NGCNA CODE OF CONDUCT

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1.0 Purpose

The NGCNA Code of Conduct sets out the standards of behaviour expected of all persons involved in or attending activities associated with the Northern Gold Coast Netball Association (NGCNA). It aims to promote a safe, respectful, inclusive and fair netball environment.

2.0 Scope

This Code applies to all persons participating in, attending, or otherwise involved in NGCNA activities. It applies to conduct at competitions, training, events, venues, travel, online or on social media, and other conduct reasonably connected with NGCNA or netball.

3.0 Core Values

Persons covered by this Code are expected to demonstrate:

- **Respect** - for teammates, opponents, officials, volunteers and the game;
- **Safety** - protecting the physical and emotional wellbeing of all participants;
- **Fairness** - playing and competing within the rules and spirit of netball;
- **Inclusion** - welcoming and respecting people of all backgrounds and abilities; and
- **Integrity** - acting honestly, ethically and responsibly.

4.0 Expected Standards of Behaviour

Persons covered by this Code must:

- act honestly, fairly and in accordance with the rules and spirit of netball;
- treat others with respect and dignity, without discrimination, bullying, harassment, abuse or intimidation;
- respect the authority and decisions of umpires, officials and authorised NGCNA representatives, and follow their reasonable directions;
- communicate appropriately and behave in a manner that supports the safety, wellbeing and participation of others;
- respect personal privacy and protect confidential information;
- maintain appropriate boundaries and relationships;
- comply with applicable NGCNA, Netball Queensland and Netball Australia policies, rules and requirements; and
- avoid conduct that disrupts NGCNA activities or brings NGCNA or netball into disrepute.

4.1 Players

Players must:

- play fairly, safely and within the rules of netball;
- demonstrate good sportsmanship and respect teammates, opponents, coaches, umpires, officials and spectators;
- accept umpire decisions without abuse, intimidation or inappropriate dissent; and
- follow reasonable directions from coaches, umpires and authorised officials.

4.2 Coaches and Team Officials

Coaches and team officials must:

- prioritise player safety, wellbeing, inclusion, enjoyment and development;
- act fairly and responsibly, and respect the decisions and roles of umpires and officials;
- maintain appropriate boundaries and professional relationships with players; and
- comply with applicable child-safeguarding, screening, Blue Card, accreditation and junior netball requirements.

4.3 Umpires and Technical Officials

Umpires and technical officials must:

- perform their duties fairly, consistently, impartially and professionally;
- communicate decisions appropriately and maintain composure; and
- respect the rights, safety and dignity of participants.

4.4 Parents, Guardians, and Spectators

Parents, guardians, and spectators must:

- encourage positive participation, effort, development and enjoyment;
- respect players, coaches, umpires, officials, volunteers and other families;
- not engage in sideline coaching, challenge or argue with umpires, or confront or intimidate officials about decisions;
- follow reasonable directions from officials and venue personnel; and
- raise concerns through the appropriate channels and support a safe, inclusive and child-safe environment.

4.5 Administrators and Volunteers

Administrators and volunteers must:

- act honestly, fairly and in the best interests of NGCNA;
- manage information responsibly and maintain appropriate confidentiality;
- identify and appropriately manage actual or perceived conflicts of interest; and
- use their position and authority responsibly and not to intimidate, disadvantage or improperly influence others.

5.0 Prohibited Conduct

Conduct that may breach this Code includes:

- physical abuse, violence or inappropriate, unwelcome or unsafe physical contact;
- verbal abuse, including insulting, offensive, humiliating, threatening or intimidating language;
- bullying, harassment, discrimination, victimisation, threats, aggression or other harmful behaviour;
- unnecessary or excessive dissent towards an umpire or official, or attempts to intimidate or improperly influence an official or another participant;
- deliberate disruption of NGCNA activities or conduct that creates a hostile or unsafe environment;
- conduct that may bring NGCNA or netball into disrepute; and
- attempting, encouraging, assisting, knowingly authorising or deliberately concealing conduct that breaches this Code.

6.0 Confidentiality and Privacy

Persons covered by this Code must protect confidential information obtained through their involvement with NGCNA and respect others' privacy. They must not:

- disclose confidential information, including information relating to complaints, investigations or disciplinary matters, without authorisation or where not otherwise permitted or required;
- publish or distribute another person's private information without appropriate authority; or
- use confidential information to threaten, intimidate, embarrass or disadvantage another person.

7.0 Commitment to Child Safety

NGCNA is committed to providing a safe and inclusive environment in which children and young people are respected, protected, and supported.

Persons covered by this Code must:

- prioritise the safety, wellbeing and dignity of children and young people;
- maintain appropriate boundaries and ensure physical and online interactions are safe and appropriate;
- comply with the Netball Australia Safeguarding Children and Young People Policy and applicable Netball Queensland child-safeguarding requirements, including relevant screening, Blue Card and role-specific requirements;
- report concerns about the safety, wellbeing or treatment of a child or young person through the appropriate reporting pathway; and
- comply with reasonable directions and protective measures implemented to safeguard children and young people.

Allegations involving child abuse, neglect, sexual misconduct or other serious safeguarding concerns must be managed in accordance with applicable safeguarding requirements and referred to the relevant authorities where required.

8.0 Social Media and Digital Communication

Social media and digital communication must be used responsibly and in accordance with applicable NGCNA, Netball Queensland and Netball Australia policies, including the Netball Australia Safeguarding Children and Young People Policy.

Persons covered by this Code must not:

- post or share abusive, threatening, discriminatory, harassing, bullying or intimidating content;
- disclose confidential information or another person's private information without appropriate authority;
- publish or share photographs, videos or recordings of participants without the required consent or authorisation;
- use digital communication to harass, threaten, intimidate or victimise another person; or
- represent NGCNA publicly without authorisation.

Concerns about inappropriate online conduct or the misuse of images must be reported through the appropriate NGCNA complaints process or external reporting pathway.

9.0 Managing Breaches

A breach of this Code may result in action under the NGCNA Complaints and Disciplinary Policy or an applicable Netball Queensland or Netball Australia policy or process. Matters may also be referred to police or another appropriate external authority where warranted.

Any action must be consistent with the applicable requirements, including decision-making and any available review or appeal.

10.0 Reporting and Complaints

Concerns or complaints about conduct that may breach this Policy will be managed in accordance with the NGCNA Complaints and Disciplinary Policy or, where appropriate, referred to an external authority in accordance with its applicable process and jurisdiction.

A person who makes a complaint, raises a concern or participates in a complaint process must not be victimised, threatened, intimidated, harassed or retaliated against. A complaint is not false or malicious merely because it cannot be substantiated.

A person may report a concern or complaint to NGCNA, Netball Queensland, Netball Australia, Sport Integrity Australia, police, a child protection authority or another appropriate authority at any time.

10.1 Personal Grievances and Disputes

Not every disagreement, interpersonal conflict or dissatisfaction with a decision constitutes a breach of this Code. Where a matter does not allege conduct that may breach this Code or another applicable policy, NGCNA may determine that the matter is better addressed through another appropriate process.

Nothing in this clause prevents NGCNA from taking action where conduct that initially appears to be a personal grievance also involves bullying, harassment, discrimination, abuse, intimidation, victimisation, safeguarding concerns or another breach of an applicable policy.

11.0 Policy Hierarchy

This Code must be read and applied consistently with applicable laws, Netball Australia and Netball Queensland policies, rules and requirements, the NGCNA Constitution, By-laws, Competition Rules and other applicable NGCNA policies and procedures.

Where there is any inconsistency, the applicable law, or the requirements of the higher governing authority or applicable governing document, will prevail to the extent of the inconsistency.

Matters within the jurisdiction of Netball Australia, Netball Queensland or another external authority must be managed in accordance with that authority's applicable requirements and processes.

12.0 Review

This Code will be reviewed and updated as required to remain consistent with applicable Netball Australia, Netball Queensland and NGCNA requirements.

13.0 Compliance

By participating in or attending NGCNA activities, persons covered by this Code agree to comply with its requirements and all other applicable NGCNA, Netball Queensland and Netball Australia policies, rules and requirements. Failure to comply may result in action under the applicable policy or process.