

**OFFICIAL**



Australian Government  
Sport Integrity Australia



SPORT INTEGRITY  
AUSTRALIA

# NATIONAL INTEGRITY FRAMEWORK

## Complaints, Disputes and Discipline Policy

THE OLYMPIC WINTER INSTITUTE OF AUSTRALIA (OWIA)

Commencement date: 1 January 2024

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July 2025

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## 1. Introduction

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The Olympic Winter Institute of Australia (OWIA) is committed to fostering a safe and fair place for all of our participants. To achieve this, the OWIA has adopted the National Integrity Framework (**NIF**).

The NIF is designed to assist with creating a safe and fair sporting environment for all by setting out the rules about the types of behaviour that are unacceptable in our organisation and any activities sanctioned or organised by us. These unacceptable behaviours are defined as Prohibited Conduct. The NIF seeks to guide Relevant Persons and Relevant Organisations on what to do if they experience or witness breaches of these rules.

The NIF has been developed by Sport Integrity Australia (**SIA**) and is made up of the following five policies:

- Safeguarding Children and Young People Policy;
- Competition Manipulation and Sport Gambling Policy;
- Improper Use of Drugs and Medicine Policy;
- Member Protection Policy; and
- Complaints, Disputes and Discipline Policy (this **Policy**)

Within the NIF, this Policy sets out the process and parameters for how allegations of Prohibited Conduct are managed and resolved.

This Policy also applies to Prohibited Conduct under the following other OWIA policies:

- Code of Conduct
- any other policies stated to be subject to this Policy as adopted by the OWIA from time to time.

The NIF policies and the above referenced OWIA policies are collectively known as the **Relevant Policies**.

This Policy should be read and used in conjunction with the Relevant Policies.

Nothing in the NIF overrides:

- a law of the Commonwealth, or a state or territory, which take precedence and must be complied with in the first instance.
- the constitution of OWIA.

This Policy subsumes the previous NIF Policy and the relevant Prohibited Conduct that was contained within that Policy.

## 2. Policy Intent

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This Policy and its procedures are designed to ensure that allegations of Prohibited Conduct are managed through an effective, consistent, and timely process, which is fair and transparent.

## 3. Definitions

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In this Policy, the following words have the corresponding meaning:

**Activity** means a sporting contest, match, competition, event, or activity (including training), whether on a one-off basis or as part of a series, league, or competition, which is sanctioned or organised by the OWIA.

**Affiliate Organisation** means any organisation that is officially affiliated with the OWIA, either through membership of or affiliation agreements with the OWIA or through the administration of an Activity.

**Athlete** means a person who is registered, or entitled to participate, in an Activity.

**Alternative Dispute Resolution or ADR** is a collective term for processes, other than arbitration, such as mediation or conciliation that may be used to resolve allegations of Prohibited Conduct under this Policy.

**Appeals Tribunal** means the NST Appeals Division or other Appeals Tribunal (including an Appeals Tribunal established internally by the OWIA) established to hear an appeal of a decision of a Hearing Tribunal.

**Board** means the board of the OWIA.

**Breach Notice** means a written notification sent to the Respondent in accordance with clause 8.5.

**Case Categorisation Model** means the guidelines published by SIA and available on its [website](#) for evaluating and prioritising allegations of Prohibited Conduct and assisting with determining an appropriate mechanism to manage a Complaint, as amended from time to time.

**Complaint** has the meaning given in clause 6.1.

**Complaint Manager** means the person appointed under clause 6.11 to manage Complaints under this Policy.

**Complaints Process** means the process for managing a Complaint under the guidance of this Policy from the time the Complaint is received to the Resolution Process.

**Complainant** has the meaning given in clause 6.2 .

**Contractor** means any person or organisation engaged to provide services for or on behalf of the OWIA, and includes:

- (a) agents, advisers, and subcontractors of the OWIA; and
- (b) employees, officers, volunteers, and agents of a Contractor or subcontractor.

**Discrimination** includes both direct and indirect discrimination which have the following meaning:

- (a) 'Direct discrimination' occurs where, because a person has a Protected Characteristic, they are treated less favourably than a person without that characteristic would be treated in the same or similar circumstances.
- (b) 'Indirect discrimination' occurs where a practice, rule, requirement or condition that applies to everyone disadvantages people with a Protected Characteristic and the practice, rule, requirement or condition is not reasonable in the circumstances.

**Employee** means a person employed by the OWIA.

**Hearing Tribunal** means the NST General Division or other first instance tribunal (including a Hearing Tribunal established internally by the OWIA) established to conduct a hearing under this Policy.

**National Integrity Framework** or NIF means the OWIA NIF consisting of the five policies.

**NST** means the National Sports Tribunal established under the NST Legislation.

**NST Eligible Matter** means an alleged breach that is a kind of dispute that falls within the jurisdiction of the NST<sup>1</sup>.

**NST Legislation** means the *National Sports Tribunal Act 2019* (Cth) (NST Act), and any legislative instruments made under the NST Act as may be in force from time to time, including the National Sports Tribunal Rule 2020 (Cth) (NST Rule), National Sports Tribunal (Practice and Procedure) Determination 2021 (Cth) and National Sports Tribunal Act 2019 - Principles for Allocating a Member to a Dispute 2020.

**Participant** means:

- (a) Athletes;
- (b) coaches appointed to train an Athlete or Team in an Activity;
- (c) administrators who have a role in the administration, operation or Activity of the OWIA including owners, directors, committee members or other persons;
- (d) officials including referees, umpires, technical officials, or other officials appointed by the OWIA, or any league, competition, series, or Team sanctioned by the OWIA;
- (e) support personnel who are appointed in a professional or voluntary capacity by the OWIA, or any league, competition, series, or Team sanctioned by the OWIA including sports science sports medicine personnel, team managers, agents, selectors, and team staff members; or
- (f) any other person who participates in or is involved in running an Activity.

**Policy** means this Complaints, Disputes and Discipline Policy.

**Prohibited Conduct** means the conduct proscribed in each of the Relevant Policies, including the conduct proscribed under clause 5 of this Policy.

**Protected Characteristic** means:

- (a) age;
- (b) disability;
- (c) race or ethnicity;
- (d) sex or gender identity;
- (e) sexual orientation; or
- (f) religion.

**Protected Disclosure** means, where the OWIA is a "regulated entity" under the whistleblower laws in the *Corporations Act 2001* (Cth), a disclosure of information to the OWIA that qualifies for protection under those laws.

**Provisional Action** means the process undertaken to impose a temporary measure on a Respondent while they are subject to a Complaints Process, or an investigation by law enforcement.

**Relevant Organisation** means any of the following organisations:

- (a) the Olympic Winter Institute of Australia (OWIA);
- (b) any organisation that participates in or is involved in the administration of an Activity (including an Affiliate Organisation), in connection with that Activity; or
- (c) any other organisation that has agreed to be bound by the Relevant Policies, to the extent that they have agreed to be bound.

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<sup>1</sup> See NST Act sections 5(2) and 6(2) and NST Rule section 7.

**Relevant Person** means any of the following persons:

- (a) Participant;
- (b) Employee;
- (c) Contractor;
- (d) Volunteer; or
- (e) any other individual who has agreed to be bound by the Relevant Policies.

**Relevant Policies** means the following OWIA policies:

- (a) Safeguarding Children and Young People Policy;
- (b) Competition Manipulation and Sport Gambling Policy;
- (c) Improper Use of Drugs and Medicine Policy;
- (d) Member Protection Policy;
- (e) Complaints, Disputes and Discipline Policy;
- (f) Code of Conduct; and
- (g) any other by-laws, rules, regulations or policies of the OWIA that are stated to be subject to this Policy.

**Report** has the meaning given in clause 6.5.

**Reporter** has the meaning given in clause 6.6.

**Resolution Process** means the process from the point at which a Breach Notice has been issued to a Respondent.

**Respondent** has the meaning given in clause 6.3.

**Sanction** means the disciplinary action(s) taken against a Respondent for breaching a Relevant Policy.

**Team** means a collection or squad of Athletes, registered with or supervised by the OWIA or entitled to participate in an Activity.

**Volunteer** means any person engaged by the OWIA or an Affiliate Organisation (to the extent of their involvement in an Activity only) in any capacity who is not otherwise an Employee or Contractor, including directors and office holders, coaches, officials, administrators and team and support personnel.

**Vulnerable Person** means a person who is:

- (a) under the age of 18;
- (b) aged 18 or over but is or may be unable to take care of themselves or is unable to protect themselves against harm or exploitation, by reason of age, illness, trauma or disability, or any other reason; or
- (c) aged 18 or over but has experienced or is experiencing poor mental health outcomes, either as a result of the incident in question, due to their life experiences, or as a result of societal factors, including but not limited to individuals from diverse backgrounds facing disproportionate mental health impacts, such as people with diverse sexualities or gender.

## 4. Jurisdiction

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### 4.1 When this Policy applies

- (a) This Policy applies to Prohibited Conduct under each of the Relevant Policies.
- (b) Where an allegation of Prohibited Conduct may be dealt with under either the Relevant Policies or the policies of an Affiliate Organisation, the policies of the Affiliate Organisation will apply to the exclusion of the Relevant Policies unless there is a compelling reason why the Relevant Policies should apply.

## 4.2 Who the Relevant Policies apply to

- (a) The Relevant Policies apply to and bind:
  - i. all Relevant Persons and Relevant Organisations; and
  - ii. any person who, or organisation that:
    - A. has had a Complaint or Report made against them; and
    - B. was bound by the Relevant Policies at the time of the alleged Prohibited Conduct, even if they are no longer a Relevant Person or Relevant Organisation.
- (b) Employees are expected to abide by the terms of the Relevant Policies as a reasonable and lawful direction of the OWIA as their employer.
- (c) A Relevant Organisation must ensure that all Contractors and Volunteers are bound to abide by the terms of the Relevant Policies when participating in an Activity.
- (d) By participating in an Activity, a Participant is deemed to have agreed to be bound by the Relevant Policies.
- (e) Any person or organisation who has had a Complaint made about them and was bound by the Relevant Policies at the time of the alleged behaviour continues to be bound by the Relevant Policies until the Complaint is finalised and any sanction has been complied with.

## 4.3 Recognition of Affiliate Organisation sanctions

Where an individual or organisation has been sanctioned under the policies of an Affiliate Organisation for conduct which would constitute Prohibited Conduct under a Relevant Policy, The OWIA will recognise that sanction and will honour any period of suspension (including lifetime bans) or conditions on participation in relation to that individual or organisation's involvement in Activities as relevant and applicable.

## 4.4 What happens when there are conflicting provisions?

- (a) Laws of the Commonwealth, or a state or territory, take precedence and must be complied with in the first instance.
- (b) Where conduct may constitute Prohibited Conduct but is a Protected Disclosure with respect to the OWIA it must be dealt with under the OWIA's whistleblower policy (if applicable).
- (c) The Australian National Anti-Doping Policy (**ADNAP**) or any other applicable World Anti-Doping Code compliant anti-doping policy (ADP) will prevail to the extent of any inconsistency with the Relevant Policies in all instances. Any allegation relating to a breach or possible breach of the ADNAP or ADP will be dealt with under that policy.
- (d) Nothing in the Relevant Policies prevents the Relevant Organisation from referring any alleged Prohibited Conduct or criminal conduct to a relevant law enforcement agency.
- (e) The Relevant Policies are subject to the OWIA's constitution (or other governing rules as applicable) and if there is any inconsistency, the constitution will prevail.

# 5. Prohibited Conduct

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## 5.1 What is Prohibited Conduct under this Policy?

- (a) Subject to clause 5.1(b), in addition to the conduct proscribed under each of the Relevant Policies, a Relevant Person or a Relevant Organisation will breach this Policy if they:
  - i. fail to report any conduct which is reasonably likely to be Prohibited Conduct, to Sport Integrity Australia or the OWIA in accordance with clause 6.7, as soon as reasonably practicable after they become aware of it without reasonable cause;
  - ii. deliberately or wilfully withhold information in relation to any conduct which is reasonably likely to be Prohibited Conduct;



- iii. fail to provide further information or documentation as requested during the Complaint Process without reasonable cause;
  - iv. fail to comply with a Breach Notice;
  - v. knowingly provide any inaccurate and/or misleading information during the course of any Complaint Process under this Policy; or
  - vi. fail to comply with obligations under this Policy to keep information confidential.
- (b) A Relevant Person or Relevant Organisation will not be deemed to have breached this Policy if they fail to answer a question or provide information on the grounds that doing so would be a breach of any applicable law.
- (c) The OWIA may initiate disciplinary action in accordance with this Policy if it becomes aware of a potential breach of clause 5.1(a) of this Policy.

## **6. Making a Complaint or Report**

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### **6.1 What is a Complaint?**

- (a) A Complaint is a formal written submission of an allegation:
- i. made by a Complainant (who cannot make the Complaint anonymously); and
  - ii. relating to Prohibited Conduct under a Relevant Policy; and
  - iii. against a Respondent.
- b) A Complaint is not:
- i. a personal grievance; or,
  - ii. an issue related to employment, governance, eligibility and/or selection disputes; or
  - iii. an issue related to competition-related rules.

### **6.2 Who is a Complainant?**

- (a) A Complainant is a person or an organisation who or which is directly affected by the alleged Prohibited Conduct and makes a Complaint about a Respondent in accordance with this Policy.
- (b) Where the person directly affected by the conduct is a Vulnerable Person, a Complaint may be submitted on their behalf by a parent or carer. The Vulnerable Person will still be considered to be the Complainant when a Complaint is submitted on their behalf.
- (c) A Complainant cannot be anonymous.

### **6.3 Who is a Respondent?**

- (a) A Respondent is a Relevant Person or Relevant Organisation about whom a Complaint or Report has been made and who was bound by the Relevant Policy/ies at the time the alleged Prohibited Conduct occurred.

### **6.4 Vulnerable Persons and support persons**

- (a) Where required, the parent or carer of a Vulnerable Person who is a party to a Complaint may support the Vulnerable Person and/or act on their behalf if necessary through the Complaints Process and any subsequent Resolution Process. For example, at any interview, ADR process, or Hearing Tribunal or Appeals Tribunal.
- (b) SIA and the OWIA may have regard to the guide entitled “Complaint Handling Guide: Upholding the rights of children and young people” issued by the National Office for Child Safety in managing Complaints made on behalf of or involving Vulnerable Persons, currently available [here](#), or such other guide that may replace it.

- (c) A party to a Complaint may request that they be assisted by a support person or authorised representative. This request will generally be granted unless there is a specific reason to deny it (for example, where a nominated support person or authorised representative is also a witness to the allegations or is actively hindering the interview process). Reporters and witnesses may be permitted to be assisted by a support person or authorised representative where this is considered appropriate.

## 6.5 What is a Report?

- (a) A Report is a submission of allegations that a Respondent has engaged in conduct which may be Prohibited Conduct which does not meet the definition of a Complaint.
- (b) Reports received by the OWIA or SIA may be recorded for information purposes only with no further action taken. The process for managing a Report will be at the discretion of the Complaints Manager or SIA. In some circumstances, Reports may be managed through the Complaints Process. Reporters will not be contacted regarding their Report unless further information is required.
- (c) Factors that may be taken into account in determining whether to progress a Report through the Complaints Process include (but are not limited to) the seriousness of the alleged conduct, the availability of evidence that could be relied upon in an investigation, whether a person or organisation has been directly affected by the alleged Prohibited Conduct and if so their circumstances and preferences, the perceived risk to the sport, and whether there have been other Reports relating to similar allegations.
- (d) A Report may be made anonymously. This may limit the action that can be taken in relation to the allegations.
- (e) Where multiple Reports relate to the same or related alleged conduct by the same Respondent, they may be combined for the purposes of the Complaints Process.
- (f) If a Report is to be progressed through the Complaints Process, any reference to a Complaint throughout this Policy will apply to the Report.

## 6.6 Who is a Reporter?

- (a) A Reporter is any person or organisation, including a Relevant Person or Relevant Organisation, who or which has reason to believe that Prohibited Conduct may have occurred and makes a Report. A Reporter may be anonymous.
- (b) A Reporter is not entitled to the same rights throughout the Complaints Process as a Complainant. For example, a Reporter may not be kept informed of any decisions made in relation to the Report or participate in any ADR.

## 6.7 Responsibility for Managing Complaints or Reports

- (a) A Complaint or Report may be submitted to SIA where it relates to alleged Prohibited Conduct under the Safeguarding Children and Young People Policy or allegations of Discrimination under the Member Protection Policy.
- (b) Complaints relating to matters such as personal grievances, issues related to employment, governance, eligibility and selection disputes, and competition-related rules will not be managed by SIA.
- (c) A Complaint or Report may be submitted to the OWIA where it relates to any alleged Prohibited Conduct.
- (d) The OWIA may appoint an independent investigator where appropriate but will remain responsible for management of the Complaint.
- (e) SIA will keep records of information in accordance with the *Archives Act 1983*. The OWIA will keep records of information in accordance with its own policies and procedures.

## 6.8 Submitting a Complaint or Report

- (a) A Complaint or Report must be submitted to SIA or the OWIA in accordance with clause 6.7.
- (b) A Complaint must be made in writing (including electronically).
- (c) A Report can be made in writing (including electronically) or verbally.
- (d) The online web form on the SIA website is the preferred method for submitting a Complaint or Report to SIA.

## 6.9 Withdrawing a Complaint

- (a) A Complaint can be withdrawn at any time. Withdrawing a Complaint must be done in writing (including electronically) to the organisation that it was submitted to.
- (b) Where a Complaint has been withdrawn, the organisation managing the Complaint may choose to continue to progress the matter through the Complaints Process.

## 6.10 Confidentiality

- (a) All Complaints and Reports will be kept in confidence.
- (b) Any Relevant Organisation or SIA may disclose information as required or authorised by law.
- (c) Subject to this clause, decisions around appropriate disclosure of information will be addressed on a case-by-case basis. Disclosure of information to parties not directly affected by the alleged behaviour may be restricted.
- (d) The OWIA will, on request from SIA, provide information to SIA which it requires to undertake the Complaints Process.

## 6.11 Appointment of Complaint Manager

- (a) The OWIA will appoint a Complaint Manager, who will be responsible for managing the OWIA's obligations under this Policy.

## 6.12 Failure to cooperate

- (a) Subject to clause 6.12(c), Relevant Persons should cooperate fully with any Complaints Process or Resolution Process they are involved in. A failure to do so may be Prohibited Conduct under clause 5.1(a) of this Policy.
- (b) If a Respondent fails or refuses to respond, after a request has been made in a reasonable time in advance, to answer any relevant question, provide relevant documentation, and/or participate in a Complaints Process or Resolution Process, SIA, the OWIA, a Hearing Tribunal or an Appeals Tribunal (as applicable) may make findings based on the available information.
- (c) No individual or organisation bound by this Policy is required to answer a question or provide information where to do so would be a breach of any applicable law.

# 7. The Complaints Process

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## 7.1 Evaluation

- (a) Upon receipt of a Complaint, the organisation which receives the Complaint will determine whether the matter is a Complaint and whether it falls within the scope of the Relevant Policies. In making this determination the organisation will consider whether the conduct alleged in the Complaint would, if proven to the requisite standard, constitute Prohibited Conduct, as well as whether it otherwise meets the requirements of clause 6. The organisation will also make a determination in accordance with clause 6.7. as to which organisation should manage the Complaint.

- (b) Where a Complaint has the potential to be managed by either SIA or the OWIA, these organisations may consult on who is best placed to manage the Complaint. Where a Complaint has the potential to be managed under the policies of an Affiliate Organisation, the Complainant will be referred to the Affiliate Organisation unless there is a compelling reason for the Complaint to be managed under this Policy.
- (c) Where a Complaint is determined to be out of scope under the Relevant Policies, it may be managed under an alternative policy of the OWIA or an Affiliate Organisation (if applicable).
- (d) Mischievous or vexatious claims will not be managed under this Policy.
- (e) A Complaint that has been previously managed through a complaints process will not be reconsidered or reinvestigated unless there are compelling reasons to do so, such as relevant new information becoming available.
- (f) Where a Complaint raises allegations about behaviour that could be a breach of both a Relevant Policy or another policy of the OWIA, the matter will be managed under the most appropriate policy. Where conduct may constitute Prohibited Conduct but is a Protected Disclosure with respect to the OWIA, it must be dealt with under the OWIA's whistleblower policy (if applicable).
- (g) If the Complaint is determined to be out of scope of the Relevant Policies, the organisation which received the Complaint will notify the Complainant and no further action will be taken under this Policy.
- (h) If a person considers that a child is at risk of immediate harm the matter must be reported to the relevant law enforcement/child protection agency as soon as possible.

## 7.2 Case Categorisation Model: In-scope matters

- (a) Once a Complaint has been deemed to be in-scope, it will undergo Case Categorisation to determine an appropriate means of dealing with the Complaint. Complaints are categorised with reference to the nature of the alleged conduct, the possible level of harm and complexity of the issues raised in the Complaint (refer to Case Categorisation Model).
- (b) Following Case Categorisation, any one or a combination of the following actions may be undertaken:
  - i. External referral;
  - ii. Referral to a Hearing Tribunal;
  - iii. Provisional Action;
  - iv. Investigation;
  - v. ADR;
  - vi. Case closure.
- (c) For Complaints that have been categorised as Category 1, the Complaint may be closed in accordance with clause 8.10(a)i with no findings being made or sanction imposed. A Respondent may be reminded of their obligations under the Relevant Policies or recommended to undergo education or training.
- (d) The OWIA may refer a Complaint directly to a Hearing Tribunal to hear the allegations and make findings about the Complaint instead of proceeding to an investigation.

## 7.3 External referral

- (a) At any time during the Complaints Process, allegations may be referred to a relevant external organisation if it will assist the organisation to perform or exercise any of the functions, duties or powers. This may include referral to a law enforcement agency, government or regulatory authority or child protection agency. If a person considers that a child is at risk of immediate harm the matter must be reported to the relevant law enforcement/child protection agency as soon as possible.
- (b) If an external referral is made, the Complaints Process may be suspended pending external resolution to avoid any potential compromise to the external process.

## 7.4 Provisional Action

- (a) Where an allegation suggests a risk of harm to a Participant which justifies imposing Provisional Action, the OWIA will determine whether any Provisional Action will be taken to mitigate any potential harm to any person and/or interference in an investigation.

- (b) Provisional Action may only be taken by Relevant Organisations and not by SIA. For matters managed by SIA, SIA will advise the OWIA as soon as practicable of any possible risk of harm to Participants identified, including sufficient details of the matter to enable the OWIA to determine whether to impose any Provisional Action.
- (c) Provisional Action may include suspension, supervision, restriction of duties or temporary re-deployment, or suspension or restriction of rights, privileges or benefits.
- (d) If a decision is made to impose Provisional Action, a Respondent may seek to have that decision reviewed by a Hearing Tribunal. The Hearing Tribunal will only consider whether the decision to impose the Provisional Action is proportionate to the perceived risk of harm and will not consider the merits of the Complaint except as is necessary to assess proportionality.

## 7.5 Investigation

- (a) The organisation responsible for managing the Complaint may conduct an investigation to obtain additional evidence, including by way of formal interview and collection of additional information, to determine if the alleged Prohibited Conduct is a breach of a Relevant Policy.
- (b) In conducting an investigation, the rules of procedural fairness will apply, including by providing both the Complainant and the Respondent with a reasonable opportunity to be heard.
- (c) Where a Respondent has been convicted or found guilty in a criminal, disciplinary or professional proceeding of engaging in conduct which would constitute Prohibited Conduct under a Relevant Policy, the Respondent will be deemed under this Policy to have committed Prohibited Conduct without requiring further investigation, or any other process.
- (d) Following an investigation, the Complaint will be managed in accordance with clause 8, or if being managed by the OWIA may be referred directly to a Hearing Tribunal.

## 7.6 Standard of proof

- (a) The standard of proof that applies to all substantive decisions (including by a Hearing Tribunal) made under this Policy in respect of allegations of Prohibited Conduct is "balance of probabilities". This means the decision-maker must be satisfied that it is more likely than not that there has been a breach of a Relevant Policy.

## 7.7 Alternative Dispute Resolution

- (a) The Complainant and the Respondent may agree to an ADR. The Complaints Process may be suspended while ADR is pursued. The Complaints Process may be discontinued if both parties are satisfied that the matter has been resolved.
- (b) This process will be coordinated by the Complaint Manager, if required.
- (c) If a Complaint relates to an NST Eligible Matter, the OWIA may refer the Complaint to mediation, conciliation or case appraisal in the NST General Division.

# 8. Findings and Resolution Process

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## 8.1 Findings

- (a) Unless the matter has been referred directly to a Hearing Tribunal under clause 7.5(d), following an investigation, the organisation managing the Complaint will determine whether, to the requisite standard of proof, the allegation of Prohibited Conduct is substantiated, unsubstantiated or unable to be substantiated.
- (b) In cases where SIA investigates the Complaint, SIA will notify the parties and the OWIA of the findings, and if the allegation of Prohibited Conduct is substantiated, refer to the OWIA to manage the Resolution Process described in clause 8.2.
- (c) In cases where the OWIA manages the Complaint, the OWIA will notify the parties of the findings, and if the allegation of Prohibited Conduct is substantiated, will manage the Resolution Process described in clause 8.2.

## 8.2 The Resolution Process

- (a) The OWIA must implement an appropriate Resolution Process.
- (b) Consistent with clause 6.7(e), the OWIA may delegate the management of the Resolution Process to another Relevant Organisation.
- (c) The OWIA is ultimately responsible for issuing a Breach Notice to the Respondent and applying and administering Sanctions and other related measures as it sees fit. The OWIA may refer to SIA's [Case Categorisation Model](#) for this purpose.
- (d) Where a Respondent admits the alleged breach and accepts the Sanction, or fails to respond to the Breach Notice within the time prescribed within the Breach Notice, the OWIA Complaint Manager may impose the Sanction and proceed to finalise the Complaint.

## 8.3 Notification to parties

The OWIA will communicate as appropriate with the Respondent, Complainant and any Affiliate Organisation or other Relevant Organisation involved in the matter throughout the Resolution Process and will notify both the Complainant and the Respondent of the outcome and finalisation of the matter at the conclusion of the Resolution Process.

## 8.4 Appropriate Sanctions

- (a) The OWIA may impose one or more Sanctions on a Respondent where this is considered appropriate.
- (b) In making a determination under clause 8.4(a) the OWIA may refer to the [Case Categorisation Model](#), taking into account:
  - i. the seriousness of the behaviour;
  - ii. whether it was a one-off incident or part of an overall pattern of behaviour;
  - iii. whether it was an honest and reasonable mistake;
  - iv. the potential impact on public confidence in the integrity of the sport;
  - v. the potential impact of the proposed Sanction on the Respondent;
  - vi. the views and opinion of the Complainant; and
  - vii. any other relevant aggravating or mitigating factors.

## 8.5 Breach Notice

- (a) If the allegations are found to be substantiated, the OWIA will issue a Breach Notice. Any Breach Notice issued by the OWIA to a Respondent will:
  - i. notify the Respondent of the allegations found to be substantiated, including the alleged conduct;
  - ii. state the proposed Sanction, if any, for the substantiated allegations;
  - iii. state that the Respondent has a right to a hearing in relation to the allegations found to be substantiated and/or the proposed Sanction;
  - iv. state that the Respondent may accept the findings, waive their right to a hearing and accept the proposed Sanction;
  - v. state that if the Respondent does not respond in writing within 14 days of the date of the Breach Notice, they will be deemed to have accepted the findings, waived their right to a hearing and accepted the proposed Sanction, unless otherwise agreed by the OWIA;
  - vi. state that any response to the Breach Notice must be made to the OWIA, and provide contact details of the Complaint Manager; and
  - vii. be provided to the Respondent, and (if applicable) Relevant Organisation.
- (b) In response to a Breach Notice, a Respondent may:
  - i. accept the findings, waive their right to a hearing and accept the proposed Sanction; or

- ii. dispute the findings and/or the proposed Sanction, in which case the matter will be referred to a Hearing Tribunal under this Policy.
- (c) Unless otherwise agreed by the OWIA, a Respondent has 14 days from the date of the Breach Notice to notify the Complaint Manager in writing of their decision.
- (d) Notice given under paragraph 8.5(b)ii must be:
  - i. given in writing (whether by email or other means);
  - ii. sent to the OWIA Complaint Manager at the address given on the Breach Notice; and
  - iii. received within 14 days from the date of the Breach Notice.
- (e) If the OWIA does not receive notice under clause 8.5(b)ii within 14 days from the date of the Breach Notice, the Respondent will be deemed to have waived their right to appeal.

### 8.6 Referral to a Hearing Tribunal

- (a) If the Respondent disputes the substantiated allegations and/or the proposed Sanction in the Breach Notice, the Complaint Manager must refer the matter to a Hearing Tribunal.
- (b) If the matter is an NST Eligible Matter, the substantiated allegations and proposed Sanction may be referred by the OWIA to the NST General Division for arbitration. The OWIA is responsible for making the application to the NST, subject to payment by the Respondent of the upfront NST application fee. Payment of the NST service fees will be as agreed by the parties or managed in accordance with the NST Legislation.
- (c) If the matter is not referred to the NST, it will otherwise be referred to a Hearing Tribunal convened internally by the OWIA.

### 8.7 Hearing Tribunals

- (a) Arrangements must be established to manage internal hearings and appeals.
- (b) If arbitration is sought in either the NST General Division or an internal Hearing Tribunal, the Hearing Tribunal will, as applicable:
  - i. determine whether any Provisional Action imposed in accordance with clause 7.4 is disproportionate; or
  - ii. if referred directly to the Hearing Tribunal under clause 7.1, make the findings required by clause 8.1, and determine whether a Sanction should be imposed and if so, the nature of that Sanction; or
  - iii. if referred to a Hearing under clause 8.6 following an investigation, arbitrate the substantiated allegations and proposed Sanction set out in the Breach Notice.

### 8.8 Appeals

- (a) A decision of a Hearing Tribunal in respect of:
  - i. Provisional Action, is not subject to appeal;
  - ii. allegations referred directly to a Hearing Tribunal for a finding, is subject to appeal; and
  - iii. a substantiated allegations finding and/or Sanction, is subject to appeal.
- (b) Appeals from the NST General Division must be referred to the NST Appeals Division. Appeals from Internal Hearing Tribunals may be referred to the NST or to another Appeals Tribunal. Appeals from an the OWIA Hearing Tribunal may be referred to the NST Appeals Division. Payment of the NST fees will be as agreed by the parties or managed in accordance with the NST Legislation.
- (c) Grounds of appeal:
  - i. The decision of a Hearing Tribunal can only be appealed by the Respondent and/or the OWIA on the basis that:



- A. the Hearing Tribunal failed to abide by this Policy or to properly apply the relevant Policy and such failure resulted in a denial of natural justice; and/or
- B. no reasonable decision maker in the position of the Hearing Tribunal, based on the material before them, could reasonably make such a decision.

## 8.9 Implementation

- (a) The OWIA will ensure that appropriate Sanctions (or other alternative actions) are undertaken, and that the Relevant Policies are implemented and applied. The OWIA will ensure that Relevant Persons and Relevant Organisations are aware of the Relevant Policies and facilitate an understanding for how they apply to them. This may include relevant educational material that SIA provides from time to time.
- (b) The OWIA will determine if a Sanction should be publicly disclosed in order to give it full effect. This may be necessary for suspension or cancellation of membership or accreditation, or to ensure that Affiliate Organisations are aware of Sanctions imposed on their members.
- (c) Notwithstanding clause 8.9(a), ignorance of the Relevant Policies is not a defence, excuse or justification for Prohibited Conduct and will not be considered a mitigating circumstance.

## 8.10 Case closure

- (a) Complaints may be closed under this Policy at any of the following times:
  - i. the Complaint is evaluated as being out of scope of this Policy under clause 7.1;
  - ii. the Complaint is categorised as a Category 1 Complaint in accordance with clause 7.2 and the Case Categorisation Model, and no further action is being taken;
  - iii. during investigation of the Complaint, it becomes apparent that the Complaint no longer meets the eligibility requirements set out in clause 6 (for example, the Respondent is discovered not to have been bound by the Relevant Policies at the time the alleged conduct occurred due to information obtained during the investigation);
  - iv. the Complaint is resolved through ADR in accordance with clause 7.7, or the Complaint was sought to be resolved through ADR but it was not resolved and the participants are in agreement that the Complaint may be closed;
  - v. following investigation, all allegations are found to be either unsubstantiated or unable to be substantiated in accordance with clause 8.1;
  - vi. following investigation, the Respondent accepts or is deemed to have accepted the findings and any Sanction imposed upon them in accordance with clause 8.5; or
  - vii. the matter is finalised before a Hearing Tribunal or Appeals Tribunal.
- (b) Once a matter has been closed in accordance with this clause, it is finalised and no further action will be taken in relation to the matter under this Policy unless there is a compelling reason to do so.
- (c) The OWIA will retain appropriate records of the Complaint and any outcomes in accordance with any relevant policies or procedures relating to record-keeping.
- (d) For Complaints managed by SIA, the OWIA will notify SIA when the matter is closed and of any Sanctions imposed on the Respondent.

## 9. Interpretation and Other Matters

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### 9.1 Application and commencement

- (a) The Relevant Policies are approved by the OWIA Board.
- (b) The Relevant Policies:
  - i. commence on the date outlined on the front cover (Commencement Date);



- ii. are subject to the OWIA's constitution (or other governing rules as applicable), and if there is any inconsistency, the constitution will prevail; and
  - iii. when in force, are binding on all Relevant Persons and Relevant Organisations.
- (c) Nothing in the NIF limits the rights or obligations of any person under any other OWIA policy, or other relevant agreement.
- (d) The NIF does not override or limit the application of any laws of Australia or a state/territory.
- (e) The 'Policy Intent' section (if applicable) at the start of each Relevant Policy is not intended to be and should not be construed in any way as a complete and comprehensive overview of that Relevant Policy. To the extent of any inconsistency, the operative provisions of that Relevant Policy prevail.

## 9.2 Amendment

In accordance with the OWIA's constitution (or other governing rules as applicable), the Board may amend the Relevant Policies as required, including to incorporate amendments notified to the OWIA by SIA from time to time. Such amendments will be effective on the date specified by the Board.

## 9.3 Interpretation

- (a) The following rules of interpretation apply to each Relevant Policy:
- i. Headings are for convenience only and shall not be deemed part of the substance of the document or to affect in any way the language of the provisions to which they refer.
  - ii. Words in the singular include the plural and vice versa.
  - iii. Reference to 'including' and similar words are not words of limitation.
  - iv. Words importing a gender include any other gender.
  - v. A reference to a clause is a reference to a clause or subclause of the Relevant Policy in which it appears.
  - vi. Where a word or phrase is given a particular meaning, other parts of speech and grammatical forms of that word or phrase have corresponding meanings.
  - vii. If any provision of a Relevant Policy is determined invalid or unenforceable, the remaining provisions shall not be affected, and the document shall not fail because any part of it is held invalid.
  - viii. Except as otherwise stated herein, failure to exercise or enforce any right conferred by this Framework shall not be deemed to be a waiver of any such right nor operate to bar the exercise or enforcement thereof or of any other right on any other occasion.
  - ix. Defined terms are Capitalised and consistent across the Relevant Policies.
- b) Any failure to give any notice or follow any process under any Relevant Policy does not invalidate such notice or process and does not give rise to an appeal in respect to the notice or process.

## 9.4 Education

- (a) To assist Participants to understand this Policy and their rights and responsibilities, the OWIA is responsible for developing and implementing an education plan addressing the content and subject matter of this Policy.
- (b) The OWIA should engage SIA to assist in the design, implementation and maintenance of the education plan and to determine priority education groups and appropriate interventions.
- (c) The OWIA may, from time to time, direct certain Participants to undertake education, which will be relevant and proportionate to their level of participation in OWIA Activities and the associated integrity risks.
- (d) SIA has developed a range of education resources and training material to support the NIF which can be found [here](#). The OWIA has no responsibility for these resources.