 & 17 teams train at least once per week for approx. 1 hour. Players are expected to attend training sessions unless injured or sick. If players are not able to attend they must contact their coach or team manager to notify them. Please note if you do not attend training then limited court time may be applied at the next game.

## 10. Umpires

Each club is required to provide an umpire per game. Each game will have two umpires, one provided by each club. Umpires over the age of 18 years are required to provide a copy of their Working With Children Check card to the Secretary of MNC, as required by Victorian Government Legislation

## 11. Coaches

MNC supports its volunteer coaches with appropriate resources. Coaches report to the Committee. MNC encourages all coaches to complete the basic Netball Victoria Coaching Course. All coaches and assistant coaches over 18 years old are required to have a Working with Children check as required by the Victorian Government Legislation. MENA supports coaches in the Association's Clubs through providing "Coaches in the Field" courses throughout the year.

## 12. Club Fees

Fees are determined by the Committee prior to registration for the following calendar year. The Club is a not-for-profit organisation and will keep fees as low as possible based on the costs of entering teams and running MNC.

### 12.1 Fee periods

The two fee periods are:-

- Autumn (starting in February approx.); and
- Spring (starting in July approx.).

Club fees for both seasons are set by the Committee and cover the following:-

- Umpires pay;
- Team registration;

- Court hire (competition);
- Equipment (balls, bibs, first aid kits, training equip, etc); and
- Trophies and medals;
- Administration costs (postage, printing, stationery, bank charges etc).

The Netball Victoria Membership fees are set by Netball Victoria and are only payable once per year.

## 12.2 Payments

- Autumn season – To be made online the year prior, closing late November the prior year and includes Club fees and Netball Victoria membership. Both payments can be made by creating an account with myNetball.
- Spring season – To be made online in May and June of the same year and consists only of Club fees if you have already played the Autumn season.

## 12.3 Discounts

### 12.3.1 *More than one player*

Families with more than one child player will receive a \$5.00 discount for each of the second and third (and so on) child.

### 12.3.2 *Volunteer Discount*

A Volunteer discount of \$20.00 is applicable to Club fees for families who volunteer their time as Coaches, Team Managers, and active committee members.

## 12.4 Unpaid Fees

Should Club fees remain unpaid the Team Manager and Coaches will be informed. The Treasurer and President will enforce the policy. Players are not permitted to take court if fees have not been paid.

## 12.5 Dropping out Fees

Players who drop out after teams have been submitted to MENA for the season are not due a refund. Individual case exemptions can be made via application to the Committee. Special cases may include medical reasons or special circumstances such as long term injury. The Club Fee is divided by the number of games remaining in the season.

## 12.6 Starting Late Fees

Players starting late in the season may have a reduced Club Fee applied. The Club Fee will be determined by the number of games left in the season. However, Netball Victoria Membership fees need to be paid in full and cannot be refunded.

### 12.7 Financial Hardship

If fees are unable to be paid prior to the commencement of the season. A request in writing can be made to the committee to make regular instalments to pay for fees.

## 13. Sponsorship

The MNC Committee may seek or accept sponsorship from businesses that have a connection to the Club. Netball is Australia's largest female participation sport and connects year-round with communities, families and children and MNC can offer a business/brand the opportunity to connect with a grassroots community sports Club.

### 13.1 Who is a suitable sponsor?

Prospective sponsors should be in support of the MNC's purpose and aim as stated in this Handbook and have some connection to the Club through its membership. Any logo associated with the sponsor should be suitable for display at children's sporting events. The Club will not accept sponsorship from any business/organisation/program that promotes gambling or any other area the Club believes is not aligned to its values or does not support a good social conscious.

### 13.2 Arrangement with sponsor

The details of any sponsorship arrangement must be negotiated with the MNC Committee and may include the sponsor paying for branding on Club supporter gear such as Coaches tops, sponsorship of a Club event such as presentation night and advertising of the sponsor's business in the Club newsletter.

## 14. Suppliers

The MNC Committee may seek a new supplier or a change of supplier for its Club uniform, supporter gear and any other items. An assessment of the supplier will be conducted by the Committee and will include the ability of supplier to provide the items required at the cost and within the timeframe required by the Club. Any existing association between a potential supplier and a Committee member should be declared at the time of assessment. The Committee may choose to use several different suppliers for different items.

## 15. Anti-Gambling

The MNC acknowledges that gambling related activities are not in keeping with the aim, purpose and values of the Club and as such the Club will not promote gambling.

### 15.1

MNC will not partner or receive sponsorship (revenue or in-kind) from gambling providers.



## 15.2

Where young people under 18 years of age are present, MNC social and fundraising activities will not include any forms of gambling (excluding raffles). MNC will not provide gambling incentives as player awards or prizes.

## 15.3

MNC functions will be held in venues that align with our club gambling policy.

## 16. Codes of Behaviour

### 16.1 General Code of Behaviour (from Netball Victoria)

#### **GENERAL CODE OF CONDUCT**

Last updated: May 2020

You must ensure the standards of the Fair Play Code are applied by demonstrating the five core values that will lead to fair play for all:

- Integrity
- Respect
- Responsibility
- Fairness
- Safety

As a person required to comply with this regulation, you must meet the following requirements in regard to your conduct during any activity held by or under the auspices of Netball Victoria, an Affiliated Association/League or Club.

1. Fully comply with the Child Safety in Netball Code of Conduct
2. Respect the rights, dignity and worth of others
3. Be fair, considerate and honest in all dealings with others
4. Be professional in, and accept responsibility for your actions
5. Make a commitment to providing quality service
6. Be aware of, and maintain Netball Victoria's standards, rules, regulations and policies
7. Operate within the rules and regulations of Netball Victoria, affiliated Associations/Leagues and Clubs
8. Do not use your involvement in netball to promote your own beliefs, behaviours or practices where these are inconsistent with those of Netball Victoria, affiliated Associations/Leagues and Clubs
9. Demonstrate a high degree of individual responsibility especially when dealing with persons under 18 years of age, as your words and actions are example
10. Avoid unaccompanied and unobserved activities with persons under 18 years of age, wherever possible
11. Refrain from any behaviour that may bring Netball Victoria, affiliated Associations/Leagues or Clubs into disrepute
12. Provide a safe environment for the conduct of the activity
13. Show concern and caution towards others who may be sick or injured
14. Be a positive role model



## 15. Understand the repercussions if you breach, or are aware of any breaches of the Code of Conduct

Please note that there are several other specific Codes of Conduct published on the MENA website. As an affiliated club of MENA, MNC members agree to abide by all of these Codes during the registration process. Details of these other Codes of Conduct can be accessed from the following website:

<https://vic.netball.com.au/code-of-conduct>

The other Codes relate specifically to Administrators, Coaches, Umpires, Junior Players, Senior Players, Parents/Guardians and Spectators.

All coaches and on field staff are volunteers but coaches and team managers can act as appointed officials of MNC if no Executive Committee are present at games or training.

## 17. Resolving Issues

All members of MNC are entitled to the right to raise issues with the Club and affiliated organizations. The Committee asks that members consider at all times in this complaints process that all positions held in the Club are voluntary. All care is taken to ensure the equitable treatment of all members and for processes to be appropriately transparent. However, it is understood that sometimes, despite the best intentions, an issue may arise between various parties. This includes players, parents, families, coaching staff and committee members within or outside the Club. There is an official grievance and dispute process outlined in the Club's Rules of Association, which will be employed through which issues will be dealt with.

### 17.1 Complaints resolution procedure

Should anyone have an issue within their team or with a MNC decision, please see your team manager or coach in the first instance. If they are unable to adequately explain/ assist or you don't wish to raise the issue with them and the issue remains unresolved, please contact the Secretary, in writing, who will direct your enquiry to the appropriate Committee member. The Secretary will notify the President of any such complaints brought to the Committee. The President (or in their absence, Vice President), may be required to act as a conveyor to mediate in an effort to resolve the issue. Should multiple issues be experienced in a short period of time, the President may delegate resolution to another suitable committee member, at the President's discretion. The President and Committee have an obligation to all of the players, officials and fellow committee members so please be assured they will be objective, impartial and unbiased on whatever the dispute or issue happens to be. Often the resolution or solution may involve some type of compromise. It is very important that all issues are reported as soon as practicable to ease and simplify the resolution process. Phone calls to committee members should be limited to business hours. Otherwise email contact may be made at any time.