

HDNA On-Court Issue Resolution Framework

Executive Summary

This document aims to garner support from club presidents for a new framework designed to de-escalate and manage on-court issues. The framework emphasises fair play, player and umpire welfare and the integrity of the sport. Key components include appointing club representatives, a clear reporting protocol, club-level resolution of issues with central control oversight and a focus on training and awareness.

Draft policies that provide the structure for the framework's implementation, outlining the roles of club representatives, the reporting process, and the resolution procedures, were used to create this framework. They emphasise club autonomy in resolving issues, with central control providing oversight only for severe cases.

This framework includes players, umpires, coaches, spectators, and anyone within the playing environment.

Benefits:

- **Enhanced Fair Play:** Promotes a culture of respect and sportsmanship among players, teams and umpires.
- **Player and Umpire Welfare:** Addresses player and umpire concerns promptly, ensuring a safe and supportive playing environment.
- **Consistency and Transparency:** Standardise the handling of on-court issues, making the process clear and fair for all clubs.
- **Community Confidence:** Builds trust and positive perception among players, spectators, and the broader community.

Implementation Plan:

- **Education and Training:** President workshops and resources for players, umpires, HDNA committee, and club representatives.
- **Communication Strategy:** Clear and accessible channels for reporting and feedback.
- **Continuous Improvement:** Regular review and update of the framework based on feedback and evolving needs.
- **Appointment of Club Representatives:** Each club will have a designated representative "Incident Manager" as the primary point of contact for complaints and on-court issues for their teams. Two people could be appointed to cover junior and senior divisions if desired.

Framework Overview

If you experience any incidents or have concerns, on or around the court, please approach Control immediately so that the game can be observed at the time of the incident.

1. **Immediate Notification to Central Control:** If an incident occurs, a player, parent from the team or umpire, or another representative must immediately report it to Central Control. An HDNA Executive will attend the court to observe the game. **Central Control must be made aware immediately, regardless of the time remaining in the game.**
2. **Player Reporting Protocol:** Once reported to Central Control, players must report any on or around court issues to their Club Representative as soon as possible – ideally within 48 hours. This enables the Club Representative to understand and address issues prior to the next round.
3. **Resolution Process:** Club Representatives are responsible for gathering information and resolving the issues, with Central Control providing assistance where needed, stepping in for all severe cases. Club representatives will work together to de-escalate incidents and provide recommendations of responses based on an agreed framework. A [Google form](#) has been created and saved on the HDNA website for easy access as a guideline of information that you will need to gather.
4. **Communication Regarding New Process:** The Presidents meeting will be used to inform the clubs of the process, documentation, and how to proceed. HDNA Executive will continue to provide support to clubs in the transition to the new processes.
5. **Documentation and Record Keeping:** HDNA will maintain confidential records of severe incidents and resolutions that have not been able to be resolved at the club.

One of the aims of HDNA is to deal with any incidents at the level at which they occur – if it was on court between clubs, let's deal with it there first.