

MACKAY BASKETBALL INCORPORATED

Behaviour & Disciplinary Policy

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Policy Reference: MBI-BD-001

1. Purpose

Mackay Basketball Incorporated (MBI) is committed to providing a safe, inclusive and respectful environment for everyone involved in our sport — players, coaches, officials, parents, spectators, volunteers and staff.

This Policy sets out how MBI identifies, responds to and resolves behavioural and conduct concerns across all MBI activities and environments. Its purpose is to:

- Establish clear behavioural expectations for all members of the MBI community
- Give the MBI Operational Team the authority to resolve conduct matters proportionately and efficiently, without every matter requiring a formal tribunal process
- Ensure serious matters are escalated appropriately to the Executive or Tribunal
- Protect the wellbeing of participants, particularly children and young people
- Promote accountability at every level of the organisation

2. Scope

This Policy applies to all individuals who participate in or attend MBI activities in any capacity, including:

- Players and athletes (all ages)
- Coaches, assistant coaches and team managers
- Officials and referees
- Parents, guardians and family members
- Spectators and visitors
- Volunteers
- Paid staff
- MBI committee members and Board members

This Policy applies to conduct that occurs:

- At MBI venues and facilities (courts, change rooms, foyers, car parks)
- During MBI-organised games, training sessions, events and competitions
- Online, including social media, messaging platforms and other digital environments, where that conduct has a direct and material impact on MBI, its participants or another person's safety or wellbeing
- Away from MBI premises, where the conduct is connected to MBI activities or relationships and has a genuine impact on the MBI environment

MBI acknowledges that where conduct occurs away from its stadium or outside its digital platforms, the ability to gather direct evidence (including CCTV) may be limited. Investigations in those circumstances will reflect that reality and findings will only be made where available evidence supports them.

3. Guiding Principles

All decisions and actions under this Policy will be guided by the following:

- Safety first — the safety and wellbeing of participants, particularly children, takes priority
- Fairness — all parties will be treated fairly and given an opportunity to be heard
- Proportionality — responses will be proportionate to the nature, seriousness and impact of the conduct
- Efficiency — where possible, matters will be resolved at the lowest appropriate level without unnecessary delay
- Consistency — similar conduct will be treated similarly
- Respect — all parties will be treated with respect throughout the process
- Age and maturity — the age, maturity and developmental stage of participants will be considered

4. Behavioural Expectations

All members of the MBI community are expected to:

- Treat all participants, officials, staff and volunteers with courtesy and respect
- Accept decisions made by referees and officials, even where they disagree
- Model appropriate behaviour, particularly in the presence of children
- Comply with any lawful direction given by MBI staff or officials
- Refrain from any conduct that is aggressive, abusive, threatening, discriminatory or intimidating
- Not engage in bullying, harassment or victimisation in any form — in person or online

4.1 Specific Expectations — Parents and Spectators

Parents, guardians and spectators play a critical role in creating a positive environment. In addition to the general expectations above, parents and spectators must:

- Support all players, not just their own child
- Respect the role and decisions of coaches and team management — including decisions about court time, team selection and game strategy
- Not coach from the sidelines in a way that contradicts or undermines the team's coaching staff
- Remain in designated spectator areas during games and training
- Not approach referees or officials during or after a game to dispute decisions

Dissatisfaction with coaching or management decisions — including limited court time or team selection — is not a conduct matter under this Policy. Where a parent or participant has concerns about those decisions, they are encouraged to raise them through MBI's general feedback process at an appropriate time and in an appropriate manner.

5. Types of Conduct Covered

This Policy covers, but is not limited to, the following categories of conduct:

5.1 Bullying

Bullying is behaviour intended to harm, intimidate, humiliate or undermine another person or group. It may occur in person or online, directly or indirectly. Bullying behaviour is typically characterised by:

- Intentional or reckless conduct directed at another person
- Repeated behaviour, or behaviour with the potential to be repeated (including ongoing sharing of online content)
- A real or perceived power imbalance between the person/s involved
- Harmful impact — physical, emotional, psychological, social or reputational

A single serious incident may also constitute bullying where the behaviour is severe, threatening, intimidating or has a significant harmful impact.

5.2 Harassment and Discrimination

Conduct that targets a person based on a protected characteristic including race, gender, disability, religion, age, sexual orientation or any other attribute protected under Australian law.

5.3 Aggressive or Threatening Behaviour

Physical aggression, threats, intimidation, or conduct that creates a reasonable fear for another person's safety — whether directed at players, officials, coaches, staff or spectators.

5.4 Verbal Abuse

Abusive, offensive, demeaning or disrespectful language directed at any person, including referees and officials.

5.5 Online and Social Media Misconduct

Conduct via digital platforms that would breach this Policy if it occurred in person, including posting abusive content, sharing private information without consent, or engaging in cyberbullying.

5.6 Failure to Comply with a Direction

Refusing to comply with a reasonable and lawful direction issued by MBI staff, officials or the Board.

5.7 Conduct Unbecoming

Any other conduct that, in MBI's reasonable assessment, is harmful to the reputation, culture or environment of MBI, its participants or the sport of basketball.

6. What Is Not a Conduct Matter

The following are generally not conduct matters under this Policy:

- One-off disagreements or emotional reactions that are brief, minor and not repeated
- Constructive coaching feedback, even if critical, delivered respectfully
- Reasonable decisions by coaches or management about court time, team selection, strategy or participation
- Personality differences or personal dislikes that do not manifest as abusive, threatening or harassing conduct
- Reasonable disciplinary action taken by MBI staff acting within their authority

Where a person is dissatisfied with a decision of this kind, the appropriate avenue is MBI's feedback process — not a conduct complaint.

7. Disciplinary Authority — Three-Tier Structure

MBI operates a three-tier disciplinary structure. The intent is to empower the Operational Team to resolve the majority of conduct matters efficiently, reserving the Executive and Tribunal for matters that genuinely require their involvement.

Authority Level	Who	What They Can Do
Tier 1 Operational Team	General Manager, Competitions Manager, Operations Manager, or other paid staff	• Issue verbal or written warnings • Issue behavioural directions (e.g. leave the venue, sit away from the court) • Issue a Behaviour Agreement • Impose a short-term suspension (up to 2 games or 14 days) • Restrict participation or venue access on an interim basis • Initiate parent/guardian contact • Refer the matter to the Executive (Tier 2) where the conduct warrants it
Tier 2 Executive	President, Vice President, Secretary, Treasurer or delegated Board member (without conflict of interest)	• Confirm, vary or revoke a Tier 1 decision • Impose a longer suspension (up to the remainder of a season) • Issue a formal ban from MBI events or facilities • Convene or refer to the Tribunal • Refer the matter to an external authority
Tier 3 Tribunal	Independent panel appointed by Tribunal Secretary	• Hear contested matters or serious conduct referred by the Executive • Impose any sanction available under MBI rules, including extended bans and expulsion • Make findings on record • Refer to Basketball Queensland, Sport Integrity Australia, QPS or other external bodies

No member of the Operational Team or Executive may make a disciplinary decision in respect of a matter in which they have a personal conflict of interest. In those circumstances, the matter must be referred to another appropriate person at the same or higher tier. In any matter a panel of a minimum of 3 members must be formed to carry out review and decision

8. Immediate Safety — Interim Protective Measures

Where a member of the Operational Team identifies an immediate or ongoing safety risk, they may take interim protective measures before a complaint is formally assessed or finalised.

Interim measures are precautionary only. They are not disciplinary findings and do not carry the same procedural requirements as formal disciplinary action. Interim measures may include:

- Directing a person to leave the venue or court area immediately
- Temporary separation of parties
- Issuing a no-contact direction
- Modifying a participant's access or participation arrangements
- Notifying a parent or guardian
- Contacting police or emergency services where required

Any interim measure taken must be recorded and reported to the General Manager or President as soon as practicable.

9. Reporting a Concern

MBI encourages all participants to report conduct concerns. MBI will not tolerate retaliation against any person who raises a concern in good faith.

Concerns can be reported via:

- The MBI Complaints & Feedback Form (available on the MBI website and via QR code at the venue)

Anonymous complaints may be received and monitored but will generally not result in formal disciplinary action without supporting evidence.

MBI will acknowledge receipt of all formally lodged complaints within 48 hours.

10. Evidence

Any disciplinary finding or sanction must be supported by evidence. Evidence may include:

- Direct observations by MBI staff or officials
- Written statements from parties or witnesses
- Screenshots, messages, emails or social media content
- CCTV footage or GloryLeague video
- Referee or official reports
- Incident reports
- Medical information (where relevant)
- Any other material that is relevant and reliable

Unsupported, anonymous or second-hand information alone will not be sufficient to make a formal finding or impose a disciplinary sanction. However, such information may be used to inform an initial assessment, an interim risk management response, or the assessment of a broader pattern of behaviour.

11. Process

Upon receiving a conduct concern, the Operational Team will:

- Acknowledge receipt within 48 hours
- Conduct an initial assessment to determine the seriousness and appropriate tier of response (by reference to the MBI Complaints Decision Matrix)
- Determine whether any interim protective measures are required
- Gather available evidence and speak with relevant parties
- Reach a decision and notify the relevant parties in writing
- Escalate to the Executive (Tier 2) where the matter exceeds Tier 1 authority

The Operational Team will aim to resolve Tier 1 matters within 14 business days of receiving the complaint. Where this is not practicable, the parties will be advised of the reason and an expected timeframe.

All parties will be afforded procedural fairness — including a reasonable opportunity to respond to allegations before a finding is made.

12. Parents, Guardians & Support Persons

Where a complaint involves a participant under 18, MBI will generally notify and involve the participant's parent or guardian in the process, unless doing so would create or increase a risk to the participant or another person.

Any party to a complaint or hearing is entitled to have a support person present. A support person may attend to provide personal support but may not act as a legal representative unless otherwise agreed by MBI.

13. Age-Based Application

MBI recognises that participants range significantly in age, maturity and accountability. Responses to conduct will have regard to these factors as follows:

Age Group	Approach
9 & Under	Below the age of criminal responsibility. Focus is entirely on education, support and guidance. No formal disciplinary sanctions.
10 – 13	Education and support remain primary. Behavioural consequences (e.g. game suspension) may be applied where appropriate.
14 – 17	Higher standard of accountability. Administrative tribunal process available at MBI's discretion.
18 & Over	Highest standard of accountability. Full range of sanctions available including formal tribunal hearing.

14. Outcomes

Outcomes will be proportionate to the nature, seriousness, frequency and impact of the conduct, and the age and maturity of those involved. The following framework applies:

Level	Examples / Trigger	Possible Outcomes
Low-Level (Tier 1)	<i>First-time or minor offence, isolated incident, low impact</i>	• Verbal warning or direction • Written warning • Education discussion • Apology • Parent/guardian contact
Moderate (Tier 1 / 2)	<i>Repeated low-level behaviour, single incident with meaningful impact, failure to comply with a direction</i>	• Behaviour Agreement • Restricted participation • Suspension (up to 2 games / 14 days — Tier 1) • Escalation to Tier 2 for longer sanctions
Serious (Tier 2 / 3)	<i>Persistent or serious misconduct, threats, violence, harassment, significant child safety concern</i>	• Extended suspension or ban • Removal from team or event • Tribunal referral • External referral (QPS, child protection, Sport Integrity Australia, eSafety Commissioner)

This table is a guide. The Operational Team and Executive retain discretion to impose any proportionate outcome within their authority based on the specific circumstances of each matter.

15. External Referral

MBI may refer a matter to an external body where the seriousness or nature of the conduct requires it. This may include:

- Basketball Queensland
- Sport Integrity Australia
- Queensland Police Service
- Child protection authorities
- The eSafety Commissioner
- Any other appropriate authority

IMPORTANT

Where a matter has been reported (or is threatened to be reported) to police or has the potential to attract public or media attention, the President and General Manager must be notified immediately by phone and email.

16. Confidentiality & Non-Retaliation

All matters will be handled confidentially where reasonably practicable. Information will only be shared to the extent necessary to manage the matter appropriately.

No person will be disadvantaged or retaliated against for making, supporting, or participating in a complaint process in good faith. Retaliation will itself be treated as a serious conduct matter under this Policy.

17. False or Malicious Complaints

Knowingly providing false, misleading or deliberately inaccurate information in connection with a complaint is serious misconduct and may result in disciplinary action.

A complaint that is not substantiated is not automatically treated as false or malicious.

18. Record Keeping

All conduct matters, decisions and outcomes will be documented and archived securely on MBI's systems (OneDrive). Records will be maintained in accordance with MBI's privacy obligations and will be accessible only to those with a legitimate need.

19. Policy Commitment

MBI is committed to managing conduct and disciplinary matters fairly, efficiently and consistently. The intent of this Policy is to create an environment where issues are addressed early, proportionately and by the right people — without unnecessary escalation — while ensuring serious matters receive the formal attention they require.

Approved by:	Date approved: _____
President, Mackay Basketball Incorporated	Next review date: _____
Signature: _____	Policy reference: MBI-BD-001