

Memorandum

To: Member Organisations

Date: 4 July 2017

From: Anne-Marie Phippard – Head of Community Strategy & Netball Development

Re: National Member Protection Policy and Complaint Handling Procedure

Netball Australia has recently updated the National Member Protection Policy (MPP) and the accompanying attachments that describe the practical steps Netball Australia, Member Organisations and Affiliates (where applicable and relevant) will take to reduce discrimination, harassment, child abuse and other forms of inappropriate behaviour from netball.

The Netball Australia Board of Directors adopted the updated MPP and supporting Member Protection procedures on the 28 April 2017, in accordance with Rule 35.1 of the Netball Australia Constitution, which permits the Board to formulate, approve, issue, adopt, interpret or amend by-laws, regulations and policies.¹ By-Laws, regulations and policies made under Rule 35 of the Constitution are binding on the Netball Australia and its Members unless amended or repealed by a Special Resolution of the Members in a general meeting of Netball Australia.²

We understand that some Member Organisations have developed their own process for handling complaints. Member Organisations and Affiliates (where applicable and relevant) are required to replace any informally adopted complaint management processes with the National Complaint Handling Procedure attached to the updated MPP. Clause 4 of the MPP confirms this, and states that Member Organisations and Affiliates will seek to adopt, implement and comply with the MPP and its regulations and attachments.

To assist all Member Organisations and Affiliates to follow the national MPP and complaint handling procedure, we have developed some Guidelines for Complaint Managers to assist with the Evident Collection Process and for Hearing Tribunal Members should a complaint reach hearing stage.

The consistent treatment and management of complaints and inappropriate behaviours is important for Netball Australia. Your cooperation will ensure the core values, good reputation, positive behaviours and attitudes of Netball Australia, Member Organisations and Affiliates are maintained and enhanced.

¹ *Member Protection Policy 2017*, clause 2.6.

² *Netball Australia Limited Constitution 2012*, clause 35.2.