



# WEST SYDNEY WOLVES BASKETBALL ASSOCIATION BEHAVIOUR & ZERO TOLERANCE POLICY

## PROCEDURE FOR DEALING WITH INAPPROPRIATE BEHAVIOUR AND “ZERO TOLERANCE “ISSUES.

The following procedure/s are to be adopted as follows:

Prior to the beginning of each teams 1<sup>st</sup> game, the WSW Staff/WSW Volunteer will speak to the coach and manager of each team to advise that we will be seeking their help if we have any issues with their parents/spectators. This is to be done in a friendly and professional manner.

1: Where a complaint is received, or inappropriate/poor behaviour is observed by WSW Staff or WSW volunteers: -

- If the team representative/manager is well known to WSW staff or WSW volunteer, that person can be asked to approach the person/s and seek assistance in dealing with the matter. The WSW staff or WSW volunteer will need to check the message was effectively communicated and that the behaviour will cease.
- If the team representative/manager is not well known to WSW staff or WSW volunteer, then the staff member or volunteer will need to go with the team's representative to be introduced to the identified person to seek assistance to cease any poor behaviour.

2: Where step 1 has already occurred and further issues are identified or raised (or Zero Tolerance behaviour is from the team officials), the WSW staff or WSW volunteer will return, identify themselves and again state the nature of the complaint/issue. The following will be advised:

- The person may be asked to have further discussion away from the area and if agreement is reached, they may return to watch the game.
- The matter is more serious and immediate action needs to be taken, the person will be asked to accompany the staff/volunteer to a less public place to discuss behaviour. The person may be asked to leave the stadium. This could be for the duration of 1 game or for the weekend (this will depend on the nature/type of the inappropriate behaviour and their response to the request to stop)
- The person may be placed on a signed behaviour agreement with WSW (members only). WSW may also potentially ban the person from all stadiums that are used by WSW for events /tournaments. They may also be informed the police may be called if their behaviour is totally inappropriate for a sporting venue.





- In the event, the identified person chooses to not comply, the game may be stopped until they leave or change their behaviour, or subject to forfeit if it cannot be resumed in a timely manner.

In all circumstances that involve any of the Step 2 procedures, the association will be advised by phone with a follow up letter to the president/GM. We may seek assistance at the time from the association delegate or staff.

If the comments or poor behaviour is coming from a group of parents, the practice of listening/watching to try and ascertain who is making the comments will continue. If this can't be determined step 1 will be directed to the entire group. We would ask all staff and volunteers to ensure they feel safe and seek support if required on the day and after the event. Please ensure that we all remain professional and as calm as possible at all times.

**SIGNED AND APPROVE BY**

Ronnie Khalil  
Chief Executive Officer  
West Sydney Wolves Basketball Association