

**Whyalla Basketball Association Inc.**

# **By-Laws**

## **Administering & Protecting the Game**

**This document references:**

**By-Laws - Playing the game**

**By-Laws - Combined / State Rep Management**

*Whyalla Basketball Association Inc.*

*PO Box 2383*

*Whyalla Norrie SA 5608*

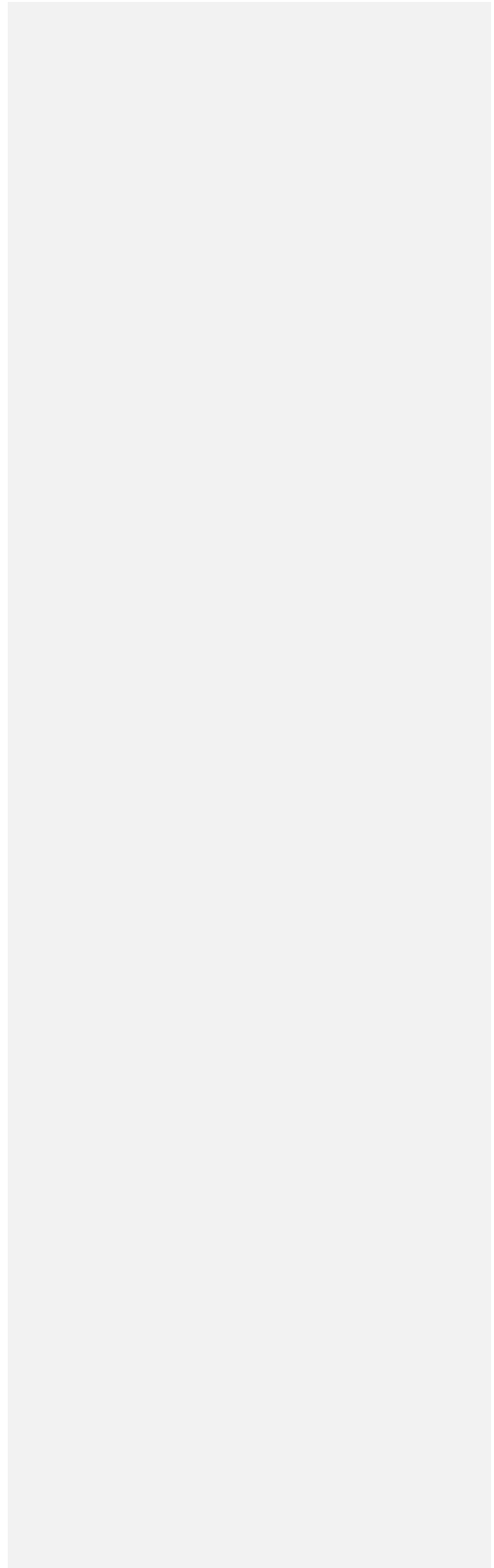
## BYLAW REVIEW HISTORY

These BY-LAWS control the way that the Whyalla Basketball Association Incorporated operates.

Any changes to the By-Laws must be approved at a Management Committee Meeting or Special Meeting as specified by the Constitution.

### Changes to By-Laws

Section/ By-Law	Date approved	Reason for change
All	23/7/09	Full review of bylaws to bring up to date to current operating practices. Including Restructure of Bylaws document into 4 discreet Documents
1.6 & 1.7	13/10/10	Umpire Development officer role introduced. Umpire coordinator role modified to suit.
2.1.6 & 1.7	15/7/12	2.1.6 split into 2 separate bylaws. Modification to responsibilities of a Court Supervisor re umpiring.
Whole document	2/13/14	Administering the game merged with Protecting the game bylaws. <del>Tribunal process removed in Adopted SACBC place of a reference to SCBC Tribunal Bylaws.</del> <del>Code of conduct &amp; added.</del> Complaint handling process added. References added to reflect that WBA complies to BA Member protection guidelines etc. <del>Added Role of Complaint Officer and MPIO. Minor changes to other roles.</del>
5.1.2 <del>5.1.4</del> 4	25/4/14	Changed the tribunal penalty from games to weeks to align with SACBC. <del>Removed as this is a duplication of what's in the SACBC.</del> Added clause to allow extension of payment terms for clubs.
1.1.13 6.3.2	5/5/14	Added clause re junior umpiring performance to Court Supervisor duties. Removed the expiry date from Play by the rules training.
<del>6.2.3</del>	<del>6/11/14</del>	<del>Extended valid police check from 2 to 3 years.</del>
<del>5.1.4</del>	<del>4/5/15</del>	<del>Added clarification that players found guilty by tribunal can't be MVP.</del>
Whole Document	7/5/17	<del>Convert all references to Games Managers to Court Supervisors to align with national terminology.</del>
<del>2</del>	<del>11/5/17</del>	<del>Updated the Registration and Clearance policies to reflect what we as registrars actually do.</del>
1.5, 1.8, 2	24/4/18	Modified for our operating practices under the new Sports TG Association management software.
2.1	28/10/18	Added fully financial
1-4,7-10	29/2/24	<u>Reviewed to reflect current practices Around Basketball Connect</u> and WBA roles. <u>Added clarity around Stadium ban preference for tribunal penalties.</u>  Removed liquor license stuff as not required as governed by law.



# By-Laws - Administering the Game

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# By-Laws – Administering & Protecting the Game

## 1. EXECUTIVE - OFFICE BEARERS LIST OF DUTIES

### 1.1. PRESIDENT'S LIST OF DUTIES

- 1.1.1. Shall preside at all meetings of the Association and ensure that the business of the meeting is properly and expeditiously dealt with.
- 1.1.2. Must be conversant with the Constitution, By-Laws and previous policy decisions of the Association
- 1.1.3. Together with the Secretary, prepare the Agenda for all Meetings.
- 1.1.4. Shall act as Spokesperson for the Association, unless an alternative spokesperson has been specifically appointed by the Management Committee.

### 1.2. VICE-PRESIDENT'S LIST OF DUTIES

- 1.2.1. In the absence of the President, shall perform the functions of that officer.
- 1.2.2. Must be conversant with the Constitution, By-Laws and previous policy decisions of the Association.

### 1.3. SECRETARIES LIST OF DUTIES

- 1.3.1. To receive all incoming correspondence. To deal with that correspondence as is necessary.
- 1.3.2. To compile and distribute out going correspondence.
- 1.3.3. To take training bookings, or appoint a representative to do so and keep records of such. Shall advise the Treasurer, for billing purposes.:-
- 1.3.4. To be responsible for the recording of minutes at all meetings.
- 1.3.5. To issue these minutes to the following people ASAP as soon as is practicable after ~~the~~ meetings:
  - All Management Committee Members
  - Club representatives
  - ~~Copy on Stadium notice board~~

~~1.3.7;1.3.6.~~ To issue the agenda for all meetings to Management Committee Members at least 3 days prior to the meeting.

~~1.3.8;1.3.7.~~ Maintain all records etc. as required by the Association.

~~1.3.9;1.3.8.~~ Maintain, and be the custodian of the Associations Constitution and bylaws.

~~To be responsible for compiling and updating of the Associations Registers.~~ Compile, update and be the custodian of the Associations Asset Registers.

~~1.3.10;1.3.9.~~

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#### **1.4. DUTIES OF TREASURER**

1.4.1. Shall bank all monies received into an account in the name of the Association as soon as it is practical to do so or delegate that responsibility as advised to the WBA committee. All appropriate paper work , including banking receipts will be filed at the earliest possible opportunity.

~~1.4.3-1.4.2.~~ All ~~Payments cheques~~ to be ~~authorised signed~~ by 2 members of the Executive.

~~1.4.4-1.4.3.~~ Major or unusual expenditure must be authorised before payment.

~~1.4.5-1.4.4.~~ Shall cause records to be kept of all financial transactions, and make those records available for inspection by any Management Committee Member.

~~1.4.6-1.4.5.~~ Shall prepare financial budgets and statements as required.

~~1.4.7-1.4.6.~~ Shall present audited financial reports to the Annual General Meeting.

~~1.4.8-1.4.7.~~ Shall issue receipts for all monies received.

~~1.4.9-1.4.8.~~ Shall keep the following books:

- Cash Receipts and Payment Journal
- Bank Deposit Book
- Sundry Debtors Ledger

~~1.4.10-1.4.9.~~ Report to the monthly WBA meetings on the financial position of the Association.

~~1.4.11-1.1.1.~~ ~~Compile, update and be the custodian of the Associations Asset Register.~~

~~1.4.12-1.4.10.~~ Authorise floats, for WBA purposes, as needed

~~1.4.13-1.4.11.~~ Manage our sponsor contracts.

#### **~~1.5. DUTIES OF REGISTRAR~~**

~~1.6.0-1.1.1.~~ ~~Shall control all registrations and nomination for teams and players through the Association management software.~~

~~1.7.0-1.1.1.~~ ~~Shall electronically keep details of players registered and prepare reports to the Management Committee as required.~~

~~1.8.0-1.1.1.~~ ~~Teams shall apply to the Registrar for use of their chosen colours and design of uniforms. The Registrar shall present this proposal to the management committee for approval, eg proposed uniform can't resembles any other uniform that the team may play against, so as to cause confusion by the umpires.~~

#### **1.5. DUTIES OF COMPETITION ORGANISER**

1.5.1. Shall control all registrations and nomination for teams and players through the Association management software.

1.5.2. Compile a program/schedule of games for the commencement of each season.

- 1.5.3. Call Team nomination and Grading meetings with Clubs as required. The Competition Organizer has the power to request a team to be re graded or diluted. Clubs have the right to oppose such a regrading in writing to the Exec.
- 1.5.4. Re-roster changes of matches throughout the season as required at least a week in advance, and communicate these changes, directly advise all clubs ASAP.
- 1.5.5. Receive notification from clubs regarding forfeits as per "playing the game Bylaws" Section 10. And relay this to the opposition, referees, & the Treasurer.
- 1.5.6. Shall arrange for & count Most Valuable Player votes & arrange the trophies.
- 1.5.7. Manage, control and appoint Court Supervisors, with the approval of individuals by the WBA executive committee.
- 1.5.8. Be custodian of the Training and Court Supervisors keys.

## **2. NON EXECUTIVE - OFFICE BEARERS LIST OF DUTIES**

- ~~2.1.0-1.1.1. Be custodian of the Training and Court Supervisors keys.~~
- ~~2.2.0. Responsible for managing, controlling and appointing of Court Supervisors, with the approval of individuals by the WBA executive committee.~~

### **2.3.2.1. DUTIES OF UMPIRES COORDINATOR**

- 2.3.1-2.1.1. Be the Association contact person for all umpiring matters.
- 2.3.2-2.1.2. Provide reports to the Management Committee when requested.
- 2.3.3-2.1.3. Communicate regularly and hold meetings when necessary, with all umpires.
- 2.3.4-2.1.4. Prepare and distribute the umpiring roster at least a week in advance.
- 2.3.5-2.1.5. Be conversant with the latest FIBA Rule Book.
- 2.3.6-2.1.6. With the Approval of the WBA Executive committee recruit Umpiring development officers as required to appropriately develop our umpires.
- 2.3.7-2.1.7. Inform umpires of changes to bylaws and playing rules / conditions.
- 2.3.8-2.1.8. In conjunction with the Umpiring Development officer and the executive select umpires for finals based on performance, ability, attitude, and attendance to training camps thru the year.
- 2.3.9-2.1.9. In consultation with the Umpiring Development officer select a Junior Umpire award recipient for each season according to the following criteria:
  - Must be eligible to play Junior Basketball.
  - Must have been umpiring for at least 6 months.
  - To be responsible in the fulfilment of umpiring duties, which include umpiring games rostered and attending clinics when required.
  - Should also be seen to be making a positive attempt to improve their standard of umpiring, by listening to and following advice when given, and by making themselves available to umpire outside Whyalla.

~~2.3.10-2.1.10.~~ In consultation with the Umpiring Development officer select a Senior Umpire award recipient for each season according to the following criteria:

- As above but not be eligible to play Junior Basketball.

#### **2.4.2.2. DUTIES OF UMPIRING DEVELOPMENT OFFICER**

~~2.4.1-2.2.1.~~ Ideally this may be a multi person role.

~~2.4.2-2.2.2.~~ Constantly improve the umpiring standard to best meet the needs of the WBA.

~~2.4.3-2.2.3.~~ Work in tune with the Umpiring Co-ordinator, to access and regrade the umpires.

~~2.4.4-2.2.4.~~ Be conversant with the Umpires Rules Book.

~~2.4.5-2.2.5.~~ Ensure no new umpire takes the court without first going to an umpiring clinic (seniors not so critical).

~~2.4.6-2.2.6.~~ Ensure new umpires are fully supervised for their 1<sup>st</sup> 2-3 games.

~~2.4.7-2.2.7.~~ Award monthly "Most Improved" Junior umpire awards.

~~2.4.8-2.2.8.~~ Provide or organise on court mentoring assistance for all junior umpires. Utilise other senior umpires to assist in doing this.

~~2.4.9-2.2.9.~~ Facilitate umpiring coaching clinics as frequently as Possible WBA.

~~2.4.10-2.2.10.~~ Arrange for umpire accreditation courses as required.

#### **2.5. DUTIES OF COMPETITION ORGANISER**

~~2.6.0. Compile a program for the commencement of each season and issue to Clubs, Umpires Co-ordinator etc.~~

~~2.7.0. Call a meeting of the Clubs if there are any problems with the program.~~

~~2.8.0. Arrange the Finals program.~~

~~2.9.0. Advise Treasurer of details of forfeits, fines etc as requested.~~

~~2.10.0. Re-roster changes of matches throughout the season when required and advise all clubs accordingly.~~

~~2.11.0. To receive from Clubs, written application for re-scheduled games 48 hours before the schedule starting time.~~

~~2.12.0. Re-schedule games due to other Basketball commitments only.~~

~~2.13.0. Report weekly to clubs on unregistered players.~~

~~2.14.0. Receive notification from the clubs regarding forfeit at least 6hrs prior to the scheduled game start time.~~

~~2.15.0. Shall arrange for and count Most Valuable Player votes, and arrange the trophies.~~

~~2.16.0. The Competition Organizer has the power to request a team to be re-graded or diluted. Clubs have the right to oppose such a re-grading in writing to the executive.~~



~~2.17.0. Arrange, convene and attend Tribunal sittings when they are required.~~

~~Ensure that sufficient report forms are available to referees officiating matches. Be custodian of the Training and Court Supervisors keys.~~

~~2.18.0.~~

~~2.19.0. The WBA Competition Organiser or nominee shall be responsible for maintaining a permanent register of tribunal proceedings and decisions and will make this register available to the WBA Management Committee and Tribunal Panel on demand.~~

### **2.20.2.3. DUTIES OF STADIUM MANAGER**

~~2.20.1.2.3.1.~~ Provide, or project manage, minor repairs to the stadium facilities as required up to \$500, in any one month. Above this value a written quote must be obtained provided and approved by the executive.

~~2.20.2.2.3.2.~~ To ensure the stadium is in a state of good repair at all times and to keep a proper check on the fittings and equipment, and report to the correct officer if any are found to be missing or broken.

~~2.20.3.2.3.3.~~ Provide an annual report to the Association committee outlining major maintenance, reliability and repair issues that may need to be financially planned and budgeted for with assistance, if required.

### **2.21.2.4. DUTIES OF PUBLICITY OFFICER**

~~2.21.1.2.4.1.~~ Provide media coverage for games and events.

~~2.21.2.2.4.2.~~ Seek sponsorship for Most Valuable Player awards and advise Sponsors of presentation times and dates each season.

~~2.21.3.2.4.3.~~ The sale of advertising space in and around the Stadium.

~~2.21.4.2.4.4.~~ Investigate and pursue all avenues of sponsorship for special events (eg Carnivals etc)

~~2.21.5.2.4.5.~~ Keep current list of Sponsors, Advertisers and contact names for both.

~~2.21.6.2.4.6.~~ Promote the game of basketball without fear or favour of individual clubs, with the aim of producing the best result for the Clubs and Association as a whole.

### **2.22.2.5. DUTIES OF COMPLAINT HANDLING OFFICER /TRIBUNAL CONVENOR**

~~2.22.1.2.5.1.~~ Follow up complaints expediently as per the WBA complaint Handling procedure and take action or recommend actions to occur based on evidence gathered.

~~2.22.2.2.5.2.~~ Form investigation teams as necessary to follow up complaints.

~~2.22.3.2.5.3.~~ To ensure that they aren't directly involved in the subject matter of a complaint. Delegate other committee members to lead a complaint investigation if required.

~~2.22.4.2.5.4.~~ Have access to staff at all levels of the organisation so that complaints can be resolved quickly; and Have clearly defined power to act and provide redress to complainants or to refer the matter to

~~2.22.5.2.5.5.~~ Ensure all complaints are properly and transparently documented.

~~2.5.6.~~ Arrange, convene and attend Tribunal sittings when they are required.

~~2.22.6.2.5.7.~~ Maintain a register of tribunal proceedings and decisions for future reference to the WBA Management Committee and Tribunal Panel on demand.

### ~~2.23.2.6.~~ **DUTIES OF MEMBER PROTECTION INFORMATION OFFICER**

~~2.23.1.2.6.1.~~ To provide member support regarding complaints around harassment, discrimination, fair play and abuse by helping to direct and supply information about a particular matter.

~~2.23.2.2.6.2.~~ An MPIO will assist the organisation-involvement deal with the issue efficiently and effectively. Where a resolution cannot be achieved the MPIO can seek assistance of an alternative agency to help the parties involved.

~~2.23.3.2.6.3.~~ There can be more than 1 MPIO in the Association at any time

~~2.23.4.2.6.4.~~ Importantly, they are not a person who investigates matters, advises, or advocates for the complainant.

## **3. DUTIES OF ANCILLARY STAFF AND OFFICIALS**

### **3.1.DUTIES OF COURT SUPERVISORS**

~~3.1.1.~~ Shall arrive at the venue at least 20 minutes prior to the commencement of the first game to ensure each court has the equipment needed to commence play:

~~3.1.1.1.~~ Fully charged tablet turned on a ready to go for users.

~~3.1.1.2.~~ Clipboard Score sheet and pen.

~~3.1.2.~~ Act in the interest of the Association, and any misuse of this power shall be dealt with by the Management Committee as it sees fit.

~~3.1.1.3.1.3.~~ Be available on the floor for the entirety of the games being played and have full control of the games.

~~3.1.2.3.1.4.~~ Wear the provided high-vis vests to be easily identifiable.

~~3.1.3.3.1.5.~~ Carry the Court Supervisor mobile phone at all times and respond to it as quickly as possible to attend any incident or concern.

~~3.1.6.~~ Manage the umpiring schedule for the night. Be a support person for referees, advocating and mentoring them as required.

NOTE: On nights that we have umpire mentors this fact doesn't relieve the Court Supervisor of THEIR duties.

~~3.1.7.~~ Provide feedback verbal or in writing to WBA Umpire coordinator as required on referee's progress/performance.

~~3.1.4.3.1.8.~~ Junior nights are the busiest and the night that we have our new/learning umpires, these nights are crucial for the Court Supervisor to be on hand.

~~3.1.5.3.1.9.~~ Shall at approx half time of every round junior game do a lap of the stadium:

- This is proactive step ~~to proactively be approachable to~~ each coach/team. ~~if they are happy with the performance of the umpires and if necessary observe and take corrective action with the coach or the umpires.~~
- ~~This gives coaches a chance to vent before a game gets out of control.~~
- ~~It allows Court Supervisors to address coaches concerns positively to referee's without conflict or intimidation.~~
- ~~Ensures coaches know who the Court Supervisors is on that night.~~

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~~3.1.6-3.1.10.~~ Shall not be rostered to Play, Coach or perform umpiring duties on the night they are Court Supervisor. They can however, perform backup emergency umpiring if a WBA committee member is present as acting Court Supervisor for that round.

~~3.1.7. —~~

~~3.1.11. Must have knowledge in the use of the Basketball Connect software.~~

~~3.1.8.1.1.1. — Shall ensure all doors, etc are securely fastened prior to leaving the stadium.~~

~~3.1.9. — Shall have full control of the games played whilst Court Supervisor.~~

~~3.1.10. Shall act in the interest of the Association only and any misuse of this power shall be dealt with by the Management Committee as it sees fit.~~

~~3.1.11. They will manage the umpiring schedule for the night.~~

~~3.1.12. Shall advise the Competition Organiser of any reports or injuries arising from the scheduled games.~~

~~3.1.12. Manage forfeit situations:~~

- ~~Call the game off if 4 players haven't arrived by the 10 min mark~~
- ~~Enter match result as a Forfeit to the offending team in BC.~~
- ~~If early notified use the available member database to contact the opposition team to prevent them having to come out to the stadium.~~
- ~~Inform Treasurer if player refunds are required.~~

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~~3.1.13. Shall advise the Competition Organiser of any reports or injuries arising from the scheduled games. These must be entered on the scoresheet.~~

~~3.1.13-3.1.14.~~ Shall give umpires making tribunal reports the correct paperwork and assist them in completing reports.

~~3.1.14-3.1.15.~~ Shall advise the Stadium Manager of any repairs etc needed to be done before the next nights competition commences.

~~3.1.16.~~ Oversee and assist with any issues with the tablet online game payment system:

- Ensure ~~Teams only tick in play those players at the game.~~

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~~1.1.1.1.~~ If registered players can't be put into a tablet it is usually a payment issue. This must be addressed before the player can take the court!

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~~3.1.15~~ 3.1.17. After each game, Ensure:

- Game data has been uploaded into the Basketball Connect system.
- scoresheets are filled out with game result correctly & signed by each referee.
- ~~and all~~ MVP data is legibly collated on scoresheets for grades that require it.  
Challenge referee's on the integrity of their decisions if necessary. MVP voting slips are filled in at the end of each game.

~~3.1.16~~ 3.1.18. After the last game:

- Charge the tablets at the end of play each day.
- Place scoresheets & umpire sheet for the night In the provided Tray. Ensure any referee changes are clearly marked on the umpire sheet and Court Supervisors name is on the bottom of the sheet.
- Ensure all air conditioners, fans and lights are off.
- Ensure all doors are securely fastened prior to leaving the stadium. Including the emergency exits which often get left ajar.

### **3.2. DUTIES OF ASSOCIATION UMPIRES**

- 3.2.1. Control in an unbiased manner all games played under the WBA banner by being conversant with the Association By-Laws and playing rules.
- 3.2.2. Shall, at the completion of the game in which they are officiating check the players, who participated in the game, have been recorded on the score sheet.
- 3.2.3. Shall, at the completion of the game in which they are officiating, check & sign the score sheet legibly. Failure to do so may result in forfeiture of umpiring fee.
- 3.2.4. Should attend Training as directed by the Umpire Coordinator.
- 3.2.5. Check that players are fit to take part in games as per the general playing conditions. E.g, finger nails, jewellery, uniform
- 3.2.6. Umpires should seek clarification of the rules or by-laws, from the Court Supervisor, in the event of a dispute. The Court Supervisor's decision is final.
- 3.2.7. Shall complete the necessary MVP details in a professional & respectful manner.
- 3.2.8. Shall record, on the emergency score sheet, the time, and nature of, any injuries sustained by any players during the game. This information must be brought to the attention of the Court Supervisor.
- 3.2.9. A player who is found to be not listed on the score sheet shall be ordered from the court. A bench technical foul shall be imposed on the offending team and any score made by the unlisted player shall be deleted.

## **4. REGISTRATIONS**

- 4.1. For public liability reasons each player must be registered & fully financial before taking the court.
  - 4.1.1. If an unregistered player takes the court that game shall be deemed a notified forfeit by the WBA.

- 4.2. Proof of birth date may be requested by the WBA Registrar.
- 4.3. A player cannot register for two Clubs during any one season unless the Management Committee grants a clearance.
- 4.4. No club shall register any player unless they are an amateur as defined by; - "an amateur, for the purpose of competition, shall be one who competes solely for the pleasure, physical, mental and social benefit of the game and who has not disqualified themselves by: by directly or indirectly receiving payment or other valuable consideration for the playing of basketball in this or any other Association."

## **5. FEES**

- 5.1. Fees will be set by the management committee and communicated to clubs via a general committee meeting.
- 5.2. All Club accounts shall be 30 day accounts.
- 5.3. In times of legitimate hardship clubs may request an extension of these payment terms from the management committee. This is to be done formally in writing.

## **6. DISCIPLINARY TRIBUNAL**

The WBA operates under the SA country Basketball Disciplinary Tribunal Bylaws.

### **6.1. ENFORCEMENT OF TRIBUNAL PENALTIES**

- 6.1.1. Penalties will be served, based on the grade that the Member was playing in /involved with when suspended.
- 6.1.2. A 1 Week tribunal penalty is defined as 1 scheduled round of WBA rostered games for that Member. Eg Semi finals, prelim finals and Grand finals are classed as different rounds thus although they may be played in 1 week for the purpose of the tribunal they are considered 3 weeks of play.
- 6.1.3. A bye does not constitute a scheduled round.
- 6.1.4. The boundaries of any tribunal penalty are at the discretion of the panel. If the panel fails to define this at the time of conviction, then it defaults to a stadium ban. E.g. Cannot enter any SAC sanctioned stadium while under suspension.
- 6.1.5. Players found guilty by tribunal become ineligible to win any MVP awards in the season they are convicted.

## **7. MEMBER PROTECTION POLICY**

The WBA complies and refers to Basketball Australia's Member protection policy.

<https://resources.basketball-australia.pulselive.com/basketball-australia/document/2023/07/11/22d2472f-882c-4693-9be2-51354ce45960/Member-Protection-Policy-1-January-2023.pdf>

This policy applies to committee members, administrators, coaches, officials, volunteers, players, parents and spectators.

### **7.1. CHILD PROTECTION POLICY**

This policy outlines our commitment to a person's right to be treated with respect and dignity, and to be safe and protected from abuse. The WBA references and complies to Basketball Australia's Member Protection Policy on such issues.

## 7.2. POLICE CHECKS -

- 7.2.1. All applicable WBA Committee members referee's officials, team managers and coaches shall have a valid working with children check or be accompanied by someone that has one when working with children.
- 7.2.2. The WBA Member protection Officer has the right to audit any WBA club at any time to ensure its coaches are compliant.
- 7.2.3. The WBA shall maintain a DSCI portal and log all executive members, WBA volunteers E.g. canteen, stadium manager, steelers coaches and staff and referees onto the portal so alerts can be issued if appropriate. If a WBA members Police check status changes at any time it is incumbent on them to notify the club and Hence the Association.
- 7.2.4. Every club shall maintain their own club DSCI portal and log all volunteers E.g. Coaches, club committee members, etc so alerts can be issued if appropriate.
- 7.2.5. All clubs must complete and provide to the WBA, their own annual child safe compliance action plan which will be forwarded onto SAC. Individual clubs are responsible for actioning their action plan in accordance with SAC recommendations and guidelines.

## 7.3. PLAY BY THE RULES

- 7.3.1. The WBA requires all its Coaches of Juniors and committee members to undergo online "Play by the Rules Training". Child Protection and Harassment and discrimination.

## 8. COMPLAINT HANDLING

The WBA takes all on and off-field behaviour complaints seriously. Our Association will handle complaints based on the principles of procedural fairness (natural justice), that is:

- All complaints will be taken ~~seriously~~;seriously.
- Both the person making the complaint and the person the complaint is against will be given full details of what is being said against them and have the opportunity to respond (give their side of the story);
- Irrelevant matters will not be taken into ~~account~~;account.
- Decisions will be unbiased & fair; and penalties imposed will be fair and reasonable.
- More serious complaints may be escalated to our State body.

If the complaint relates to suspected child abuse, sexual ~~assault~~assault, or other criminal activity, it shall be reported to the police and/or relevant government authority and our state/national body.

### 8.1. COMPLAINT HANDLING PROCESS

When a complaint is received by our Association, the person receiving the complaint (e.g. Court Supervisor, President or Complaint officer) will:

- Respond within in 48 hours acknowledging receipt of the complaint.
- Listen carefully, ask questions to understand the nature & extent of the problem;
- Ask what the complainant would like to happen;

- Explain the different options available to help resolve the problem;
- Maintain confidentiality but not necessarily anonymity.
- Transpose this information to a BA complaint form (Member protection bylaw –Part E) for recording purposes and to allow complete follow up of the incident.

Once the complainant decides on their preferred option for resolution, the Association will assist, where appropriate and necessary, with the resolution process. This may involve:

- Supporting the person complaining to talk to the person being complained about.
- Bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);
- Gathering more info (e.g. from other people that may have seen the behaviour);
- Seeking advice from or referring the complainant to our district, regional, state and/or national body or from an external agency (e.g. State Body MPIO, police or anti-discrimination agency, etc)
- Update the Complaint form at each junction so that the final document is a concise record of the whole event.

Where a complaint is referred to our state Body & an inquiry is conducted, the WBA will:

- co-operate fully;
- ensure the complainant and respondent are not victimised;
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on our state body recommendations.

At any stage of the process, a person can seek advice from or lodge a complaint with an anti-discrimination commission or other external agency.

## **8.2. DISCIPLINARY MEASURES**

Our Association will take disciplinary action against anyone found to have breached our policy or made false and malicious allegations. Disciplinary measures imposed must:

- Be fair and reasonable;
- Be based on evidence & information presented & the seriousness of the breach;
- Be determined by our Constitution, By Laws and the rules of the game.

Possible measures that may be taken include:

- verbal and/or written apology;
- counselling to address behaviour;
- suspension or termination of membership, participation or engagement in a role;
- de-registration of accreditation for a period of time or permanently; a fine; or any other form of discipline that our Association considers reasonable and appropriate.

### **8.3. COMPLAINT APPEALS**

The complainant or respondent can lodge one appeal against decisions of or disciplinary measures imposed by our Association. Appeals must be based on either a denial of natural justice, because of unjust or unreasonable disciplinary measure(s) being imposed, or on the grounds that the decision was not supported by the information/evidence presented and available to the decision maker/Association