



Leeming Netball Club

Club Policy Document

Document History

Version	Date	Author	Description
1	04/12/2015	J. Morton	First draft
2	10/01/2016	J. Morton	Draft
3	14/01/2016	J. Morton	Final V1

Document Approval

Position	Name	Signature	Date
President	P. Marsh		14/01/2016

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Registration

On-line registration

To register with Leeming Netball Club (LNC), all players are to complete the online registration form on Sporting Pulse. The link for this can be found on the LNC website, www.leemingnetballclub.com.au, this is also e-mailed out to all members at the commencement of the registration period each year.

All player particulars must be provided to LNC on the online registration form. This covers areas such as:

- Players and parents' names, address and contact details;
- Date of birth and age;
- Recent playing details and medical conditions; and
- Proposed contribution to the Club.

Late registrations

Registrations received after the published registration date will incur a late penalty fee of \$20. The player will be placed on a waiting list for team selection, but no guarantee of team placement can be made. In this instance the registration fee will be refunded minus the late fee.

Payment of membership fees

Fees can be paid by either EFT directly into the LNC bank account or by Credit Card through Sporting Pulse.

Fees must be paid upon registration unless a prior arrangement has been made and approved by the Club Committee. Players who are not financial by the first game shall not play at the expense of financial players. Players who are not financial will not take the court during the finals series until all outstanding monies are paid; this includes playing fees, uniform and fundraising money.

Non-financial members

Players who are non-financial from the previous season will be ineligible to register with LNC or any other Club until all outstanding money has been paid in full.

Withdrawals

If you choose to withdraw from LNC the following fees will apply:

- Withdrawals after registration and prior to allocation day will incur a \$20 administration fee.
- Withdrawals AFTER TEAM ALLOCATION will incur a \$50 fee.
- There are no refunds for any withdrawals after final payment for registration is made to FNA.

A full refund may only be considered in exceptional circumstances. All applications for refunds must be made in writing to the Club Committee.

Privacy & Disclosure

The personal information collected by LNC is used primarily for the purpose of operating LNC and its affiliation with both the Fremantle Netball Association and Netball WA.

Personal information is used and disclosed in the following manner: Registration details are disclosed to Committee Members and the Grading Committee for the purpose of selecting and grading teams; Registration details are sent to the Fremantle Netball Association. Players, Coaches and Committee Member's Names and contact details are distributed to Coaches and Team Managers for the purpose of managing and coordinating teams. Personal information is not provided to any other party for benefit, service or advantage.

Kidsport

KidSport enables eligible Western Australian children aged 5-18 years to participate in community sport and recreation by offering them financial assistance towards Club fees. The fees go directly from the local government to the registered KidSport Clubs participating in the project.

Further information and application forms can be found on the link below.

<http://www.dsr.wa.gov.au/funding/individuals/kidsport/information-for-parents>

Grading Procedures

Aim

LNC is committed to ensuring team grading is conducted fairly and effectively and in the best interest of the Club and players.

The aim of grading is to form teams that have a balanced group of players of similar ability and levels across all playing positions. Grading will also be influenced by the number and ages of players registered with the Club each year, eg; 16 registered players in a particular age group will form two (2) teams of 8 players each, whereas 18 registered players would mean two (2) teams of 9 players each.

Purpose of grading

Netball is a graded, competitive sport from the age of 11 (Junior E grade) with representative opportunities.

To ensure the best chance of success for all teams and the greatest level of enjoyment and development of our players, it is necessary to grade players into teams with players of similar ability.

Stronger players always enjoy the challenge of a harder faster competition and may not develop to the potential if graded to a lower team to be kept with a friend.

Similarly, players who are placed in teams above their ability may also not develop to their potential when being constantly overshadowed by the more talented players around them.

Players and parents should also be aware that success for a team one year does not always ensure they will remain together the following year. Due to the nature of change, new registrations and differing development rates of all players from season to season, player movement in and out of such teams may still occur.

Players and parents are urged to be objective and reasonable in their expectations, and to encourage their children to be happy in their chosen sport no matter what team they are ultimately placed in.

Playing with friends

Requests from both players need to be in writing at registration time stating the reasons. Please be aware, however, that such requests will only be considered by the Grading Committee for

- Grades H – F; and
- Grades E onwards provided both players are of a similar ability, as determined by the Grading Committee.

See 'Purpose of Grading' above for reasons.

Players playing out of their age group

The expectation of the Club is that all players play within teams of their own age group. However, on occasion, there may be exceptions to this rule.

During grading, should the Grading Committee identify a player of exceptional talent for whom a team of similar ability does not exist within their own age group, then that player may be offered the opportunity to play in a higher age group.

In addition, should the Club have insufficient player registrations in adjacent age groups to form full teams, players may be requested to play up an age group in order to form a team of composite ages. In such instances, the players asked to play up an age group, will be selected based on them being of similar ability to the other players in the team which they will be placed.

Age of each playing group

Modified Rules (Grades H-F)

Players aged 8-10 years, play a modified rules competition that do not play finals.

Junior H grade is not graded. Requests to play with friends will be accommodated where possible, depending on the overall number of registrations.

Junior F and Junior G grade are graded however requests to play with friends or 'to keep the team together' will be considered in the interests of maintaining participation levels.

Juniors E Grade and above

Junior players are 11 to 15 years of age. This is a competitive age group, which is graded and the teams are eligible to play finals.

17 & Under

17 & Under players are aged 16 to 17.

Due to different levels of strength, development and attitude, players moving from Junior A Grade to the senior ranks are required to play 17 & Under. The year(s) in 17 & Under will be a stepping stone or developmental pathway to senior grades.

19 & Under

19 & Under players are aged 18 and 19.

Based on the strength and ability of players who are eligible to play in 19 & Under, and the number of players registered for 19 & Under and Seniors, the Grading Committee will make a decision on whether the LNC will field a team in this age group.

If desired, players who are eligible to play 19 & Under can request to skip 19 & Under and move to a senior grade.

Seniors

Seniors 17 years and over.

Process

The LNC has a 2-part grading process

1. Player Assessment Forms – consideration will be given to the Player Assessment Form from the previous year. This assessment considers team play, team work, participation and skills;
2. Grading Sessions - All Players must attend at least 1 out of 2-3 grading sessions. Attending as many grading sessions as possible assists the Grading Committee to form a good understanding of a players' abilities.

Unable to participate in Grading

Due to Injury

If a player is unable to attend grading due to serious injury, her registration form will be accepted and the player will be graded based upon the Player Assessment Form and previous playing knowledge. In the event of a new player, grading will be based on previous playing knowledge by any appropriate person and/or placed in a team based on registration numbers for their relevant age group.

Please note: the Registrar should be notified as soon as possible if a player is unable to participate in grading.

Any other reason

If a player cannot grade for any other reason than injury, grading will be based on Player Assessment Form, previous knowledge of player and/or placed in a team based on registration numbers.

Please note: the Registrar should be notified as soon as possible if a player is unable to participate in grading.

The Grading Committee

All grading is undertaken on behalf of the Club by a Grading Committee. The Grading Committee consists of the Grading Coordinator and other members as

appointed by the Coordinator and approved by the LNC Committee. From time to time the Grading Committee may also invite Independent Graders to assist with the grading process.

Where a conflict of interest exists (i.e.: the grading session involves the child of a Grading Committee member) that member of the panel shall stand aside for that particular session.

Grading criteria

In assessing the overall skills of a player within an age group, the Grading Committee will take into account:

- Attendance of at least 1 Grading Session;
- Footwork;
- Speed and Agility;
- Ball Handling Skills;
- Attacking Skills;
- Defending Skills;
- Perception/ Cognition Skills; and
- Sportsmanship and Attitude.

Please note:

LNC aims to retain the core of a team from one year to the next. For a player to be replaced in a team – they must prove, during grading, that they are better than a current player in that position.

It is important that players/parents nominate which positions they would like to play on their registration forms as these are the positions they will be graded in and allocated a team on.

Disputes

If a player or parent/guardian (in the case of a player under 18 years) feels she has been unjustly treated in the grading process, they should follow the Complaints & Disputes Policy – see page 15.

Social teams or transfer or an entire team

LNC currently accepts social teams or the transfer of an entire team, please note these teams are expected to:

1. Provide their own Coach;
2. Adhere to all LNC policies and procedures;
3. Participate in all Club functions/activities; and
4. Accept any extra players if it is required to balance the overall numbers in a specific grade.

Player Guidelines

The LNC wants to ensure all players are given every opportunity to reach their potential. These guidelines refer to all players. They are to ensure the smooth running of our teams.

Player Commitment

It is an expectation that each player will uphold the Player Code of Conduct and will take seriously their commitment to train and play for the LNC.

Training

All players are expected to attend regular training sessions. If a player is unable to attend, it is expected that the player will personally contact the coach to advise. Failure to attend will result in reduced court time in the game following the missed session, if the numbers of available players permit.

Matches & Court Time

All players are to be at the match in full uniform prepared to play at the coach's specified time. Several factors will be taken into consideration by the coach when assessing court time. They will include such things as your attendance at training, level of fitness, player injury, your behaviour and attitude towards the coach, players and officials.

If for any reason the team is short of players, the coach may seek substitute players from another team in a lower division. It can be very difficult to find substitute players, so if you are asked to fill in, please try to make yourself available.

From Grades Junior E to Seniors, wherever possible players will be played in the positions for which they nominate. However, during the season if a coach feels a player is better suited for another position the coach will discuss this with the player and (for junior players) their parents/guardian. If the player and or parents/guardian are dissatisfied with this situation they can refer the matter to the Coaches & Team Managers Coordinator. If this matter cannot be resolved, it will be forwarded to the LNC Committee who will discuss the matter with a view to finding a suitable resolution.

Complaints

Refer to the Complaints and Disputes section of this document on page 15.

Coaches Guidelines

One of the aims of the LNC is to create a fair and equal netball Club, thereby ensuring our players' enjoyment of the sport. The following guidelines have been formulated to ensure we all work towards this common goal.

Court time

During the regular season all players are given equal amounts of time on and off the court. It is at the discretion of the coach which players are on the court at any one time.

Variations

Variations to equal court time can be applied to players who do not adhere to the rules, regularly miss training sessions, are late to the game, or generally do not

behave in an appropriate manner at training or on game day. Any variations will be at the discretion of the coach.

Court time during finals

Junior

JE to JA grades: players must be given a minimum of a quarter of a game for each game the team plays during the finals series. Court time for each player is at the discretion of the coach.

17 & UNDER, 19 & UNDER & Seniors

All players must be given a minimum of a quarter of each game during finals series. Court time for each player is at the discretion of the coach.

Player positions

Coaches of the teams in grades H to F are required to rotate their players through all the positions, throughout the season. No one child should be playing GS or GK every week. The emphasis at this age should be on learning skills, participation and sportsmanship. For all other grades, player positions are at the coaches' discretion.

Fill in players

Registered players in a team are given first priority to participate in the game ahead of fill in players acquired from a lower graded team or permit player. A fill in player cannot take the court ahead of a member of the team.

Should a team require a fill in player, they are to approach the coach of the team graded immediately below the team requiring a fill in player.

Should the coach be unable to find a fill in player, they are to contact the LNC Registrar.

Training

The Coach is expected to attend training and games every week or to make alternative arrangements for their team if necessary. Please inform the Committee if you need to make alternative arrangements. If you are aware pre-season of any commitments that may interfere with you coaching, please notify the Committee as soon as possible.

Players who do not attend training or games regularly or without notification, should not expect to get a full game on the following Saturday. If their non-attendance is due to representative commitments or genuine illness, then that player should still be given equal court time wherever possible. All coaches are encouraged to attend a training clinic organised by our Club or an accredited course through Fremantle Netball Association which the LNC will reimburse fees. If you have never coached before, you are strongly urged to attend a coaching clinic, both for your own benefit and that of your team.

Disputes

Refer to the Complaints and Disputes section of this document on page 15.

Player assessment sheet

Coaches are required to fill out a player assessment sheet return to the Coaches and Team Managers Coordinator promptly at the end of the season. The sheet is designed to assist in grading and is a very important tool in the grading process.

Managers gift

Coaches are required to ensure that a collection is made at the end of the season for the purchase of a small thank you gift and card for the Team Manager of the team.

Team Manager Guidelines

LNC aims to create a fair and equal netball Club, thereby ensuring our players enjoyment of the sport. The following guidelines and the coaches' guidelines have been formulated to ensure we all work towards this common goal.

On Team Allocation Day

Pick up and sign for your team's equipment. The bag and contents are your responsibility for the season, however the coach may prefer to have the equipment in their possession. Please report any losses or breakages etc. to the Equipment Coordinator as soon as possible.

Beginning of the Season

Draw up a roster for scorer/timer each week using all the parents of team members and distribute them to everyone involved.

Managers of JA1 and all senior teams are required to make up an umpiring roster to cover your teams umpiring commitments. Players who are unable to do their rostered game **MUST** make alternative arrangements. Please check **ALL** your commitments are covered as failure to do so incurs a 2 point penalty and \$50.00 fine against the team.

Weekly

On Saturdays ensure that the equipment is there on time, the score card is filled in and the rostered scorer/timer is present. Any Senior teams in SA1, SA2 or SA3 **MUST** make sure **ALL** players including reserves are noted on the score card prior to the start of the game.

Collect information issued by the Committee, which includes newsletters, receipts, notes and other correspondence which will be emailed to you, and required to be distributed to all team members as soon as possible.

You are required to assist your team coach in any way possible. Managers of teams with younger coaches are required to attend training to assist where necessary in areas such as control and discipline, if needed.

Games played sheets **MUST** be filled out each week.

Collect any money due from team members. This is usually from fundraising or social activities.

Please inform the Committee promptly of any problems arising within the team, so issues can be resolved sooner rather than later.

At the finish of the season

Hand in games played sheet promptly so we can keep accurate tally of total games played by each player in order to award badges and milestones.

Please launder the bibs (as per instructions provided) and return ALL equipment to the Equipment Coordinator on the date specified. It is usual for the coach and /or manager to organise end of season get together for the team.

You are also asked to collect a donation from ALL team members at the end of the season and purchase a thank you gift and card on their behalf, for your coach.

Awards policy

Life Membership

Life membership of the Club may be given to any person the Committee deems to have provided outstanding service to the Club over a period of 10 years (this period does not need to be continuous).

- Nominations are at the recommendation of the Committee.

Games Played – 75, 100, 150, 200, 250, 300, 350

Players eligible for these awards will be honoured at the end of season wind-up.

- Games played are recorded each week by the Team Manager and records kept by the Registrar.

Years Played - 10 years, 20 years

Players eligible for these awards will be honoured at the end of season wind-up (consecutive years is not a requirement).

- Years played records are kept by the Registrar.

Participation trophy

All players from Junior H grade through to Junior A grade will be presented with a participation trophy at the end of season wind-up for their participation during the season.

Fairest & Best and Runner-Up trophy

These awards will be presented at the senior end of season wind-up.

- Voting for fairest & best and runner-up to be done each week by all players in the team.
- Only players registered in that team may vote or receive votes.
- Voting is 2 points for best player and 1 point for second best player.

- Team Managers are to keep all votes sealed in the respective envelopes and these will be collected at the end of each round by a Committee member.
- Counting of votes is conducted by the Committee at the end of the season.

Coaches Award

Awarded at the discretion of the coach of each senior team to the player, in the coach's view is worthy of receiving this award in recognition of their teamwork, consistency, determination and other special characteristics shown over the course of the season.

Club Person of the Year – Jack Marsh Trophy

This prestigious award was named after Jack Marsh (one of our very dedicated coaches for many years) for the purpose of acknowledging outstanding contribution to the LNC during the season by a person/player who has gone above and beyond their role within the Club.

- Nominations are taken for this award and any person/player may be nominated.
- All nominations will be considered and the trophy will be awarded after nominations have been discussed and voted on by the Committee.
- Where a conflict of interest exists that Committee member shall not participate in the discussion or vote

Junior and Senior Team of the Year

The award for Junior and Senior Team of the Year is given to the team considered the "BEST" team throughout the season. This is not necessarily the team that wins all games but a team considered to be respectful to their coach and fellow teammates and show outstanding sportsmanship throughout the season.

- All nominations received will be considered and the winning team will be decided after nominations have been discussed and voted on by the Committee.
- Where a conflict of interest exists that Committee member shall not participate in the discussion or vote

Coach of the Year

This award is for outstanding service as a coach.

- All nominations received will be considered and the Coach selected as Coach of the Year will be decided after nominations have been discussed and voted on by the Committee.
- Where a conflict of interest exists that Committee member shall not participate in the discussion or vote.

Codes of Conduct

Coaches' Code of Conduct

In addition to the Coaches Guidelines, Coaches shall meet the following requirements in regard to their conduct during any activity for the LNC.

Treat all players with respect at all times

Be honest and consistent with them

Honor all promises and commitments, both verbally and written

Promote a climate of mutual support amongst players

Encourage players to respect one another and to expect respect for their worth as individuals regardless of their level of play

Encourage and facilitate players' independence and responsibility for their own:

- Behaviour;
- Performance;
- Decisions; and
- Actions.

Involve the players in decisions that affect them.

Determine, in consultation with the players, what information is confidential and respect that confidentiality.

Provide feedback to players in a caring sensitive manner. Avoid overly negative feedback.

Refrain from any form of personal abuse towards your players

This includes: Verbal; physical; and emotional abuse.

Be alert to any forms of abuse directed toward your players from other sources while they are in your care

Refrain from any form of harassment towards your players

Treat all players fairly within the context of their sporting activities, regardless of gender, race, place of origin, athletic potential, colour, sexual orientation, religion, political beliefs and socio-economic status

Be acutely aware of the power that you as a coach develop with your players in the coaching relationship and avoid any sexual intimacy with players that could develop as a result.

Avoid situations with your players that could be construed as compromising.

At all times, use appropriate training methods, which will benefit the players and avoid those which could be harmful

Ensure that the tasks, trainings, equipment and facilities are safe and suitable for age, experience, ability and physical and psychological conditions of the players

Parents' and Spectators' Code of Conduct

1. Be a positive role model;
2. Encourage players to participate if they are interested, do not force them;
3. Encourage players to always participate according to the rules and the umpiring decisions;
4. Focus on the player and teams' efforts and performance rather than winning and losing;
5. Never ridicule or yell at a child;
6. Remember that children learn best from example. Applaud/appreciate good performances and skilful plays by all participants;
7. Support all efforts to remove verbal and physical abuse from the game;
8. Respect officials' decisions and teach players to do likewise;
9. If you disagree with an official, raise the issue through the appropriate channels rather than questioning the officials' judgment and honesty in public. Refer to the *Complaints Procedures* on Page 15 of this document;
10. Show appreciation of volunteer coaches, officials and administrators;
11. Show concern and caution towards others who may be sick or injured; and
12. Demonstrate appropriate social behaviour by not using derogatory language, harassing players, coaches or officials or interfering with the progress and /or conduct of a game.

Players' Code of Conduct

1. Play by the rules, play fair and "in the spirit of the game of Netball";
2. Never argue with an official (umpire, Club official or association official). Any grievances will be dealt with as outlined in the *Complaints Procedures* on Page 15 of this document;
3. Control your temper. Verbal or physical abuse of officials or other participants, deliberately distracting or provoking an opponent is not acceptable or permitted;
4. Work equally hard for yourself and your team;
5. Be a good sport. Applaud all good plays, whether by your team or the opposition;
6. Treat all players as you would like to be treated. Do not interfere with, bully or take unfair advantage of another player;
7. Co-operate with your coach, team-mates and opponents;
8. Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion;
9. Enjoy the sport in every possible way, display modesty in victory and graciousness in defeat;
10. Thank the opposition and officials at the end of the game; and
11. LNC follow a no alcohol, no drug policy.

Committee Code of Conduct

As a person representing the LNC, you must meet the following requirements in regard to your conduct during your time on the Committee.

- Maintain strict confidentiality at all times, of all matters before the Committee.

- The interests of the LNC are to be given priority at all times.
- Maintain strict impartiality.
- Committee members must not put themselves in a position where there is a conflict between their duties and responsibilities to the Club and their personal interests.
- Respect individual differences of opinions.
- Report any grievances promptly to the Committee to be dealt with using the appropriate procedures.
- Resolve conflicts fairly and promptly.
- Be professional and accept responsibility for your actions.
- Ensure your personal behaviour and comments support the Clubs' Codes of Conduct and do not bring the Club into disrepute.
- Develop a positive environment by emphasizing enjoyment, fair play and by providing appropriate development and competitive experiences.
- Respect the rights of every person regardless of their ability, cultural background or religion.
- Ensure facilities and equipment is safe for all players.

Code of Conduct Breaches

Breaches of any of the Codes of Conduct will be dealt with as per the Complaints and Disputes process – see page 15.

Bullying Statement

Bullying and harassment in all forms is regarded by LNC as unacceptable. Bullying has the potential to cause great anxiety and distress to the person targeted by hurtful or derogatory comments or statements.

New technologies and communication tools, such as smart phones and social networking websites, have greatly increased the potential for people to be bullied through unwanted and inappropriate comments. LNC will not tolerate abusive, discriminatory, intimidating or offensive statements being made online.

Frustration at an umpire, official, teammate, coach or sporting body should never be communicated on social networking websites. These issues should instead be addressed in a written statement or complaint to the LNC Committee.

All LNC members are expected to abide by the Fremantle Netball Associations Cyber Safety Policy.

Umpiring Guideline

Umpiring is an integral component of netball and is essential to the progress and success of the sport. As independent arbiters, umpires are ideally positioned to apply the rules to the best of their ability without fear or favour, and to make decisions in the interests of the game and its tenets of equal opportunity and sporting conduct. Skilled umpiring enhances the standard of the game by complementing and encouraging skilled play, for the enjoyment of participants and spectators alike.

New umpires will undertake some preliminary training and development activities before being rostered on Saturday games. This may include some practice runs at training before being rostered on to a low-level game a few weeks into the season.

Rostering

The Club's Umpire Coordinator is responsible for the rostering of all umpires to games throughout the season. Umpires will be rostered based on their ability, experience and qualifications. Junior Umpires need to be rostered on games that suit their level, and inexperienced Junior Umpires will preferably have an Umpire mentor for the first few weeks of their umpiring

In order to maintain standards, only umpires approved by the Umpire Coordinator will be permitted to umpire. The Umpire Coordinator is to be advised of any changes or alterations to the umpire roster. These changes are to be approved by the Umpire Coordinator.

Umpiring

As per our Umpiring Guideline, all umpires are required to be approved prior to umpiring. It is the responsibility of any rostered umpire who is unable to cover their roster to:

- find a replacement umpire; and
- advise the Umpire Coordinator of any roster change.

Umpire Payment

In recognising the important contribution that umpires make to LNC, umpires receive payment for games they umpire on behalf of the Club. Payment to umpires is based on their relevant qualifications and experience, and the grade that they are umpiring. Accordingly, all umpires are expected to meet minimum requirements as set out below.

Affiliation

Any non-playing umpires are required to be affiliated with Fremantle Netball Association. It is the responsibility of the umpire to pay the affiliation fees.

Umpires Exam Section 1 (online)

In order to ensure that umpires' knowledge is up to date, umpires are required to sit and pass the Umpires Exam Section 1 from Netball Australia (no charge). A copy of the Certificate is to be provided to the Umpire Coordinator. See link below:

<https://learning.netball.asn.au/Auth/Login?ReturnUrl=/>

Requirements

All umpires for LNC are required to do the following:

1. Wear appropriate clothing – i.e. a white shirt and suitable footwear.
2. Be prepared – hair tied back, have a good whistle and something to keep track of the centre passes.
3. Sign in. The folder is located outside of the toilet block in front of court 8. Failure to sign in may result in non-payment.

4. Arrive at the court 10 minutes prior to the schedule start time of the game.
5. Introduce yourself to the other umpire – and agree which side you will umpire.
6. Check the court and equipment – and ensure that the goal post protectors are in place.
7. Check the players' uniforms, jewellery, fingernails and adornments.
8. Ask for the captain from both teams to come forward, and toss a coin to decide which team is going to have the first centre pass and in which directions the teams will stand at the start of the game.
9. Advise the scorer which team is having the first centre pass.
10. Ensure that the scorer and timer stand together on the sideline near the centre of the court.
11. Advise the Umpire Coordinator as soon as practicable if you are unable to umpire as per your roster.

Complaints and Disputes

Aim

The LNC takes all complaints/disputes arising from or raised against Club members or their associates within Club activities, seriously. LNC will handle all complaints/disputes based on natural justice (fairness) and will ensure:

- All complaints/disputes/issues will be taken seriously;
- Both the person making the complaint/dispute (complainant) and the person/s against who the complaint is made (respondent) will be given the opportunity to hear what is said against them and have the opportunity to respond;
- Irrelevant matters will not be taken into consideration;
- Confidentiality of all members and Committee involved with the complaint/dispute resolution process is expected;
- Decisions will be unbiased and fair; and
- Any penalties imposed will be fair and reasonable.

Process

Step 1 – LNC urges all complainants in the first instance to raise the complaint/issue directly with the person/s involved.

In the event that:

- a) No resolution occurred, or
- b) Complainant was uncomfortable/unable to raise the complaint/issue.

Proceed to Step 2.

Step 2 – Complainant shall now:

- a) Provide the LNC Committee with a written complaint, or
- b) Speak directly with a LNC Executive Committee Member (President, Vice President or Secretary), who will raise the issue on their behalf.

Please ensure the complainant provides accurate information on:

1. Date, time, place of incident/issue;

2. What happened from their perspective?
3. Who was involved?
4. What is it they would like to have happen now?

Please note only complaints containing all relevant information and adhering to the above process will be handled via the complaints process.

Step 3 – The LNC Committee will consider the complaint – this may involve seeking clarification on the complaint/issue, seeking a response from the respondent and/or seeking guidance from an outside source.

Step 4 – The LNC Committee will make a decision on the complaint which will include any penalties that have been set. An LNC Executive member will then notify both the complainant and respondent of the outcome, firstly verbally and then in writing.

Appeal

Any member wishing to appeal the decision of the LNC Committee must do so to the LNC Committee in writing within 14 days of the written notification, stating the reasons for the Appeal.

Complaint/dispute involving a LNC Committee Member

In the event where a LNC Committee member is involved either as a complainant or respondent the dispute will be heard in the same manner as above. However, due to a conflict of interest, that Committee member will be absent during the discussion and decision making process.

Penalties

Possible measures include (but are not limited to):

- No action required;
- Verbal and/or written apology;
- Written warning;
- Counselling to address the behaviour;
- Withdrawal of awards, placings, records, achievements or attendance at Club activities;
- Suspension or termination of membership; and
- Any other form of discipline the Club considers reasonable and appropriate.