



METRO JETS NETBALL CLUB

PLAYER, COACH & VOLUNTEER WELLBEING FRAMEWORK

Purpose

Metro Jets Netball Club is committed to providing a safe, inclusive, and enjoyable environment that promotes the physical, mental, and social wellbeing of all players, coaches, officials, volunteers, and families.

We recognise that:

- > Wellbeing is everyone's responsibility
- > Community sport plays a key role in connection and mental health
- > Early support and clear pathways prevent issues escalating

At Metro Jets we are committed to the wellbeing of our community and promoting wellbeing through:

- > Clear Codes of Conduct
- > Respectful communication between teams, coaches, and officials
- > Celebrating effort, improvement, and contribution (not just wins)
- > Inclusive language and behaviour
- > Visible committee presence at training and games

What Wellbeing Means at Metro Jets

- > Feeling safe and respected
- > Feeling connected to teammates and club
- > Feeling supported on and off the court
- > Having people to talk to
- > Knowing how to get help when needed

Roles & Responsibilities

Metro Jets wellbeing approach will be delivered by a people-led model, using recognisable members of our community—coaches, committee members, senior players, and parents—to bring the framework to life. Metro Jets will prioritise visibility through social media, email banners, and other digital platforms to ensure members can easily engage with and relate to wellbeing at Metro Jets (*refer to Implementation Plan within document*).

Committee – Wellbeing Oversight

1. Committee Wellbeing Lead

Metro Jets appoint the Wellness and Inclusion Committee Lead* for Metro Jets Netball Club as the wellbeing lead, as an accredited Mental Health First Aider. The Wellbeing and Inclusion Lead will be supported by the Coaching Administrator* who will have completed the recommended training to perform the role of Child Safety Officer for



Metro Jets Netball Club as per the [Metro Jets Child Safety Policy](#) and also the Office for Recreation, Sport and Racing (ORSR) [Child Safe Officer in Sport and Recreation](#).

Responsibilities:

- > Be the first escalation point for wellbeing concerns
- > Ensure coaches know who to refer players to
- > Maintain awareness of Netball SA / Netball Australia policies
- > Keep a confidential record of significant concerns
- > Promote a positive, inclusive culture across the club
- > Provide members and coaches, supported by the Metro Jets Coaching Administrator and Club Secretary, with the relevant policies and procedures

*No clinical expertise required — this role is about **listening, support and referral**, not diagnosis.*

The Wellness and Inclusion Committee Lead is supported by **accredited Mental Health First Aider Members**:

- > Senior Coaching Mentor*
- > Administrator*
- > Club Secretary*
- > Umpire Coordinator*

**Members will be reviewed annually via the Metro Jets Annual General Meeting (AGM) to ensure those identified remain members of the Metro Jets Netball Club.*

2. Coaches and Age-Group Coordinators | Front-Line Wellbeing Support

Coaches are often the first to notice changes in a player.

Coaches are expected to:

- > Foster an inclusive and respectful team environment
- > Check in informally with players (especially after injury or absence)
- > Be alert to changes in behaviour, withdrawal, distress, or conflict
- > Escalate concerns to the Committee Wellbeing Lead when needed
- > Refer, not resolve, serious issues

This aligns with Netball Australia safeguarding expectations.

3. Team Managers | Front-Line Wellbeing Support

- > Support communication between players, parents, and coaches
- > Raise concerns to the coach or committee if something feels “off”
- > Assist with practical support (attendance, transitions, return to play)



4. Senior Players | Peer Connection

Senior players play a vital informal role in wellbeing by:

- > Modelling respectful behaviour and sportsmanship
- > Being present at grass root level
- > Welcoming new or younger players
- > Noticing when teammates appear isolated or struggling
- > Encouraging teammates to speak to a coach or committee member

Wellbeing Scenarios & Response Pathway

Low-Level Concerns

(e.g. confidence, selection disappointment, return from injury, friendship issues)

- > Coach has informal check-in
- > Practical support and reassurance
- > Monitor and follow up

Moderate Concerns

(e.g. repeated distress, anxiety, conflict, withdrawal)

- > Coach or team manager escalates to Committee Wellbeing Lead
- > Private conversation with player (and parent/guardian if junior)
- > Provide referrals as indicated

Serious Concerns

(e.g. mental health risk, safeguarding, harassment)

- > Immediate escalation to Committee Wellbeing Lead
- > Follow Netball Australia safeguarding and reporting procedures
- > Engage parents/guardians, Netball SA or emergency services if required

Implementation Plan

Metro Jets will promote awareness of nominated Wellbeing Leads through visible and accessible communication channels.

This will include:

- > Sharing photographs, names and contact details via communication platforms
- > Introducing wellbeing leads through club communications at commencement of each season / season launch
- > Reinforcing the role of Wellbeing Leads as points of contact for wellbeing-related information, guidance, and support
- > Periodic posts via Metro Jets social media platforms highlighting wellbeing initiatives, key messages, and available supports



- > Targeted email updates to members, coaches, volunteers, and parents/guardians outlining wellbeing resources, policy updates, and seasonal reminders.
- > Promotion of wellbeing resources and key messages through the club website and digital applications
- > All wellbeing-related policies, procedures, and supporting resources will be available on the Metro Jets website [Metro Jets Governance](#) and shared via the Stack App™
- > Members will be encouraged to familiarise themselves with these resources as part of induction and ongoing engagement
- > Committee members, coaches, team managers and club officials will be provided relevant policies as well as links to approved training and education resources as part of their induction

Review & Continuous Improvement

The Wellbeing Framework is a living framework and will be implemented through consistent communication, visible leadership, accessible resources, and ongoing review.

- > This framework will be reviewed annually by the committee
- > Feedback from coaches, players and families is welcomed
- > Adjustments will be made based on club needs and capacity

Crisis Support Services

- > The club will maintain awareness of the following publicly available resources:
- > **Lifeline**
Call 13 11 14
Text 0477 13 11 14
[Lifeline - Get Help](#)
- > **Beyond Blue – mental health information**
[Beyond Blue - Get Support](#)
[Beyond Blue - Talk to a counsellor](#)
[Beyond Blue - How to support someone you're worried about](#)
- > **Urgent Mental Health Centre – Grenfell Street**
[Urgent Mental Health Care Centre](#)
- > **Headspace Centres Adelaide**
[Headspace](#)

Training and Education Resources

- > **Netball SA Toolkit (policies, governance, inclusion)**
[Toolkit - Netball SA](#)
- > **Netball Australia Safeguarding Children & Young People Policy**
[INT004 Safeguarding Children & Young People Policy Effective Date 1 February 2025_0.pdf](#)
- > **Sport Integrity Australia**
[Safeguarding Sport | Sport Integrity Australia](#)
- > **Play by the rules | Member Protection Information Officers**
[Member Protection Information Officers](#)



- > **Play by the rules | Member Protection Information Officer Online Course**
[Member Protection Information Officer Part 1 Online Course](#)
- > **Calm, Connect, Coach | Government of South Australia** (understanding of the needs of children and young people who may have experienced trauma)
[Calm, Connect, Coach: | Office for Recreation, Sport and Racing](#)
- > **Sport SA | Training Schedule**
[Training - Sport SA](#)
- > **Play by the rules | Template policies and procedures to compliment local club policies**
[Play by the rules_Policy and Procedure Templates](#)

Metro Jets Club Policies Disclaimer

The policies, guidelines, and procedures outlined by Metro Jets Club are intended to provide a framework for the effective management and operation of the club. While every effort ensures consistency and fairness, the Metro Jets Club reserves the right to modify, amend, or make exceptions to these policies as necessary.

At their sole discretion, the club's Executive may vary, waive, or adapt any policy, procedure, or requirement on a case-by-case basis, considering the club's best interests, players, members, and stakeholders. Such decisions regarding fairness, integrity, and Metro Jets Club's overall objectives will be made.

Any variations or exceptions the Executive grants do not set a precedent for future decisions. They shall not be considered an amendment to the club's policies unless formally adopted and communicated to all relevant parties.

Members are encouraged to contact the club President or Vice President directly for any questions or clarifications regarding club policies.