

# Policy Update

## February 2026

Netball Australia has released a revised Complaints and Disciplinary Policy (formally known as the Netball Integrity Policy Framework, Conduct and Disciplinary Policy) and a newly developed Code of Conduct for Community Netball for implementation in community netball as of 1 February 2026. The work in both documents directly aligns with Netball Australia's 'Made in Netball' 10-year Strategic Plan, where safeguarding and integrity is identified as a key enabler of long-term success, supporting a sustained cultural shift in our sport beyond short-term compliance.

### CODE OF CONDUCT FOR COMMUNITY NETBALL

#### 1. Purpose and Scope

The Code of Conduct for Community Netball ("Code") establishes the standards of behaviour expected of all Affiliates (associations, clubs and leagues) and Relevant Persons (players, coaches, administrators, volunteers, parents and spectators). This Code forms part of Netball Australia's broad suite of Netball Integrity Policies and came into effect on 1 February 2026.

The Code applies at all times when those bound by it interact with other members (in their official capacity or not) or when they participate in netball activities, or where a direct connection to a netball activity or an affiliate exists. It also covers prohibited conduct occurring online.

The Code differentiates itself from, and interacts with, the other Netball Australia Integrity Policies as follows:

- **Hierarchy and Precedence**

While this Code sets out the everyday standards for our community, it sits within a larger hierarchy. If there is a contradiction or inconsistency between a rule in the Code and a rule in another Netball Integrity Policy (such as the Member Protection Policy), the other Integrity Policy will take precedence.

- **Target Audience**

The Code is specifically designed for community (affiliates and relevant persons).

#### 2. Replacement of the existing Netball NSW Code of Behaviour

The Code replaces the existing NNSW Code of Behaviour.

#### 3. Expected Standards of Behaviour

To maintain the integrity of our game, all members must:

- Act within the rules and spirit of netball, operating ethically and honestly.
- Respect the rights and dignity of every person, regardless of any Protected Characteristic.
- Accept the authority of officials and respect their decisions without intimidation.
- Prioritise safety by acting with care and diligence to safeguard members and others.
- Maintain confidentiality regarding personal information and any disciplinary matters.

#### 4. Prohibited Conduct

The Code strictly prohibits behaviours that cause harm or bring the sport into disrepute, including:

- Verbal and Physical Abuse: e.g. using offensive, threatening, or derogatory language, as well as any form of inappropriate physical contact.
- Harmful Behaviours: e.g. engaging in provocation, aggression, or creating a hostile environment.
- Venue Misconduct: e.g. acts of violence, being under the influence of illegal drugs, or causing a public nuisance at netball venues.
- Damaging Reputation: e.g. conduct that prejudices the interests of netball or is unreasonably critical of officials and volunteers.

## 5. Social Media Responsibility

Social media is a valuable tool, but it must be used responsibly and ethically. Individuals are responsible for any content they post, even in a personal capacity. They must not post or "engage with" (like, share, or comment on) material that is offensive, bullying, discriminatory, or misleading. They must always respect the privacy of others and ensure their online presence does not damage the reputation of netball.

## 6. Compliance and Management

Failure to follow these standards constitutes Prohibited Conduct. This includes attempting to breach the Code or being complicit in another person's breach. Alleged breaches will be managed under the Netball Australia Complaint & Disciplinary Policy.

## 7. Discretionary Referral

The Code provides associations/clubs with flexibility to decide which policy is most appropriate for a given situation. If a complaint is made under the Code, but the affiliate determines it would be better addressed under a different policy (i.e. the Member Protection Policy) or even by an outside organisation, they have the discretion to refer it accordingly.

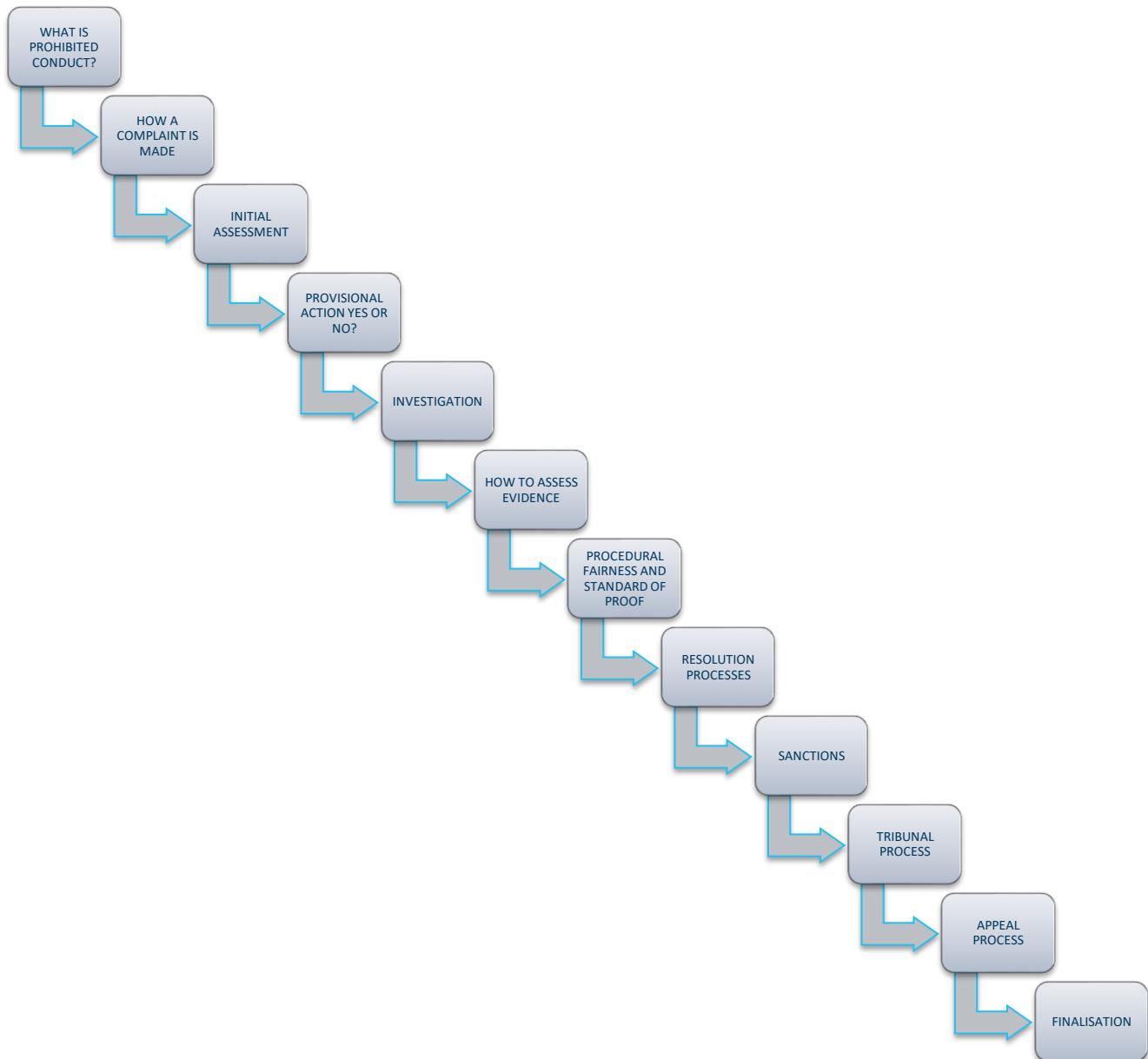
## 8. Exclusions from the Code

- Personal Grievances. (interpersonal conflicts that do not meet the threshold of a breach of an integrity policy).
- Mischievous, vexatious or knowingly untrue claims.
- Where the respondent is not bound by the Code.
- Where the actions are not a breach of the Code.
- If the subject of the claim is a Protected Disclosure.

## COMPLAINTS AND DISCIPLINARY POLICY

The Complaints and Disciplinary Policy (“**Policy**”) was formally known as the Conduct and Disciplinary Policy and is the policy to be used when responding to integrity risks and complaints in netball. It stipulates the procedures for reporting, managing, investigating and resolving alleged breaches of any of the Integrity Policies (which as of 1 February 2026 includes the Code of Conduct for Community Netball).

The complaint management process is set out in the updated Policy as follows:



The main changes to the Policy are:

1. A definition of Personal Grievance has been added (including examples) (see Definitions).
2. A Relevant Person may breach an integrity policy if they attempt to engage in Prohibited Behaviour, are complicit in, aid, encourage, sanction, coverup or authorize another person to engage in Prohibited Behaviour or agree with others to engage in Prohibited Conduct (see clauses 4.7 and 4.8).
3. An association/club can institute a process to protect the identity of a complainant if they are a Vulnerable Person (see clause 5.5.3).
4. An association/club can institute proceedings under the Policy based on information received about an alleged breach even if a formal complaint has not been received (see clause 5.5.4).
5. Details on how to manage unreasonable or vexatious complaints and parties (see clause 5.7).
6. Guiding principles when managing complaints (matters should be managed efficiently, informally and expedited as reasonably possible, treated seriously and handled in a just, fair and transparent manner with decisions based only on the information gathered by neutral impartial people) (see clause 6.4).
7. Increased clarity on the role of a support person and the right to legal assistance in matters managed under the Policy (see clause 6.7).
8. The insertion of a step to consider potential conflicts of interest held by the appointed Complaints Manager at the outset of the initial assessment and how to refer a matter if this happens (see clause 7.2).
9. A case categorization step, that allows low level matters to be finalized without formal findings or sanctions being imposed (see clause 7.3).
10. An expanded section on the Standard of Proof, including the right to deem a breach committed (without the need for investigation, process or proof) if the Respondent has been convicted or found guilty in a criminal, disciplinary or professional proceeding of conduct that would constitute Prohibited Conduct under a Netball Integrity Policy (see clauses 10.1 and 10.1.3).
11. An expanded explanation of Procedural Fairness (see clause 10.2).
12. An expanded Hearing Tribunal clause that sets out what type of tribunal should be convened and how to run an internal tribunal (see clause 14 and Schedule 1).

## THINGS TO DO:

1. Provide the new and amended documents to your committee, complaints management team, and MPIO.
2. Remove links and references to the current NNSW Code of Behaviour.
3. Publicise the documents to members - where to find them (your website and NNSW website), how and when to use them.
4. Provide members with the name of your MPIO (and/or appropriate committee contacts) to assist with questions about the documents.
5. Sign up for training on the documents when advertised by NNSW.
6. Add the Tribunal Procedure (Schedule 1 of the Policy) to your forms/documents database.
7. Provide your complaints management team with access to the [Case Categorisation & Guidance for Sanctions Booklet](#).
8. Update (or create) any procedures used for managing complaints/reports received.