

## **Toukley Gorokan Football Club 2019 Terms and Conditions**

These terms and conditions have been developed to provide information to parents and players, which we hope, may be helpful. If further information is required please visit our website [www.toukleygunners.com.au](http://www.toukleygunners.com.au) or contact a committee member.

### **Club Information**

Toukley Gorokan Football Club Inc.

Postal address: PO Box 262 Toukley 2263

Website: [www.toukleygunners.com.au](http://www.toukleygunners.com.au)

Facebook: [www.facebook.com/toukleygunners/](http://www.facebook.com/toukleygunners/)

Home Ground: Harry Moore Oval

Corner of Crossingham Street and Evans Road

Toukley

Central Coast Football

Address: Pluim Park

Lot 1 Tuggerah Street

Lisarow NSW 2250

All CCF Staff and Directors can be contacted at: [admin@ccfootball.com.au](mailto:admin@ccfootball.com.au)

Website: [www.ccfootball.com.au](http://www.ccfootball.com.au)

### **1.0 Welcome**

Welcome to Toukley Gorokan Football Club (TGFC). The Club was founded in 1964 and remains an integral part of the Toukley/Gorokan community. A voluntary committee administers it with no paid employees. The official colours are predominantly blue and yellow and the logo is a cannon. The objectives of the club are;

- to foster and develop the game at all levels irrespective of age, gender, ability or ethnicity.
- to teach and encourage a spirit of sportsmanship and fair play among members.
- to promote the physical and social development of players.

**Meetings of the committee are held on the second Monday of each month at Club Toukley RSL commencing at 6.30pm.** You are more than welcome to attend. Please contact the Club Secretary to find out more information or if you would like to place an item on the agenda. The Annual General Meeting is held in October/November at which time a new committee is elected. We encourage all parents and players to attend, as this is the time when the success of the Club is celebrated. If you are interested in the future development of the Club then being on the committee can be the first step to positive change. Feel free to speak to a committee member to discuss what is involved.

### **2.0 Location**

Our home ground is Harry Moore Oval, on the corner of Crossingham Street and

Evans Road Toukley. The ground is hired from Central Coast Council for 25 hours per week for training and games. The ground is allocated to TGFC from April to September of each year.

### **3.0 Ground Closures**

For all sportsground Council assess the effects of wet weather and the condition of each sports ground from Monday to Friday 3pm inclusive, If Council determines the sports grounds are closed by 2pm weekdays, they cannot be used for training or competition purposes. This includes the area surrounding the sports grounds. Unauthorised use will result in fines to the user.

After 3pm Friday and on the weekend, the decision to close the ground due to wet weather and/or dangerous play and/or damaging the playing surface will be made by 6am of that day. The website [www.toukleygunners.com.au](http://www.toukleygunners.com.au) will be updated accordingly. Please also check the website of Central Coast Football, [www.ccfootball.com.au](http://www.ccfootball.com.au) for the status of other grounds. Council also reserves the right to close sports grounds on weekends under special circumstances.

Further information can be obtained on the grounds by visiting <https://www.centralcoast.nsw.gov.au/recreation/sports/sportsgrounds> or by contacting 4325 8486 (south office) and 4350 5565 (north office).

Information is updated at 2pm daily and ALWAYS TAKES PRECEDENCE OVER THE GROUND SIGNS.

### **4.0 Training and Competition**

Allocated training days are Tuesdays, Wednesdays and Thursdays. The canteen does not operate through the week so please ensure that you have enough drinking water. Players are also required to wear shin pads and appropriate footwear during training sessions.

Competition days are:

- Saturday- Small Sided Football, Juniors aged 12 – 16 years, Men's Over 35's & 45's.
- Sunday – Men's 18's, Junior Women, Women's All Age, Women's Over 30's, Men's All Age and Premier League.

### **5.0 Playing/Game Kit**

Shin pads, football boots and club shorts, shirt and socks must be worn when playing. Players shirts should only be worn at games and remain the property of the club. Players should be at the ground for their game at least 30 minutes prior to kick off.

### **6.0 Sponsorship**

The Club could not survive without the support of our sponsors, the majority of which are local businesses. Sponsorship funds are used to supply and replace uniforms and equipment, meaning that we can keep registration fees affordable.

Our major sponsor is Club Toukley RSL, offering the use of their facility, free of charge, to host events such as Trivia Night and our presentations. We are fortunate that we have such great sponsors and supporters and we ask that you respect and honour the valuable relationships created with them.

## **7.0 Toukley Gorokan Football Club Registration Information 2019**

### **7.1 Date**

Registration for the 2019 season will take place at Club Toukley RSL Holmes Avenue, Toukley, please see our [www.toukleygunners.com.au](http://www.toukleygunners.com.au) for dates. Online registration is now open on the 14th January 2019; visit [www.playfootball.com.au](http://www.playfootball.com.au) to find out what you need to do.

### **7.2 Late registrations**

Registrations after the 22nd February 2019 will only be accepted if there is a team in that age/grade with a vacancy.

### **7.3 Registration Fees**

Small Sided Football Players Aged 5-11 years - \$200 includes match/game fees

Junior Players Aged 12-18 years - \$300 includes match/game fees

Full Time Student 19+ years - \$250 match/game fees \$6/week

Adult All Age 19+ years \$300 match/game fees \$6/week  
+ Student identification must be provided.

Your registration fee includes:

- Toukley Gorokan Football Club Fees
- Central Coast Football (CCF) Fees
- FFA Fees
- FNSW Fees

The Club utilises its component of the fee to cover such costs as:

- Team Nomination
- Ground hire
- Repairs to equipment.
- Replace lost/stolen uniforms and balls.
- Presentation costs such as trophies.

Please feel free to contact our Treasurer should you require more information.

- All players' fees must be paid in full by the 22nd February 2019.
- Players will be allocated to teams on a "first in" basis and only if fees have been paid in full.
- Players in competition will be graded accordingly and allocated to the appropriate team.

- Players who are not financial will not be allocated to teams until all outstanding fees have been paid.
- Un-financial players are not permitted to participate in trial games.
- Teams with insufficient financial players will not be nominated for the 2019 CCF competition.

#### **7.4 Extension of time to pay fees**

In cases of genuine financial hardship, the committee may approve an extension of time to meet fee commitments. If a player wishes to extend repayment beyond the 22nd February 2019, then a written request, outlining the circumstances, is to be submitted to the executive committee for consideration by 8th February 2019. All correspondence is to be addressed to The Secretary, Toukley Gorokan Football Club, PO Box 262 Toukley NSW 2263, or emailed to [tgtreasurer@optusnet.com.au](mailto:tgtreasurer@optusnet.com.au). Please note that payment plans will attract an administration fee of \$10. The committee reserve the right to charge an additional administration fee should you default on your payment plan.

#### **7.5 Registration Refunds**

All requests for refunds are to be made in writing on the appropriate refund request (see website for Form) and mailed to the Secretary, Toukley Gorokan Football Club, PO Box 262, Toukley NSW 2263, or emailed to [tgtreasurer@optusnet.com.au](mailto:tgtreasurer@optusnet.com.au). Refunds will not be considered once teams have been nominated into the CCF competition. An administration fee of \$50 will be deducted from the registration refund. Refunds are given at the discretion of the committee.

#### **7.6 Paying in advance**

Should you wish to make payments in advance contact Tricia Carlson, Treasurer by calling mobile: 0413032847 or emailing [tgtreasurer@optusnet.com.au](mailto:tgtreasurer@optusnet.com.au)

#### **8.0 Match Fees**

For this 2019 season all Small Sided Football and Junior players have their match fees included in their registration fees. All senior teams are required to pay \$6.00 Match Fees Per player per game. Match fees are collected by your team manager to pay referee fees (if applicable) and to contribute to annual ground hire fees. Please assist your team manager by having the correct money and paying before the game commences.

In cases where a player has not paid fees for two (2) or more weeks and requests to that player or parent have been futile, the manager is to bring the matter to the attention of the committee. The committee may decide to suspend the player, as a final resort.

#### **9.0 Toukley Gorokan Football Club Grading Policy**

The Committee of Toukley Gorokan Football Club (TGFC) will appoint a Grading Panel (the Panel), which will consist of at least one independent member and will be overseen by the Club Football Manager. The objective of the Grading Panel will be to allocate players to the most appropriate team.

All players must register in their correct age group. No player shall be permitted to play in a higher age group without the approval of the TGFC Committee. Matters that may fall outside this policy are to be submitted to the TGFC Committee in writing outlining the individual circumstances for its due consideration.

### **9.1 Small Sided and Non-Competition Games**

U5's and U6's - CCF regulations require that these age groups NOT be graded. U7's – U8s are to be grouped in teams of like ability. These age groups will be grouped on ability and attend grading days as/if required. Players will be graded by the Panel in conjunction with feedback received in reports, where held, from the previous seasons coach.

U9's, U10's and U11's will be grouped in teams of like ability and in accordance with CCF regulations will be known as A, B, C, D etc. and attend grading days as/if required. Players will be graded by the Panel in conjunction with feedback received in reports, where held, from the previous seasons coach.

### **9.2 Competition**

U12's to U18's - TGFC requires that these age groups be graded on ability and should attend grading days and trial matches organised by the Club. Players will be graded in accordance with the 'Grading Criteria and Process', as set out below and by the Panel in conjunction with feedback in reports, where held, from the previous seasons coach. A squad of 14 provisional players will be selected per team, depending on numbers.

Where there is more than one team in an age group, all players in that age group will be invited to trial for the higher graded team. Grading will then occur as per the "Grading Criteria and Process".

Where players (in consultation with the parents/guardian) do not wish to trial for the higher graded team in any age group, the club will respect this decision. These players, and any players who have not been selected in the higher graded team, will then form a team and be graded into an appropriate lower division, as deemed by TGFC.

It should be noted that the decision to trial (or not to trial) for the higher graded team should fall with the player and their parent/guardian. Coaches should not attempt to influence a player in this decision.

The players, parents and coaches will be advised that they may be changed to another team during and/or after trial games have been completed. The selection of the final teams will be made by the TGFC Committee and posted on the website shortly after the grading process has been finalised.

Teams will be finalised as soon as possible prior to the start of the season.

### **9.3 Grading Criteria and Process**

The Grading Panel will take into account:

- i) Technical skills of the player;
- ii) Potential of the player;
- iii) Athleticism; and
- iv) Football intelligence.

The Grading Day will comprise of the following activities:

- i) Skill sessions and/or
  - ii) A series of games between registered players, in applicable age groups.
- Junior coaches may be consulted on the composition of the team, or the ability of a player but will not have the final decision. The final decision regarding grading rests with the Grading Panel.

All Age, Over 35's, Over 45's, Women's Over 30's and First & Reserve Grade will be graded by the coaching staff of each team in consultation with the TGFC Committee.

#### **9.4 Excess players**

Toukley Gorokan Football Club will make every effort to accommodate registered players in their respective age groups, however, in the event that a graded age group has excess registered players following the grading process, the excess players will be offered:

- i) the opportunity to play in an appropriate team or in a higher age group; or
- ii) a refund of registration fees, if they choose not to play for our club.

In the event we only have enough players to fill one team in a particular age group the intention remains to overview and grade the players to ensure the Team is entered into the appropriate 'divisional grade'.

#### **9.5 Announcement of Grading**

All registered players will be advised of grading dates at "Meet & Greet" sessions advised when registering. Grading decisions will be announced on the clubs website, [www.toukleygunners.com.au](http://www.toukleygunners.com.au) as soon as possible following completion of the grading process.

#### **9.6 Grievance Process**

Registered players or parents have the right to seek feedback on the reasons for a grading decision that directly affects them. Concerns should be initially discussed with the appropriate Football Manager who will liaise with the player/parent and Club Football Manager to address the queries or concerns. The Club Football Manager is responsible for providing the reasons for a grading decision to the Executive Committee.

Where either player or parent is not satisfied with the grading decision, they may refer the matter to the Executive Committee for resolution. When a grading decision is referred to the Executive Committee for resolution, the selector and player and/or parent must provide a written statement outlining their reasons.

The Executive Committee is empowered to resolve the grading decision based solely on the written statements of both parties, or it may elect to hold a meeting of the parties to assist in making its final resolution.

The decision of the Executive Committee is final in the grievance process.

#### **10.0 Player and Parent Involvement**

The Club operates a canteen and barbecue at every home game. This is a major

fundraiser for the Club and for it to function efficiently players and parents are required to carry out their rostered duty. Teams will be allocated to undertake canteen and barbecue duty for only one hour approximately 3-4 times during the season. Your team manager will be provided with a roster so please help make their job easier by volunteering, we only require 3 people for one hour. Please note that it is an insurance requirement that persons under the age of 16 years are not permitted in the canteen.

Teams who are playing first or last are requested to assist with the setting up and taking down of nets. Please don't wait to be asked, offer your assistance.

### **11.0 Alcohol and Smoking**

CCF has issued a directive to all Clubs that no alcohol will be permitted at grounds when junior games are being played.

Wyong Shire Council also prohibits smoking and glass bottles on any Council controlled ground. Please ensure that your family and friends adhere to these policies.

### **12.0 Code of Conduct**

The Club and CCF has developed the following Codes of Conducts which form part of the registration documentation and must be acknowledged before players are accepted to play.

These are the Players; Parent/carer; Coach; Manager/official; committee and team official (vested and ground as updated by CCF) Code of Conducts

#### **12.1 TGFC - Player's Code of Conduct (18 years and older)**

1. I will always play by the rules.
2. I will never argue with an official. If I disagree with a decision I will inform my captain during the game or my coach or manager during a break or after the game.
3. I will control my temper. I understand that verbal abuse of officials and sledging other players and deliberately distracting or provoking an opponent is not acceptable or permitted behaviours in any sport.
4. I will work equally hard for myself and my team.
5. I will be honest with the coach concerning illness and injury and ability to train and compete to the best of my ability.
6. I will be a good sport and applaud all good plays whether they are made by my team or the opposition.
7. I will treat all players in my sport as I like to be treated. I will not bully or take unfair advantage of another competitor.
8. I will cooperate with my coach, team mates and opponents.
9. I will display modesty in victory and graciousness in defeat. I will accept defeat as I accept victory.
10. I will participate for my own enjoyment and benefit, not just to please others.
11. I will not arrive at the venue under the influence of drugs, intoxicated or drink alcohol at junior matches.
12. I will respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.
13. I will thank the opposition and officials at the end of the game.
14. I will comply with anti-doping policies.

15. I will uphold the dignity and reputation of my Club and the game.
16. I will support the Club by offering my assistance with various voluntary duties.

### **12.2 TGFC - Code of Conduct - Parent/Carer**

1. I won't pressure my child in any way – I know that this is their game not mine.
2. I will not use bad language, nor will I harass players, coaches, officials or other spectators.
3. I will encourage my child to play within the rules and respect officials' and coaches' decisions – no matter what.
4. I accept it is not my role to coach the team from the sideline as this can confuse the players and officials.
5. I will teach my child to respect the efforts of their opponents.
6. I will remember that children learn best by example so I will applaud good plays/performances by both my child's team and their opponents.
7. I will give positive comments that motivate and encourage continued effort.
8. I will focus on my child's efforts and performance – not the score.
9. I will thank the coaches, officials and other volunteers who give their time to conduct the event for my child.
10. I will support the Club by offering my assistance with various voluntary duties.
11. I won't criticise or ridicule my child's performance during or after the game.
12. I will not arrive at the venue under the influence of drugs, intoxicated or drink alcohol at junior matches.
13. I will respect the rights, dignity and worth of all people involved in the game, regardless of their gender, ability or cultural background.
14. I will uphold the dignity and reputation of the Club and the game.
15. I will provide appropriate supervision for my child/ren at training and on match days. The care of my child/ren is my responsibility.

### **12.3 TGFC Code of Conduct –Coach**

1. I will remember that players participate for enjoyment and winning is only part of the fun
2. I will never ridicule or yell at players for making a mistake or not winning
3. I will be reasonable in my demands on players' time, energy and enthusiasm
4. I will operate within the rules and spirit of the game and teach my players to do the same
5. I will ensure that the time players spend with me is a positive experience. All players are deserving of equal attention and opportunities
6. I will not use bad language nor will I harass players, officials, spectators or other coaches
7. I will ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all players
8. I will display control, respect and professionalism to all involved with the sport including opponents, referees, coaches, officials, administrators, the media, parents and spectators. I will encourage my players to do the same.
9. I will show concern and caution toward sick and injured players and follow the advice of a physician when determining whether an injured player is ready to recommence training or competition



10. I will obtain appropriate qualifications and keep up to date with the latest coaching practices and the principles of growth and development of young players
11. I will not arrive at the venue under the influence of drugs, intoxicated or drink alcohol at junior matches or when I am carrying out official duties.
12. I will not allow the unlawful supply of alcohol at training, games or club functions
13. I will respect the rights, dignity and worth of all people involved in the game, regardless of their gender, ability or cultural background
14. I will promote adherence to anti-doping policies.
15. I will uphold the dignity and reputation of my Club and the game.
16. Provide my working with Childrens check number to the Club

#### **12.4 Code of conduct –Manager/Official**

1. I will place the safety and welfare of players above all else.
2. I will show concern and caution towards sick and injured players.
3. I will give all players a 'fair go' regardless of their gender, ability, cultural background or religion.
4. I will be impartial, consistent, objective and courteous when making decisions.
5. I will accept responsibility for my actions and decisions.
6. I will condemn unsporting behaviour and promote respect for the individuality of players.
7. I will avoid any situations which may lead to or be construed as a conflict of interest.
8. I will be a positive role model in behaviour and personal appearance and ensure my comments are positive and supportive.
9. I will be a good sport as I understand that actions speak louder than words.
10. I will always respect, remain loyal to and support other officials.
11. I will keep up to date with the latest 'Laws of the Game', trends and principles of their application.
12. I will refrain from any form of personal abuse towards players or other officials.
13. I will refrain from any form of sexual harassment towards players or other officials.
14. I will not arrive at the venue under the influence of drugs, intoxicated or drink alcohol at junior matches.
15. I will respect the rights, dignity and worth of all people involved in the game, regardless of their gender, ability or cultural background.
16. I will uphold the dignity and reputation of my Club and the game.
17. Provide my working with Childrens check number to the Club

#### **12.5 Code of conduct –Committee**

We are all volunteers of Toukley Gorokan Football Club Inc. and as such it is necessary to observe the highest standards of ethics, integrity and behaviour during all meetings, in our role as a committee member and as a representative of Toukley Gorokan Football Club. This Code of Conduct was developed for all members of the committee, recognising that at all times they should act responsibly and with consideration for others.

1. I will respect the rights, dignity and worth of all people involved in the Club,

regardless of their gender, ability or cultural background.

2. I will act at all times with consideration for other members' points of view.
3. I will allow others to have their say on any subject.
4. I realise that verbal abuse is unacceptable conduct by any members.
5. I will refrain from behaviour that is not considered to be in the best interest of the Club.
6. I will discuss my concerns in the appropriate forum. If I have concerns regarding the procedures or operation of committee meetings or the Club I will discuss my concerns with the Chairperson immediately.
7. I will identify and report any conduct seen or heard that is incongruent with the "Code of Conduct" and stated values.
8. I will take responsibility for my actions and decisions.
9. I will be impartial, consistent, objective and courteous when making decisions.
10. I will avoid any situations which may lead to or be construed as a conflict of interest.
11. I will be a positive role model in behaviour and personal appearance and ensure my comments are positive and supportive.
12. I will always respect, remain loyal to and support other officials.
13. I will keep up to date with the latest 'Laws of the Game', trends and principles of their application.
14. I will be a good sport as I understand that actions speak louder than words
15. I will refrain from any form of personal abuse towards players or other officials.
16. I will refrain from any form of sexual harassment towards players or other officials.
17. I will not arrive at the venue under the influence of drugs, intoxicated or drink alcohol at junior matches.
18. I will uphold the dignity and reputation of my Club and the game.
19. Provide my working with Childrens check number to the Club

## **12.6 Role of the Team Official**

### **12.6.1 Vested Team Officials**

a. Each Team is to provide One (1) Vested Team Official for each match

A Vested Team Official must:

- i. Be 18 years of age or older.
- ii. Wear clearly identifiable vest
- iii. Not be injured or incapacitated&
- iv. Be located near the playing field in such a position that they can see and act upon any disturbance that may eventuate.
- v. Make themselves clearly visible to the Match Officials prior to the commencement of a Match and ensure their names are displayed on the applicable team sheet.
- vi. Not consume alcohol or smoke whilst acting as a Vested Team Official CCF Rules & Regulations Page 27 of 38
- vii. Not engage in any verbal or physical altercation
- viii. Not, unless it is safe to do so, approach opposition spectators behaving inappropriately and must instead approach the opposition Vested Team Official to resolve any issues. If the opposition Vested Team Official is unwilling or unable to

assist, and the opposition spectators continue to behave inappropriately, the Vested Team Official should approach the home club Ground Official for further assistance  
ix. Clubs, Teams and Vested Team Officials that fail to comply with these Rules and Responsibilities may be fined by CCF or dealt with in accordance with the CCF Grievance and Disciplinary Regulations.

### **12.6.2 Ground Officials**

- a. Ground Officials are to be available throughout the duration of each and every fixture. Ground Officials are to be clearly identifiable and are to make themselves known to the referee prior to commencement of the match. Such Officials are responsible on behalf of their club to ensure that these regulations are adhered to. Further to this, Ground Official duties also include:
- i. Ensure the smooth running of all matches scheduled at their ground.
  - ii. Ensure that team Managers complete team sheets in accordance with regulations before matches.
  - iii. Maintaining the security of any computer device used for team sheet purposes.
  - iv. Checking of player registration photos for teams playing at that field.
  - v. Liaise with referees.
  - vi. Ensure that referees complete team sheets.
  - vii. Provision of adequate security for the protection of players and the public.
  - viii. Control of spectators and supporters.
  - ix. Carry out any request received from the referee or assistant referee.
  - x. Ensure no unauthorised persons enter the playing field.
  - xi. A club will be fined at the discretion of CCF should clubs fail to have a Ground Official present at an official table where fixtures are set down at grounds.

### **13.0 Policies**

The Club fully supports and enforces all current policies as published by Central Coast Football (CCF), Football NSW (FNSW), Football Federation of Australia (FFA) and Federation Internationale de Football Association (FIFA). The Club has developed its own policies to ensure an equitable and consistent decision-making process. All policies can be viewed from the Library link on the website [www.toukleygunners.com.au](http://www.toukleygunners.com.au). As more policies are developed, they will be uploaded to the website.

### **14.0 Disciplinary Policy**

Toukley Gorokan Football Club encourages and appreciates the support for Gunners teams in the spirit of the game. However, we will not condone or tolerate unruly, unacceptable or anti-social behaviour.

We would like to remind players and parents of the Code of Conduct, which was acknowledged upon registering to become a member of the Gunners. In particular the following;

*“I will control my temper. I understand that verbal abuse of officials and sledging other players and deliberately distracting or provoking an opponent is not acceptable or permitted behaviours in any sport.”*

AND

*"I will respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion."*

AND

*"I will uphold the dignity and reputation of my Club and the game."*

Central Coast Football has also developed a Code of Conduct for spectators, which is displayed at Harry Moore Oval each weekend. The Gunners Code of Conduct can be located in the library section on our website [www.toukleygunners.com.au](http://www.toukleygunners.com.au).

Disciplinary Process

1. The person/s will be asked to stop the unruly, unacceptable or anti-social behaviour.
2. If the behaviour continues, the person/s will be required to leave Harry Moore Oval immediately.
3. If the person/s refuses to leave, the Police will be called to remove the person/s.
4. The matter will be referred to the committee of Toukley Gorokan Football Club to discuss further disciplinary action. Disciplinary action can include, but is not limited to:
  - 4.1 Suspension from playing.
  - 4.2 Suspension from attending any activities at Harry Moore Oval.
  - 4.3 Suspension from attending any Gunners activities.
  - 4.4 Immediate expulsion from the Club.
  - 4.5 A Life-time ban from Toukley Gorokan Football Club.

We encourage all Gunners members to embrace the spirit of the game and to make sure that everyone who participates is able to enjoy the great game of football.

#### **14.1 Responding to Complaints**

##### **14.1.1 Complaints**

Our club takes all complaints about on and off-field behaviour seriously. Our club will handle complaints based on the principles of procedural fairness, and ensure:

all complaints will be taken seriously;

the person making the complaint (complainant) will be given full details of what is being alleged against them and have the opportunity to respond to those allegations;

irrelevant matters will not be taken into account;

decisions will be unbiased; and

any penalties imposed will be reasonable.

More serious complaints may be escalated to Central Coast Football. If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club may need to report the behaviour to the police and/or relevant government authority.

##### **14.1.2 Complaint Handling Process**

Complaints should be in writing and addressed to the Secretary, PO Box 262 Toukley 2263 or emailed to [secretary@toukleygunners.com.au](mailto:secretary@toukleygunners.com.au) . When a complaint is received by our club, the person receiving the complaint (e.g. President, Member Protection Information Officer) will:

listen carefully and ask questions to understand the nature and extent of the concern;

ask what the complainant how they would like their concern to be resolved and if they need any support;

explain the different options available to help resolve the complainant's concern; inform the relevant government authorities and/or police, if required by law to do so; and

where possible and appropriate, maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process. This may involve:

supporting the person complaining to talk to the person being complained about; bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);

gathering more information (e.g. from other people that may have seen the behaviour);

seeking advice from our district, regional, state and/or national body or from an external agency (e.g. State Department of Sport or anti-discrimination agency);

referring the complaint to our [*district, regional, state or national*] association; and/or

referring the complainant to an external agency such as a community mediation centre, police or anti-discrimination agency.

In situations where a complaint is referred to Central Coast Football and an investigation is conducted, the club will:

co-operate fully with the investigation;

where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and

act on our [*district, regional, state or national*] association's recommendations.

At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge a complaint with the anti-discrimination commission or other external agency.

### **15.0 Helpful tips for Parents and Players**

- Keep informed of what is happening - either by visiting the website or Facebook and reading information that is distributed by your manager.
- Don't be afraid to ask questions, our committee are only too happy to help.
- Help your coach and manager by volunteering to wash the shirts, taking your turn in the canteen and barbecue.
- Pay your match fees each week.
- Be on time for the game (at least 30 minutes before) and training.
- Advise your coach or manager if you cannot make the game or training.
- Support the Club with its fundraising efforts, remember all the money goes back to the players.
- Support our sponsors
- If you are unhappy with something, speak to your coach or manager or a committee member.