

# ***SUPERNETTERS***

# **GUIDE BOOK**



**WWW.SUPERNETTERS.COM**

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# ABOUT SUPERNETTERS



## ALL ABOUT SUPERNETTERS

SuperNetters trading as SuperSportyKids LTD. Company number 630327. Formerly known as MiniNetters—has come a long way since launching in 2016. What began as a small-scale program has now grown into a thriving community dedicated to introducing young girls to the world of netball.

## VISION AND PURPOSE

**SUPERNETTERS PROVIDES FUN AND ENERGETIC NETBALL COACHING SESSIONS TAILORED FOR YOUNG GIRLS.**

Our coaching sessions are tailored to different age groups, with each program designed to support girls in developing both their physical abilities and age-appropriate social skills

### SuperNetters netball coaching

#### Inclusive SuperNetters Netball Coaching for Girls of All Abilities

At SuperNetters, our netball coaching sessions are open to girls of all skill levels—from complete beginners to those looking to enhance their game. These sessions offer the perfect introduction to netball while helping players develop and refine their skills in a supportive and fun environment

#### Building Confidence Through Sport

More than just a sport, our netball training helps girls grow both on and off the court. We focus on building teamwork, promoting good sportsmanship, and boosting self-confidence and self-esteem through engaging, active sessions

#### Age-Specific Netball Training

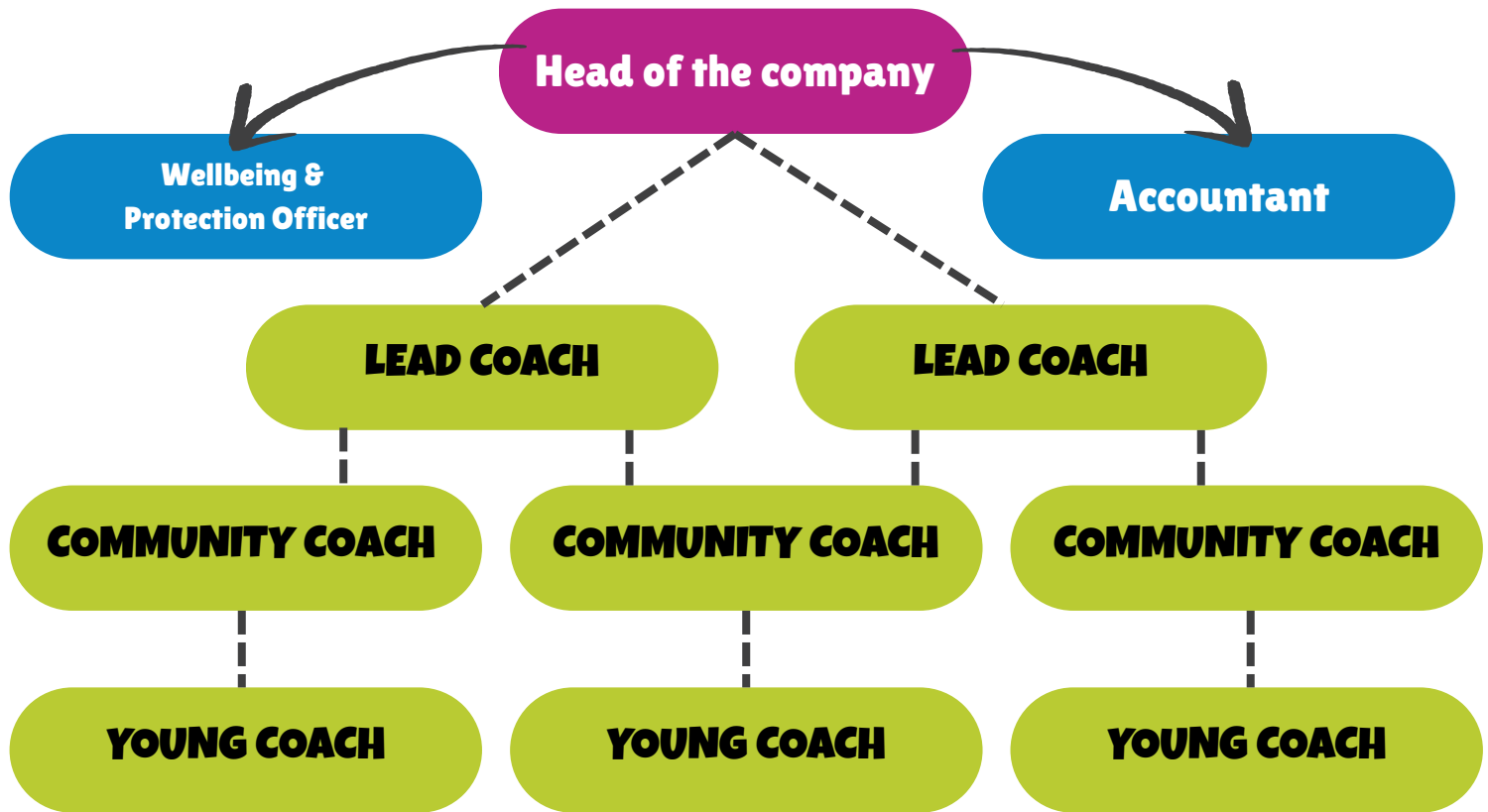
We provide structured coaching for different age groups, with each level tailored to support physical development and social skills. Our goal is to nurture well-rounded players who enjoy every moment of their netball journey.

#### Inspiring a Lifelong Love of Sport

Affiliated with Netball Scotland, SuperNetters is committed to growing the game and encouraging girls to stay active for life. We aim to instil a lasting love of netball—and sport in general—beyond their time with us.

# ABOUT SUPERNETTERS

## CLUB ORGANISATIONAL CHART



## CONTACT INFO



<https://www.supernetters.com>



[info@supernetters.com](mailto:info@supernetters.com)



[wellbeing@supernetters.com](mailto:wellbeing@supernetters.com)



07909898037

## TRAINING FACILITY INFORMATION

SuperNetters sessions are currently at:

- St George's School, Edinburgh, EH12 6BG

# POLICIES



## CODE OF CONDUCT

At SuperNetters, we value teamwork, respect, and high standards of behaviour. To help everyone work towards shared goals and a positive environment, we've created this Code of Conduct. It must be agreed to by all **Players, Parents, and Coaches**.

### Players agree to:

- Arrive on time and wear appropriate kit for training—this includes correct shoes, sports socks, no jewellery, short nails, and neatly tied back hair.
- Respect and follow the directions of coaches.
- Show a positive attitude and treat teammates and coaches with respect and kindness.
- Take responsibility for your own behaviour, both on and off the court.
- Raise any issues or concerns with coaches or well-being officer as soon as possible.
- Avoid using offensive, abusive, or disrespectful language always.
- Be a good sport—always demonstrate fair play and sportsmanship.
- Inform your coach if you feel unwell or become injured.
- Let your coach know if you need to leave a session early.
- Represent SuperNetters in a way that always reflects positively on the club.

### Parents agree to:

- Support and encourage their child in following the Player's Code of Conduct.
- Promote team spirit, fair play, and respect for everyone involved—players, opponents, coaches, and officials.
- Share any concerns or problems with coaches or well-being officer promptly so they can be addressed.
- Never criticise players for mistakes—errors are part of learning and growth.
- Pay club fees on time and as required.
- Inform the club of any health or personal issues that might affect their child's ability to participate.
- Keep the club updated with current emergency contact information.

### Coaches agree to:

- Create a safe, inclusive, and enjoyable environment for training.
- Uphold high standards for safeguarding, fair play, and safe practice.
- Provide well-qualified, experienced coaching staff.
- Treat all players fairly and with respect.
- Encourage, support, and motivate players with patience and positivity.
- Recognise their role as role models and lead by example.
- Avoid any form of discrimination or favouritism.
- Listen to concerns raised by players or parents and work collaboratively to resolve issues.

# ***POLICIES***



## **EQUALITY POLICY**

### **1. Purpose**

SuperNetters is committed to promoting equality, diversity, and inclusion (EDI) across all levels of the sport—from grassroots participation to elite performance. We aim to ensure that everyone involved in SuperNetters sessions feels welcome, respected, and valued.

### **2. Policy Statement**

We oppose all forms of unlawful and unfair discrimination. No individual—whether player, coach, volunteer, or supporter—shall be treated less favourably on the basis of any protected characteristic.

### **3. Legal Framework**

This policy is underpinned by the:

- Equality Act 2010
- Human Rights Act 1998
- UN Convention on the Rights of the Child
- Scottish Government's Equality Outcomes
- We are also guided by sportscotland's EDI principles and standards.

### **4. Our Commitments**

SuperNetters commit to:

- Promoting fairness, dignity, and respect.
- Preventing and addressing all forms of discrimination and harassment.
- Creating accessible pathways for underrepresented groups.
- Encouraging a culture of inclusion and belonging across all roles and levels.

### **5. Protected Characteristics**

We do not tolerate discrimination based on:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

We also recognise intersectionality and the importance of addressing multiple or layered forms of discrimination.

# ***POLICIES***



## **EQUALITY POLICY**

### **6. Responsibilities**

All coaches and volunteers:

- Responsible for policy oversight and strategic implementation.
- Must act in accordance with this policy and attend training where required.
- Affiliated Clubs: Must adopt and enforce EDI principles within their own governance.

Participants:

- Expected to treat others with fairness and respect.

### **7. Reporting & Complaints**

SuperNetters encourages the reporting of any EDI concerns, including discrimination, bullying, or exclusion. Reports can be made via the Safeguarding Lead or through the official complaints procedure. All concerns will be handled confidentially and sensitively.

### **8. Monitoring & Evaluation**

We will collect and analyse data to:

- Monitor diversity within our membership and workforce.
- Identify areas for improvement.
- Track progress against EDI targets.
- This policy will be reviewed annually or in response to legislative or organisational changes.

### **9. Contact**

If you have any questions or wish to raise a concern under this policy, please contact:  
[info@supernetters.com](mailto:info@supernetters.com)



# ***POLICIES***

## **WELLBEING AND CHILD PROTECTION POLICY**

SUPERNETTERS is dedicated to ensuring the safety and wellbeing of every child in its care. We acknowledge our responsibility to uphold safe practices and to protect children from harm, abuse, and exploitation. For the purpose of this policy, a "child" is defined as anyone under the age of 18.

Our coaches and volunteers are committed to working together to celebrate diversity, embrace inclusion, and respect the rights of all children and young people.

This document sets out SUPERNETTERS' commitment to child protection and safeguarding.

### **Core Principles:**

- The safety and wellbeing of children is our top priority.
- Every child—regardless of age, background, ability, gender, language, race, socioeconomic status, religion, or sexual identity—has the right to be protected from harm.
- Child protection is a shared responsibility.
- Children have the right to share their views on matters affecting them.
- Working in partnership with children and their families is essential to supporting children's health, development, and safety.

### **SUPERNETTERS Commits To:**

- Promoting the health and wellbeing of children by creating safe opportunities for them to participate in netball.
- Listening to and respecting the rights, views, and feelings of children.
- Putting in place effective safeguarding procedures to protect children from harm.
- Recruiting, training, and supporting staff and volunteers to follow best practices in child protection.
- Ensuring all staff, members, and volunteers understand and follow this Child Protection Policy and its procedures.
- Addressing any reports of misconduct or abuse in accordance with this policy and any relevant disciplinary or appeals procedures.
- Following the guidance of local Child Protection Committees.
- Regularly reviewing and evaluating the effectiveness of this policy and its implementation.

### **Policy Review**

This policy and its procedures will be reviewed:

- In response to updates in legislation or guidance related to child protection, or any changes from Netball Scotland.
- If any safeguarding concerns or incidents arise within SUPERNETTERS.
- At a minimum, once every three years.



# POLICIES

## ANTI-BULLYING POLICY

### 1. Policy Statement

SUPERNETTERS is committed to providing a safe, inclusive, and respectful environment for all participants in netball. Bullying of any kind is not tolerated. Everyone involved in our sport—players, coaches, officials, volunteers, and spectators—has the right to enjoy netball free from harassment, intimidation, and bullying.

### 2. Definition of Bullying

Bullying is repeated, intentional behaviour by an individual or group that causes harm or distress to another. It can take many forms:

- Verbal: name-calling, insults, threats, teasing.
- Physical: hitting, kicking, pushing, damaging belongings.
- Social: spreading rumours, exclusion from activities or groups.
- Cyber: online messages, social media harassment, threats, or embarrassment.
- Emotional: intimidation, humiliation, constant criticism.

### 3. Scope

This policy applies to:

- Players
- Coaches and Volunteers
- Parents and spectators

It applies to all club activities including training, matches, tournaments, online interactions, and social events.

### 4. Objectives

- To promote a culture of respect, inclusion, and teamwork.
- To prevent bullying through education and awareness.
- To provide a clear framework for addressing bullying when it occurs.
- To support those affected by bullying and take appropriate action against perpetrators.

### 5. Responsibilities

#### All Members Must:

- Treat others with respect at all times.
- Report bullying when they see or experience it.
- Support teammates who may be targeted.

#### Coaches and Officials Must:

- Promote positive behaviour and model respect.
- Be vigilant to signs of bullying.
- Take all reports of bullying seriously and act promptly.

#### Club Management Must:

- Provide education on anti-bullying practices.
- Investigate reports fairly and confidentially.
- Take appropriate disciplinary action if needed.

# POLICIES

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## ANTI-BULLYING POLICY

### 6. Reporting Bullying

Bullying incidents can be reported to:

- Coaches or Volunteers
- Club welfare or safeguarding officer
- Anonymous reporting, form available on the website - <https://www.supernetters.com>
- All reports will be handled sensitively and confidentially, and steps will be taken to ensure the safety and wellbeing of all parties.

### 7. Responding to Bullying

When bullying is reported:

- Immediate action may be taken to ensure the target is safe.
- The incident will be investigated fairly and thoroughly.
- Support will be offered to the victim and appropriate consequences applied to the bully, which may include:
  - Warnings
  - Suspension from training
  - Removal from the club (in severe cases)

### 8. Prevention and Education

- All members will be educated on what bullying is and how to stop it.
- Codes of conduct will reinforce respectful behaviour.
- Celebrating diversity and promoting inclusion will be part of club culture.

### 9. Review

This policy will be reviewed annually and updated in line with best practice and member feedback.

# POLICIES

## HEALTH, SAFETY AND RISK ASSESSMENT POLICY

### 1. Policy Statement

SuperNetters is committed to providing a safe and healthy environment for all players, coaches, volunteers, and spectators. We aim to prevent accidents and injuries by identifying risks and implementing effective control measures.

### 2. Scope

This policy applies to:

- All training sessions, matches, and tournaments
- All club members, staff, volunteers, and visitors
- All venues used by the club, including indoor and outdoor courts

### 3. Responsibilities

**Club Committee:** Overall responsibility for health and safety. Ensures risk assessments are carried out, incidents are recorded, and safety procedures are followed.

**Coaches:** Responsible for ensuring safety during sessions, including warm-ups, equipment checks, and player conduct.

**Players:** Must follow safety rules, report hazards/injuries, and wear appropriate attire and footwear.

**Volunteers and Spectators:** Must follow venue rules and act responsibly.

### 4. Risk Assessment

Regular risk assessments will be conducted before training sessions, matches, and events. Key areas assessed include:

#### A. Venue Safety

- Slips, trips, and falls on court surfaces
- Adequate lighting and clear access/egress routes
- First aid access and emergency exits

#### B. Equipment

- Safe use of posts, nets, and balls
- Regular inspection and maintenance of equipment

#### C. Player Health

- Pre-session warm-up and cool-down
- Hydration and sun protection (for outdoor play)
- Injury reporting and first aid availability

#### D. Environmental Hazards

- Wet weather or heat (outdoor venues)
- Indoor ventilation
- Cleanliness and sanitation of shared areas

# ***POLICIES***



## **HEALTH, SAFETY AND RISK ASSESSMENT POLICY**

### **5. Emergency Procedures**

- A qualified first aider will be present at all sessions
- A first aid kit will be available at all training sessions and matches.
- Emergency contact details will be kept for all players.
- In the event of a serious injury, emergency services will be contacted immediately.

### **6. Incident Reporting**

All accidents or near misses must be reported and recorded in the Incident Log. The incident will be reviewed, and preventive measures will be implemented.

### **7. Review and Communication**

This policy will be reviewed annually or after a serious incident.

All members will be informed of changes and reminded of safety practices regularly.

# ***POLICIES***



## **PRIVACY NOTICE**

At SuperNetters, we are committed to protecting and respecting your privacy. This Privacy Notice explains how we collect, use, and protect the personal data of our members, volunteers, parents/guardians, and other stakeholders.

### **1. Who We Are**

SuperNetters trading as SuperSportyKids LTD is a company, club providing opportunities to play, coach, and support netball. We are affiliated with Netball Scotland and operate in accordance with their guidelines.

### **2. Personal Data We Collect**

We may collect the following personal data:

- Full name and contact details (email, phone number, address)
- Date of birth
- Emergency contact details
- Medical information (e.g., allergies, relevant conditions)
- Participation details (e.g., team, training, match attendance)
- Photographs or videos (for promotional purposes – with consent)
- Payment and membership details

### **3. How We Use Your Data**

We use your data to:

- Register and manage your club membership
- Organise training sessions, matches, and events
- Contact you about club activities
- Ensure player safety and emergency response
- Promote the club through photos/videos (only with consent)
- Meet legal or safeguarding obligations

### **4. Legal Basis for Processing**

We process your personal data under the following legal bases:

- Contractual necessity: to provide membership and training services
- Legal obligation: to comply with health and safety and safeguarding laws
- Consent: for photographs, marketing, or sharing data with third parties
- Legitimate interests: to operate and promote the club effectively

# ***POLICIES***



## **PRIVACY NOTICE**

### **5. Sharing Your Data**

We may share your data with:

- Netball Scotland or relevant governing bodies
- Coaches and team managers (for training)
- Emergency services (if needed)
- IT service providers for membership systems
- We will never sell your data or use it for unsolicited marketing.

### **6. Data Retention**

We will retain your personal data for as long as you are an active member, and for up to 6 years after your membership ends (or longer where legally required). Photos/videos used for promotional purposes may be retained unless you withdraw consent.

### **7. Your Rights**

You have the right to:

- Access the personal data we hold about you
- Request correction or deletion of your data
- Object to or restrict certain types of processing
- Withdraw consent at any time (where processing is based on consent)
- To exercise your rights, contact us at: [info@supernetters.com](mailto:info@supernetters.com)

### **8. Contact Us**

If you have any questions or concerns about this Privacy Notice or your personal data, please contact us at [info@supernetters.com](mailto:info@supernetters.com)

# ***POLICIES***



## **COMPLAINTS/GRIEVANCES, DISCIPLINARY AND APPEALS**

### **1. Purpose**

This policy outlines the procedures for handling complaints, grievances, and disciplinary matters within SuperNetters Club. It aims to ensure fair, consistent, and transparent processes for all members, players, coaches, volunteers, and spectators.

### **2. Scope**

This policy applies to all members and participants involved in club activities, including:

- Players
- Coaches
- Volunteers
- Spectators

### **3. Definitions**

**Complaint/Grievance:** A concern or dissatisfaction with a situation, person, or decision affecting a member's involvement in the club.

**Disciplinary Matter:** An incident involving alleged misconduct or breach of club rules or code of conduct.

**Appeal:** A formal request to review a decision made under this policy.

### **4. Principles**

- All issues will be handled promptly, fairly, and with confidentiality.
- Everyone involved will be treated with respect and have the opportunity to be heard.
- No one will be victimised for raising a complaint or grievance.

### **5. Complaints/Grievances Procedure**

#### **Informal Resolution (Stage 1)**

- Wherever possible, complaints should be resolved informally through discussion between the parties involved. A coach or volunteer may assist in mediation.

#### **Formal Complaint (Stage 2)**

- If informal resolution fails or is inappropriate:
- Submit a written complaint to the Welfare Officer.
- The complaint should include relevant details, such as dates, people involved, and any supporting evidence.

#### **Investigation (Stage 3)**

An appointed sub-committee will investigate the complaint.

Both the complainant and the person(s) involved will be given an opportunity to respond.

A decision will be made and communicated in writing within 14 days.



# POLICIES

## COMPLAINTS/GRIEVANCES, DISCIPLINARY AND APPEALS

### 6. Disciplinary Procedure

#### Allegation of Misconduct

Any allegation of a breach of club rules or code of conduct must be reported in writing to the Club Secretary or Disciplinary Officer.

#### Preliminary Assessment

The committee will review the allegation and decide whether a full investigation is warranted.

#### Formal Investigation

A disciplinary panel (minimum of 3 committee members) will be formed.

The accused member will receive written notice of the allegations and be given an opportunity to respond.

#### Outcomes

- Based on the findings, outcomes may include:
- No action
- Verbal or written warning
- Suspension from training or matches
- Expulsion from the club
- 

#### Notification

The decision will be communicated in writing within 7 days of the panel's decision.

### 7. Appeals Procedure

**Right to Appeal** - A member may appeal a disciplinary decision within 7 days of receiving written notification.

**Appeals Panel** - A separate panel, not involved in the original decision, will review the appeal.

**Review Process** - The panel may consider new evidence or procedural concerns.

The panel's decision will be final and communicated within 14 days.

### 8. Record Keeping

All complaints, investigations, and outcomes will be documented and stored securely.

Access will be limited to authorised club officials.

### 9. Confidentiality

All matters will be kept confidential except where disclosure is required by law or to protect the welfare of members.

### 10. Review

This policy will be reviewed annually or as required to ensure relevance and compliance with governing bodies.

# ***SUPERNETTERS***



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