



Members Handbook

Season 2022

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Welcome

On behalf of the Tea Tree Gully City Soccer Club I would like to welcome everyone to a new season of Soccer at the TTGCSC.

The Club is committed to providing a safe structured environment where children can learn and enjoy the game of Soccer regardless of ability, race and gender. We also aim to provide junior players with an opportunity to succeed in line with their own desires, we hope that you will stay with the club and eventually make the transition to our Senior Teams.

Like all sporting clubs we rely totally on our volunteers, all our Junior Coaches, Team Managers and Committee who give up a lot of giving up their time so your child can play, learn and enjoy the game.

As a member, you are subject to the rules and bylaws of the club and our affiliated associations information can be found in the Policy section of this handbook.

Under the South Australian Children's Protection Act, all volunteers within our club have a responsibility to report any suspicion of child abuse they form in the course of their duties. If you have any questions regarding this or any other queries or concerns regarding child protection, please contact the club's child safe officer:

- Kylie Kuypers – 0413 493 718 or email secretary@tgsoccer.com.au

I hope that you will enjoy your time spent with the club and I look forward to working together.

Yours sincerely

Damien Kuypers

TTGCSC Chairman

Tea Tree Gully City Soccer Club | Website: www.tgsoccer.com.au | Mobile: 0411 123 211 | Email: chairman@tgsoccer.com.au



Club History

Established in 1965, Tea Tree Gully City Soccer Club (TTGCSC) is an all-inclusive, volunteer run, community Soccer Club. The TTGCSC has a proud heritage that started when we fielded our first junior teams as Fairview Park Junior Soccer Club 1965. In 1970, we merged with Golden Grove Soccer Club & Golden Grove Sports & Social Club to form the Tea Tree Gully City Soccer Club.

Our club consists of junior mixed teams from Development squad (U/5) to Colts (U/18), Junior Girls and Junior Boys' teams and Senior Men's Teams. We are affiliated and compete under the rules and regulations of

- Elizabeth and District Junior Soccer association (Juniors mixed)
- South Australian Amateur Soccer League (Senior Men's)
- Football South Australia (Junior Girls & Junior Boys)

About the Club

Vision Statement

The purpose of the TTGCSC is to be the **preferred choice of club for all**. Ensuring it retains its community focus that all players are welcome, whilst providing development opportunities, sustainability of player retention and financial viability, maintaining safety & risk management, facilities and building a club culture.

Mission Statement

The primary objective of the Tea Tree Gully City Soccer Club is the development of junior soccer and players. We will provide the Tea Tree Gully and surrounding area with a soccer programme that prepares young players both mentally and physically for senior soccer. This will include the provision of a safe and supportive community-based environment which encourages skill development, fitness, fair play and teamwork.

Values

By implementing our values consistently, we will be guided towards greater achievement and success.

- **COMMUNITY**—A united environment that encourages cooperation, participation, diversity and support.
- **COMPETENCY**—An environment that develops skill and knowledge; encourages development and growth and values commitment and diligence.
- **TEAMWORK**—Working collaboratively and developing and maintaining productive relationships based on mutual respect.
- **SPORTSMANSHIP**—We encourage competitive integrity and fair play combined with effort and persistence.
- **PERFORMANCE**—We proactively seek and implement opportunities that drive and sustain higher levels of organisational performance and growth, cost effectiveness and effective delivery of services.

Contact Details: Club

Executive Committee

TITLE	NAME	DETAILS
Chairperson	Damien Kuypers	M: 0411 123 211 chairman@tgsoccer.com.au
Secretary	Nicola Powell	M: 0447 578 844 secretary@tgsoccer.com.au
Treasurer	Alan Kerrison	M: 0427 204 903 treasurer@tgsoccer.com.au
Coaches Coordinator	Dave Claxton	M: 0411 019 883 coachcoordinator@tgsoccer.com.au
Junior Registrar	Megan Williams	M:0438 266 470 registrar@tgsoccer.com.au
Senior Registrar	Matthew Else	M: 0422 728 791 senior@tgsoccer.com.au
Child Safety Officer	Kylie Kuypers	M: 0413 493 718 secretary@tgsoccer.com.au
Sponsorship Coordinator	Shane Hatchard	M: 0419 908 944 sponsorship@tgsoccer.com.au
Equipment Officer	Jono Kiely	M: 0425 064 168 equipment_officer@tgsoccer.com.au
Compliance Officer	Melanie Wilton	M: 0408 866 411 compliance@tgsoccer.com.au

Non-Executive Members

TITLE	NAME	DETAILS
Assistant Treasurer	Vacant	treasurer@tgsoccer.com.au
Assistant Coaches Coordinator	Vacant	coachcoordinator@tgsoccer.com.au
Assistant Junior Registrar	Kirsty Brennan	registrar@tgsoccer.com.au
Assistant Sponsorship Coordinator	Vacant	sponsorship@tgsoccer.com.au
Food and Beverage Operations	Alan Kerrison	M: 0427 204 903 treasurer@tgsoccer.com.au

If you or anyone you know is interested in becoming a non-executive member, please ask them to contact a member of the Committee.

Contact Details: Emergency

Emergency Services (Ambulance, Police, Fire)

Contact No. - **000**

Note – For Emergency Assistance call Immediately.

Modbury Hospital

Address - Smart Rd, Modbury SA 5092

Contact No - (08) 8161 2000

Sports Med

Address – 32 Payneham Rd Stepney 5069

Contact- 8130 1222

Women's and Children's Hospital

Address - 72 King William Rd, North Adelaide SA 5006

Contact No - (08) 8161 7000

Police Assistance Line

Contact No. - 131 444

Notes - For non-urgent police assistance

Golden Grove Police Station

Address - 250 The Golden Way, Golden Grove SA 5125

Contact No. - (08) 8282 2700

Junior Soccer at TTGCSC

Junior Soccer at TTGCSC is underpinned by our Long-Term Player Development Plan (LTPD). The LTPD is about putting the player first and offering age-appropriate opportunities for kids to enjoy the game of soccer. Making the game fun is key in teaching and coaching, so that players will continue in the game through their adulthood by playing in our Senior Ranks and may even coach or referee as they get older.

TTGCSC's goal is to develop better players by providing support structures and programs for coaches and parents to implement player-centred programme at every level of the game. Primarily to teach young players the proper skills and allow them to play without negative pressure, express themselves and be allowed to make and learn from mistakes.

Our training philosophy involves implementing age-appropriate training structure at all levels to ensure the best development of our young players. By understanding the correct areas of focus at each stage of a player's development, parents and coaches can work together to ensure that our players' education is being correctly facilitated.

Goals/Objectives of the TTGCSC LTPD plan

- Ensuring a safe and enjoyable environment to play soccer and for players to have fun while doing so;
- Establish clear and age-appropriate goals and objectives so our coaches, players and parents know what we are working toward
- Establish objectives so coaches have a common understanding of which skills players should have when they proceed to the next age group
- Eliminates gaps in the player development system.
- Establish age-appropriate priorities and focus areas in the four elements of the game (technical, tactical, psychological, and physical)
- Guides planning for optimal athlete performance at all stages.
- Ensure consistency among our programs so we're all teaching the same way and using the same vocabulary
- Create confident coaches that are better prepared

Club Functions and Fundraisers

The TTGCSC is focused on creating a welcoming club environment where all members feel welcome and a valued part of the club success. As part of this the club will hold various family orientated social club functions. We hope that throughout the season you will be able to join friends and family and able attend and enjoy these events while supporting the club.

BBQ Duties

As a member of the TTGCSC you will be required to volunteer 1 to 2 hours of your time throughout the season to cook the Game Day BBQ. Your Team Manager will arrange this with you when your team is allocated a time. We believe this to be a small contribution the club asks of you and a great way to assist in keeping season membership fees down.

Payment of Fees

A minimum \$100 Non-Refundable deposit is required to be paid by no later than Oct 31st the year of the completed season to secure your child's position for the following season, with remainder of the **balance to be paid in full by the weekend prior to Round 1** unless an arrangement is made with the Club Treasurer.

Please note - If your fees remain outstanding or you have not made a payment plan with our Club Treasurer you **WILL NOT** be permitted to play under our No pay, No play policy until fees are finalised.

Payment Plans

It is the responsibility of all members, parents or guardians to ensure that their fees are paid by the allocated due date of payment. TTGCSC recognises that families with multiple children and other external influences may be placed in financial hardship by making these payments by the allocated due date. TTGCSC are committed to its members and can provide assistance by negotiating a financial payment plan to suit both parties. For further information or to access this assistance please contact the TTGCSC Treasurer.

Note: *As situations, can change each agreement is seasonal based and therefore agreements will need to source at the start of each season. All applications will be considered on individual case by case bases.*

Termination of Payment Plan

TTGCSC reserves the right to terminate any financial payment agreement in the event that the members, parents or guardians fails to adhere to the terms of their agreement with the TTGCSC and fails to make contact with the club to re-negotiate these terms.

Note: *The Club will take reasonable steps to contact the affected member before any action is taken.*

Uniform

The TTGCSC will provide your child with two (2) club playing strips – gold and white. The white strip is a clash strip which is to be worn at training and only on game days as advised by your Coach/Team Manager. These remain the property of the club.

In addition to the playing strip, each player is responsible to supply:

- Black soccer shorts for home and away games
- Black soccer socks
- Clean soccer boots and shin guards for training and games
- Drink bottle

It is a mandatory requirement that all players wear soccer boots and shin guards to play and train in. If a player is not wearing soccer boots and shin guards, they will not be permitted to play on game day or participate at training **No Exceptions.**

The clubs game day uniform requires black socks and shorts (preferably TTGCSC socks & shorts) to play. Socks and shorts can be purchased from Sports Power Golden Grove which is located at Golden Grove Village Shopping Centre.

Training Information

Training for each team will vary each season depending on ground demand and the current team's coach(es) preference for training times. As a normal practise, the TTGCSC **does everything it can** to maintain a team's set times and pitch allocation across each season unless the coach requests it to be changed.

There are unfortunately some instances where the club must change a team's set times and pitch allocation across each season or your coach may request a different time but we endeavour to minimise this as much as possible.

- You will be notified by your team's coach regarding training times for the season.

Commencement of training – This will vary team to team depending on your coach and is also impacted by the availability of Tilley Reserve due to the use of the grounds by other sporting clubs. You should be contacted by your team's coach by the **end of Feb/start of March** regarding the season. If you have not heard anything by then please contact the Coach Coordinator.

Like all sporting clubs we are guided by a volunteer board of committee members and backed by a dedicated group of parents who volunteer as coaches and team managers. We rely totally on our

volunteers so we ask you **not to criticise but instead support our Coaches and Team Managers** as they are giving up their time so you child can play, learn and enjoy the game.

If you have any concerns, please speak to your Coach or Team Manager in the first instance. If you still have concerns please contact the clubs Coach Coordinator or any other committee member and we will be happy to assist.

EDJSA Leagues/Game Times and Fixtures

League	Game time	Game duration	Ball size	Competition
U6	Saturday 12.00pm	20 min Half's	3	Non-Competitive
U7	Saturday 11.00am	20 min Half's	3	Non-Competitive
U8	Saturday 10.00am	20 min Half's	3	Non-Competitive
U9	Saturday 9.00am	20 min Half's	4	Competitive
U10	Saturday 10.00am	20 min Half's	4	Competitive
U11	Saturday 11.00am	25 min Half's	4	Competitive
U12	Saturday 12.15pm	25 min Half's	4	Competitive
U13	Saturday 1.30pm	30 min Half's	4	Competitive
U14	Sunday 8.45am	35 min Half's	4	Competitive
U15	Sunday 8.45am	40 min Half's	5	Competitive
U16	Sunday 10.30am	40 min Half's	5	Competitive
U17-U18 (Colts)	Sunday 10.30am	40 min Half's	5	Competitive

Commencement of the season – The season will normally commence end of March/early April. This varies each season and is set by EDJSA. You will be notified of this once EDJSA release their current year's diary.

Division and League – are set down by EDJSA. The club is invited to submit a 'wish list' of division for each team. Ultimately EDJSA have the final say on the final divisions.

Fixtures – these are issued by EDJSA and normally we do not receive these until a week or two before the start of the season

Policies

The TTCSC is a member of the Elizabeth and Districts Junior Soccer Association (EDJSA) and we are bound by their rules, policies and bylaws. We recommend that all coaches and members of the club visit the EDJSA website and familiarise yourself with their current policies and bylaws.

As a member of the club there are a few policies and procedures that we expect all Members/Coaches/Team Managers and Volunteers to abide by.

- Member & Child protection policy
- Policies and Procedures
- Position Descriptions
- TTGCSC Long Term Player Development plan
- WHS & Risk management
- Privacy and confidentiality policy
- Alcohol, Drug and Unacceptable behaviour policy
- Succession planning

You will find all the club policies on our web site <http://www.ttgsoccer.com.au/> and you are asked to take the time to read and familiarise yourself with all our policies and procedures.

The Member Protection policy outlines how our club meets its obligations to provide a safe environment for all and to ensure there is responsible behaviour and fair decision-making.

Code of Behaviour

Parents Code of Behaviour

- If children are interested, encourage them to play sport. However, if a child is not willing to play, do not force them.
- Focus upon the child's efforts and performance rather than the overall outcome of the event. This assists the child in setting realistic goals related to their ability by reducing the emphasis on winning.
- Teach children that honest effort is as important as victory, so that the result of each game is accepted without undue disappointment.
- Encourage children to always play according to the rules.
- Never ridicule or yell at a child for making a mistake or losing a game.
- Remember that children learn best from example. Applaud good plays by both teams.
- If you disagree with an official, raise the issue through the appropriate channels rather than question the official's judgement and honesty in public. Remember, most officials volunteer their time and effort for your child's involvement.
- Support all efforts to remove verbal and physical abuse from sporting activities.
- Recognise the value and importance of volunteer coaches. They give of their time and resources to provide recreational activities for the children and deserve your support.
- Non-compliance with the code of behaviour may result in disciplinary action by the Club.
- Remember your behaviour reflects on the entire club.

Spectators Code of Behaviour

- Children play organised sports for fun. They are not playing for the entertainment of spectators nor are they miniature professionals.
- Applaud good performance and efforts by your team and their opponents. Congratulate both teams upon their performance regardless of the game's outcome.
- Respect the officials' decision. If there is a disagreement, follow the appropriate procedure in order to question the decision and teach the children to do likewise.
- Never ridicule or scold a child for making a mistake during a competition. Positive comments are motivational.
- Condemn the use of violence in any form, be it by spectators, coaches, officials or players.
- Show respect for your team's opponents. Without them there would be no game.
- Encourage players to play according to the rules and the officials' decisions.
- Demonstrate appropriate social behaviour by not using foul language, harassing players, coaches or officials
- Respect the rights, dignity and worth of every young person -regardless of their gender, ability, cultural background or religion.
- Ensure you are aware and follow the correct processes to follow if you have an issue or complaint – do not perpetuate issues with gossip or general criticism.
- Spectators are also subject to report by EDJSA and/or SAASL officials.
- Non-compliance with the code of behaviour may result in disciplinary action by the Club, EDJSA and/or SAASL.
- Remember your behaviour reflects on the entire club.

Players Code of Behaviour

- Play for the "fun of it" and not just to please parents and coaches.
- Play by the rules.
- Never argue with an official. If you disagree, discuss this with your team coach during a break or after the game.
- Control your temper. Verbal abuse of officials or other players, deliberately fouling or provoking an opponent or throwing equipment is not acceptable or permitted in any sport.
- Work equally hard for yourself and your team. Your team's performance will benefit and so will you.
- Be a good sport. Cheer all good plays whether they are by your team or the other team.
- Treat all players as you would like to be treated. Do not interfere with, bully or take unfair advantage of another player.
- Co-operate with your coach, teammates and opponents. Without them there would be no game

- Learn the rules of the game and play by them at all times
- Respect the rights, dignity and worth of all participants - regardless of their gender, ability, cultural background or religion.
- Do not expect or accept “special” favours from a coach or person involved in team or club management.
- Speak to an adult you trust if you have an issue, feel unsafe or are concerned about someone else.
- Non-compliance with the code of behaviour may result in disciplinary action by the Club.
- Remember your behaviour reflects on the entire club.

Photos and Videos

When undertaking the role of Ground Marshall, you **must** seek permission from the other team Ground Marshall for photos and/or videos to be taken during the game **prior to the commencement of the game**. The Ground Marshall shall advise all parents, caregivers, spectators of the outcome. Should the other team refuse the taking of photos and/or videos, **this must be respected** for the safety and wellbeing of all junior players.

Grievance Procedure

All communication must be referred through your Team Manager in the first instance. Most problems can be resolved quickly and easily this way.

If the problem persists, or is not resolved to your satisfaction, please submit your complaint in writing to the age groups Registrar, who will address your issue at a forthcoming committee meeting. You will be advised of the outcome.

Please note that under no circumstances is **ANY** individual from our club permitted to complain in writing or verbally to any other club, EDJSA, SAASL or FFSA. Every complaint of this nature **MUST** be brought to the attention of the committee via your Registrar who will assist you.

Risk Management / Work Health & Safety

The clubs Risk Management Plan (RMP) and Work health & safety (WHS) is to ensure we provide a safer environment for all members, participants, Team Coaches, officials, spectators and volunteers. By agreeing to participate in soccer at the club, participants will have consented to risks which are generally part of soccer and whilst the law doesn't require clubs to provide a completely risk-free environment, the Tea Tree Gully Soccer Club does take the safety of all involved seriously and has adopted reasonable precautions against risks which may cause injuries or damage that are reasonably foreseeable.

Covid-19

TTGCSC continues to monitor Covid-19 guidelines as we are committed to ensuring the safety and wellbeing of our members. We ask all members to follow and comply with SA Health guidelines and should you or your child be deemed Covid positive or a close contact, please follow our notification procedure:

1. Parents to advise Covid positive case/s to the team Compliance Officer and manage as per SA Health guidelines
2. Team Compliance Officer to notify Team Manager
3. Team Manager to notify Club Compliance Officer

Accident Reporting Policy/Procedure

TTGCSC is committed to maintaining a high standard of health, safety and welfare to minimise the risk of an accident or injury occurring.

In the unfortunate event that an accident or injury does occur, timely reporting and investigation enables the club to quickly take corrective action to address any hazards identified as part of the incident or injury.

In the event of an injury or incident, it is the policy of the club to investigate the incident to ascertain its cause and take the necessary steps to prevent a recurrence. Therefore, it is very important that all Coaches, Team Managers and Members comply with following all accident or injury reporting requirements:

In the event of an injury or incident/Complaint

- Any injury or incident **MUST** be reported to the TTGCSC committee by the person involved, Team Coach or Manager no matter how trivial or minor it may seem to the individual.
- In the event of an injury an **Injury Report Form** Must be completed in full and submitted to the club as soon as possible following the injury.
- In the event of an incident or complaint an **Incident/Complaint Report Form** Must be completed in full and submitted to the club **WITHIN 12 HOURS** following the Incident.

Once received a representative of the committee must follow up the matter immediately by ways of investigating and if applicable forward on the Incident/Complaint to the association for further investigation.

REPORT FORMS WILL BE DISTRIBUTED TO COACHES/TEAM MANAGERS FOR USE OR CAN BE FOUND ON THE TTGCSC WEBSITE





PLEASE REMEMBER

THIS IS A GAME

THE REFEREES ARE HUMAN

THE COACHES ARE VOLUNTEERS

THIS IS NOT THE
A-LEAGUE

A MESSAGE TO ALL PARENTS

Your child's success or lack of success in sport
does not indicate what kind of parent you are



But having a child that is coachable,
respectful, a great teammate,
mentally tough, resilient and tries their
best is a direct reflection of
your parenting

www.footballqld.com.au



COMMUNICATION & DISPUTE RESOLUTION

Communication and Dispute Resolution Guide has been developed to assist parents, volunteers, members, Coaches and the Committee in communicating effectively and managing disputes. The following principles can serve as guidelines to help parents and soccer staff (coaches, volunteers and Committee members) to work effectively together.

Assume Good Intentions: We all care about the kids playing in our Club and share in the goal of providing these kids with a competitive soccer environment, whereby each of them can enjoy a fun, positive experience, whilst developing and playing soccer.

Build Positive Relationships: Showing appreciation when things are going well will go a long way toward creating good will. Build on this principle during games and training by encouraging team mates to recognise the contribution their teammates make.

Be Respectful When Communicating: Being respectful of time, feelings, and privacy in all of our interactions can lead to better communication. Consider how people like to be communicated with to ensure information is provided in the best possible way.

Solve Problems Effectively: Productive resolution of problems is possible when we focus on the player, share ideas and feelings only with those directly involved and remain focused, respectful, and honest.

Be a Role Model: Parents and Coaches who work together successfully can act as role models for our children and other players.

Be respectful when communicating

If you have an issue with another member of our Club, please try to approach them directly to discuss it and come to a resolution. Please do not involve other people (whether through gossip or sending Club or Team-wide emails) in what could potentially be a very personal issue.

Please be sensitive to the fact that before and after practices and games may not be the best time to have a conversation. Consider who may overhear your conversation as players may be present whilst waiting for a game or a ride.

Email can be an effective tool to use when either alerting someone to a concern or trying to set up a time to meet. However, you should avoid using email if the situation is very complex. Just as in face-to-face communication, in email you should focus on the concern you are trying to resolve. It should not be seen as an opportunity to blame or cause greater dispute.

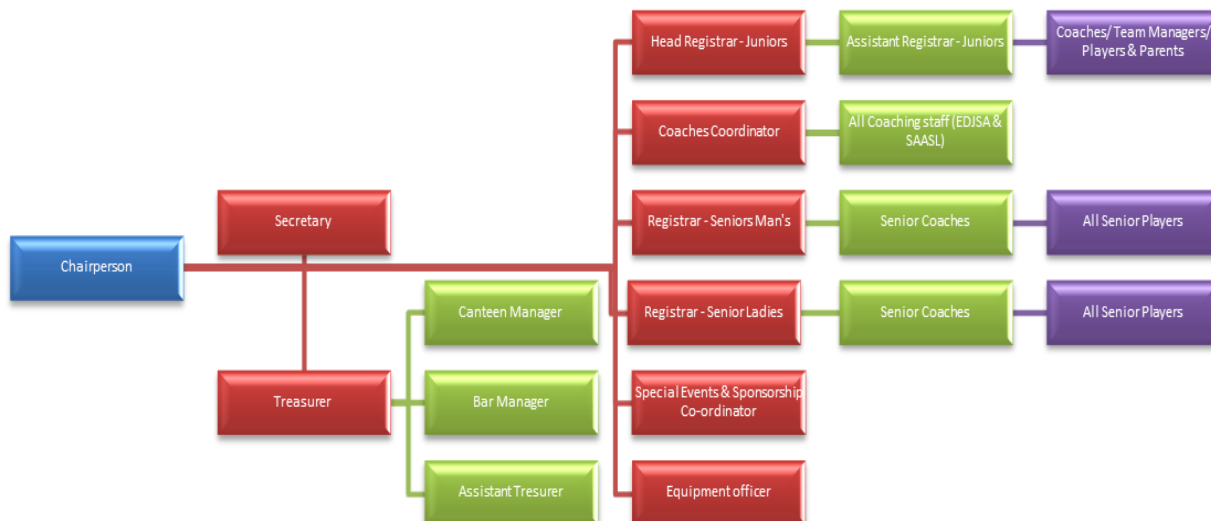
The following are some reminders of strategies to use for respectful and productive discussions:

- Allow time for dialog and response. Some problems can't be addressed immediately. Schedule a time that is mutually convenient.
- Discuss your child – not others. Parents should frame their concerns and questions in terms of the effect on their child only. For example, saying, "I am really concerned about my son. He doesn't feel that he is getting much playing time. He feels that he works really hard in practice, but he doesn't get to show what he's learned in games" is a much more appropriate approach than, "Marcus and Andy show up to practice late every week, why are they getting more playing time than my son?"
- Use "I" messages that frame your concerns from your perspective. For example, you could say, "I am concerned that Amy is not enjoying practice" rather than, "Why are you yelling at Amy so much during practice?"
- Follow up with the coach or parent. If the person handles the problem well, take the time to thank him/her. If the problem is unresolved or resurfaces, communicate clearly and promptly to the appropriate people as described below.

Communication plan

In all communications, please try to approach the person you are dealing with directly first. If that proves to be ineffective, then please refer to the steps listed below.

If you have any concerns for a child's wellbeing, ensure that you report the incident to the member of the Committee (or the Coaches Coordinator) with whom you are most comfortable WITHIN 24HRs OF THE INCIDENT. This person will action the appropriate steps to ensure all children's safety.



CONFLICTS WITHIN THE TTGCSC

<u>If You Are a Parent Who Has a Conflict with a Coach</u>	Contact your Team Manager: He or she will try to mediate the situation. If the manager cannot mediate, then the issue can be raised to the next level. Contact the Coaches Coordinator: The Coaches Coordinator will investigate the complaint and decide whether the issue can be mediated at this level or if it needs to be reported to the Committee.
<u>If You Are a Coach Who Has a Conflict with a Parent</u>	Contact your Team Manager: He or she will try to mediate the situation. If the manager cannot mediate, then the issue can be raised to the next level. Contact the Coaches Coordinator: The Coaches Coordinator will investigate the complaint and decide whether the issue can be mediated at this level or if it needs to be reported to the Committee.
<u>If You Are a Team Manager Who Has a Conflict with a Coach</u>	Contact the Coaches Coordinator: The Coaches Coordinator will investigate the complaint and decide whether the issue can be mediated at this level or if it needs to be reported to the Committee.
<u>If You Have a Conflict with the Coaches Coordinator</u>	Contact the TTGCSC Chairperson. If you are unable to resolve your conflict directly with our Coaches Coordinator, please contact the TTGCSC Chairperson. He/she will work with both parties to mediate the situation and decide whether the issue needs to be brought to the Committee's attention.
<u>If You Have a Conflict with a Committee Member</u>	Contact a Committee Member. If you are unable to resolve your conflict directly with the Committee Member in question, please contact the member of the Committee (or the Coaches Coordinator) with whom you are most comfortable. That person will work with both parties to mediate the situation and decide whether the issue needs to be brought to the Committee's attention.

Conflicts/disputes resulting from a game day situation

If you have a dispute with the Final Match Card

If you have a reportable offence i.e. Coach, player or spectator conduct

Notify in writing the TTGCSC Club Secretary and Coach Coordinator within 24 hours of the incident and your concerns will be forwarded to Elizabeth & Districts for action.

Please note that the TTGCSC and Elizabeth & Districts do not recommend direct communication to the association. It is highly recommended that this communication be directed through the Club Secretary.

Cancellations resulting from extreme (hot or wet) weather

<u>Team Training or pre-season trial game</u>	Team Coach to contact all players ASAP to notify them of the cancellation Note – it is the Coach's responsibility to ensure that all team members receive this communication.
<u>Sanctioned EDJSA Match U/6 & U/7 only</u>	TTGCSC Team Coach must contact the Club Secretary and Coach Coordinator (via email) by 5:00pm the day before the match. Club Secretary will forward to the EDJSA League Secretary. <u>TTGCSC Team Coach MUST</u> contact the opposition coach immediately to notify of cancellation
<u>Sanctioned EDJSA Match</u>	Both teams are required to attend the ground for the match. Decision to abandon the match is the officiating referee's decision only. TTGCSC Team Coach is to notify the Club Secretary and Coach Coordinator (via email) within 24 hours of the referee's decision to abandon the match. Note – At all times it is the Referee's decision, and his/hers alone to abandon or delay any game (not cancelled by EDJSA) due to current weather or ground conditions. It is hoped that all referees, however so appointed, will consider the EDJSA Weather Policy when necessary. If a referee chooses to allow play to continue in direct contradiction to the EDJSA Weather Policy, they may be held liable for any resultant player injuries.

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 (natural justice), that is:

- all complaints will be taken seriously;
- both the person making the complaint (complainant) and the person the complaint is against (respondent) will be given full details of what is being said against them and have the opportunity to respond (give their side of the story);
- irrelevant matters will not be taken into account;
- decisions will be unbiased and fair; and
- any penalties imposed will be fair and reasonable.

More serious complaints may be escalated to the EDJSA and/or SAASL.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club will need to report the behaviour to the police and/or relevant government authority and the EDJSA and/or SAASL

Complaint Handling Process

When a complaint is received by our club, the person receiving the complaint (e.g. Chairperson, Junior Registrar) will:

- listen carefully and ask questions to understand the nature and extent of the problem;
- ask what the complainant would like to happen;
- explain the different options available to help resolve the problem;
- take notes; and
- 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:

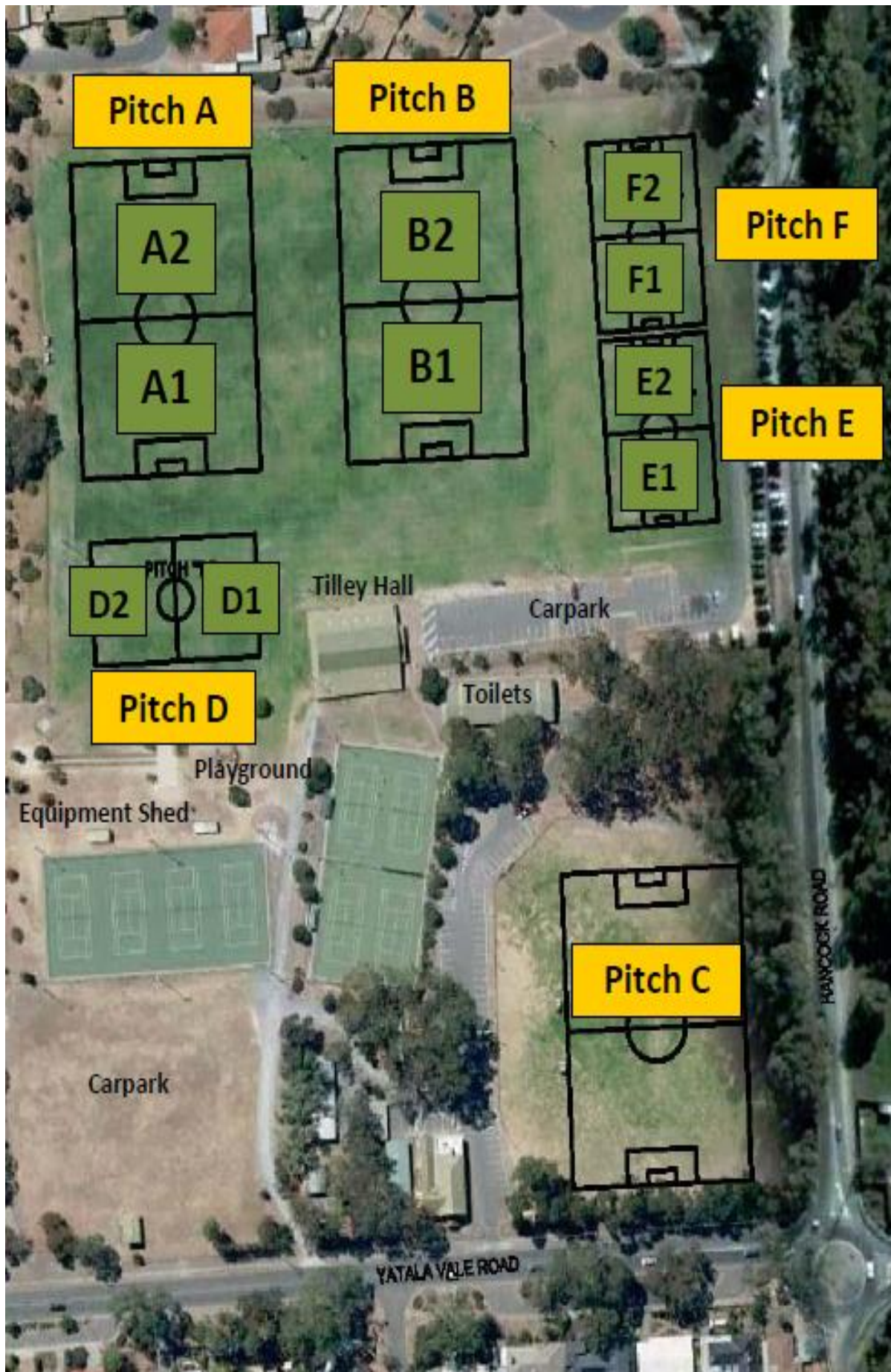
- supporting the person complaining to talk to the person being complained about
- bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);
- gathering more information (e.g. from other people that may have seen the behaviour);
- seeking advice from EDJSA and/or SAASL or from an external agency (e.g. State Body MPIO, State Department of Sport or anti-discrimination agency);
- referring the complaint to the EDJSA and/or SAASL; 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 the EDJSA and/or SAASL and an inquiry is conducted, the club will:

- co-operate fully;
- ensure the complainant and respondent are not victimised;
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on the EDJSA and/or SAASL recommendations.

At any stage of the process, a person can seek advice from or lodge a complaint with an anti-discrimination commission or other external agency.

Attachment 1 Tilley Reserve ground layout



Attachment 2 Incident/Complaint Form



INCIDENT/COMPLAINT FORM

ALL INCIDENTS & COMPLAINTS MUST BE SUBMITTED WITHIN 12 HOURS TO THE TTGCSC COMMITTEE VIA EMAIL - CLUB SECRETARY E: secretary@ttsoccer.com.au

Your Name:			
Contact Number:		Contact Email:	
Team Coach:			
Contact Number:		Contact Email:	
Age Group:			
Team name:	<input type="checkbox"/> Rangers <input type="checkbox"/> Rovers <input type="checkbox"/> United <input type="checkbox"/> Wanderers <input type="checkbox"/> Strikers <input type="checkbox"/> City <input type="checkbox"/> FSA Girls <input type="checkbox"/> FSA Boys		
Date of Report:	/ /	Date of Incident:	/ /
Location of Incident:			
Happened at:	<input type="checkbox"/> Training <input type="checkbox"/> Match	Time of Incident:	AM / PM

Detail who was involved in the incident – including witnesses and contact detail:

Please detail the events of the incident – as much detail as possible. Also include details of any actions taken including Referee and Match officials

Additional page for information

Name:

Date:

/ /

Signature:

Attachment 3 Injury Report Form



INJURY REPORT FORM

Injured Players Name:			
Parent/Caregivers name:			
Contact Number:		Contact Email:	
Team Coach:			
Contact Number:		Contact Email:	
Age Group:			
Team name:	<input type="checkbox"/> Rangers <input type="checkbox"/> Rovers <input type="checkbox"/> United <input type="checkbox"/> Wanderers <input type="checkbox"/> Strikers <input type="checkbox"/> City <input type="checkbox"/> Girls <input type="checkbox"/> FSA Boys		
Date of Report:	/ /	Date of Incident:	/ /
Location of Injury:			
Happened at:	<input type="checkbox"/> Training <input type="checkbox"/> Match	Time of Incident:	AM / PM
Did the player attend Hospital?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Body part Injured	
Was an ambulance called?	<input type="checkbox"/> Yes <input type="checkbox"/> No		

CAUSE OF INJURY <input type="checkbox"/> Struck by another player <input type="checkbox"/> Struck by a ball/object <input type="checkbox"/> Collision with another player <input type="checkbox"/> Collision with fixed object <input type="checkbox"/> State of the playing surface <input type="checkbox"/> Overexertion <input type="checkbox"/> Overuse <input type="checkbox"/> Landing <input type="checkbox"/> Slip/Trip/Fall/Stumble <input type="checkbox"/> Temperature related <input type="checkbox"/> Other:	INITIAL MANAGEMENT <input type="checkbox"/> None Given <input type="checkbox"/> Referral (see below) <input type="checkbox"/> RICER + Warning <input type="checkbox"/> Sling/Splint <input type="checkbox"/> Immobilise <input type="checkbox"/> Wound <input type="checkbox"/> Asthma <input type="checkbox"/> Strapping <input type="checkbox"/> Massage <input type="checkbox"/> CPR <input type="checkbox"/> Rest/Monitor <input type="checkbox"/> Other:	ADVICE GIVEN <input type="checkbox"/> Immediate return to activity <input type="checkbox"/> Returned with restrictions Detail restrictions:
	SUSPECT NATURE OF INJURY/ILLNESS <input type="checkbox"/> Soft Tissue <input type="checkbox"/> Hard Tissue <input type="checkbox"/> Wound/Open/Graze/Abrasion <input type="checkbox"/> Fracture/Broken Bone <input type="checkbox"/> Dislocation <input type="checkbox"/> Blister <input type="checkbox"/> Concussion <input type="checkbox"/> Vomiting <input type="checkbox"/> Respiratory <input type="checkbox"/> Loss of Consciousness <input type="checkbox"/> Unspecified Medical <input type="checkbox"/> Illness e.g. Cold/Flu <input type="checkbox"/> Other:	REFERRAL <input type="checkbox"/> Medical Practitioner <input type="checkbox"/> Ambulance <input type="checkbox"/> Hospital <input type="checkbox"/> Other:

	Please write in your own words what you saw or heard in regarding the injury?
	Additional Information

Name:		Date:		/		/	
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Signature:	
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