

## Maitland Football Club 2024 Player - Parent Handbook



### National Premier League - NPL Premier Youth League - PYL Junior Development League - JDL

Cook Square Park, William St. East Maitland NSW 2323 ABN 79 973 269 736

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## WELCOME



#### Welcome to the Maitland Football Club

Welcome (or welcome back!) to the Maitland Football Club, home of the mighty Magpies.

Being selected to join the Magpies is a wonderful opportunity, not only to develop as a footballer but also to have a positive experience regardless of progression as a player.

The aim of the Maitland Football Club (MFC) is to help players maximise their potential in football, education and life whilst providing a life-enriching experience for all. Our Club puts well-being and personal development at the heart of everything we do. Our aim is to develop well-rounded individuals as well as high quality players.

As a valued member of the Magpies family, you form part of a long line of people who have represented MFC both here and abroad. We are very proud of our past and are also firmly focused on the present and the future and how as a Club we can best serve our people in their football journey with us. In accepting a position with the Magpies, you acknowledge and welcome the expectation and commitment to excellence that comes with representing the MFC.

The information presented in this handbook is designed to assist everyone in understanding how the Club operates, its rules and regulations, its expectations of players, parents, and Club personnel both on and off the field. We encourage you to refer to this handbook if you have any queries, as you may find that your questions have already been answered here. If not, please contact your Team Manager for further information

Many hands make work light, to help us with the running of the Club all parents will be asked to donate a minimum of one day on a weekend over the course of the season. Your Team Manager will provide details closer to the season kick off. With the improvements made off season to the home ground infrastructure and facilities by Maitland City Council, along with the successes we have enjoyed over recent years, the Club is well positioned to have a very exciting and rewarding season.

I would like to wish everyone a great year and thank those that contribute to making this Club one that I am extremely proud to be a part of. Whether you are a player, coach, manager, parent, volunteer, Board member or part of our wider community, the Club recognises and appreciates the effort everyone contributes.

#### **Fly Magpies Fly**

Steve Good President

## WHO WE ARE

#### **Vision Statement**

To be a successful sustainable National Premier League club that is recognised for its:

- Performance
- Culture, and
- Community Engagement

#### **Mission Statement**

Our purpose is to be the club of choice for parents of talented children and elite senior players. We will represent our city with great pride and have an engaged community. We will develop players to their full potential whilst maintaining their love for football.



There are no shortcuts to success.

Real success comes to us, after we have given our best possible shot, taken full advantage of our opportunities, and drained every last drop of sweat and commitment from ourselves.

As a member of Maitland FC, I will accept and respect the honour. I will ensure that I always act with a professional attitude, in both my football and personal lives. The way I act, and the commitment I make, will be my contribution to the Maitland FC tradition, and this will allow me to set my own standards in life. I will take the field with the proud knowledge that I represent myself, my team, my family, and my district. I will make that extra effort: to run that extra metre & make that extra tackle – because in life and in football there are no shortcuts to success – that is "The Maitland Way".



There is no such thing as too many volunteers!

We seek and appreciate any contribution, large or small, you can make. Maitland Magpie volunteers are the backbone of the Club. Their work is done for the satisfaction and enjoyment of achieving and making a difference.Without volunteers the Club would not be able to put teams on the fields or run the canteen at Cooks Square Park.

Simply put, without our volunteers we would not have a Club.

Every team is expected to assist throughout the season with game day tasks including set up and pack down, assistance in the canteen, and duty officer activities. The requirement for all people is that they will be placed on a volunteer roster (minimum one day) over the season towards these activities. Your Team Manager will share this roster with you prior to the season commencing.

If you are interested in volunteering for a specific task (big or small) on a regular or ad hoc basis, please contact your team manager or the club secretary (secretary@maitlandfc.com.au) to discuss.



## THE FOOTBALL WE PLAY



#### **Phases of development**

The Maitland FC Junior Development League (JDL) / Premier Youth League (PYL) / National Premier League (NPL) Programs span three development phases, the Skill Acquisition Phase for players aged 9 to 13, Game Training Phase for players aged 13 to 16, and the Performance Phase for players aged 16+.A staged learning approach for each age group within these phases has been developed to ensure gradual and efficient learning across the course of the program.

#### Phase 1 - JDL - Skills Acquisition Phase

In these age groups (U9, U10, U11 and U12) players are primed to learn the five functional game skills: First Touch, Striking the ball, Running with the ball, 1 v 1 Attacking, and 1 v 1 Defending. It is recognised at this age that players are well balanced, with good coordination, and want to test their physical limits. Our skills acquisition program concentrates on these technical aspects to compliment the player's game-based development in future years.

#### Phase 2 - PYL - Game Training Phase

In these age groups (U13, U14, U15, U16, & U17) competing in the highest level available will challenge and develop the players' skills as they develop physically and mentally into young adults. In these age groups, all round technical skill development will continue with a gradual increase to focus on game-centred practices which allow players to marry technique to the game.

This phase of player learning aims to develop thinking players who can recognise when and how technical skill can be best utilised in the game. Players will be introduced to a range of tactical aspects to best prepare them for the Performance Phase of their footballing journey. The club believes this integrated program provides a clear, structured, and comprehensive pathway into senior elite football.

### Phase 3 - NPL - Performance Phase

in these age groups (U18 and Senior Squad) whilst technical skill development will still form a part of the training program, the technical focus will be more specifically related to the needs of each individual player and their specific position. The main emphasis of the Performance Phase will be on preparing tactically astute and organised teams/individuals who are physically prepared for the competitive rigors of elite senior football. The main aim in the Performance Phase is to create a successful and competitive environment where winning is now the main target.

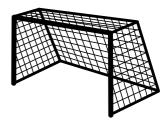
### **Playing Style**

Maitland FC's playing style is aligned to our mission of playing football that entertains and fills the people who watch and play with enjoyment.

To bring this mission into reality, we have built our playing style around four main themes:

- Playing Balanced, Proactive football always
- Using Effective Possession of the ball with a focus on QUICK PENETRATION to create and convert scoring chances
- Reinforced by an ORGANISED, DISCIPLINED and UNCOMPROMISING defensive unit
- All underpinned by a strong WORK ETHIC and TEAM FIRST focus
- Using these four themes we have summarised our playing style as:
- A balanced, pro-active style of football, with an emphasis on controlling the game through effective possession of the ball and disciplined defending
- In possession, quick penetration supplied by creative combination play and skilful individuals provides the winning difference; uncompromising one on one defenders within an organised defensive unit ensure success
- A strong work ethic and team first focus provide the foundation on which the playing style will come to life

## THE FOOTBALL WE PLAY



#### **Playing style continued**

Our playing style is further defined by four core principles of play. These principles are:

- Ball Possession (BP)
- Transition to Defence (BP>BPO)
- Ball Possession Opponent
- Transition to Attack (BPO>BP)

We strongly encourage that you review the FA Football Coaching Process so you can understand the style of Football that Football Australia (FA) want players of the future to play.

#### **Extra Commitment**

The recommended hours of training it takes to become a complete player is 10,000 hours up to the age of 18. As you can appreciate this is a lot of commitment and practise. We will train on average five to six hours a week plus game day.

Players will have set training nights during pre-season and regular season, plus there will be fitness and bonding sessions also. These sessions are not enough to improve skill and ability, for the players to excel at this level it will take a strong commitment to do extra work at home.

#### **Belief from Players and Parents**

NPL/PYL/JDL football is a very tough and elite competition. Not only do you need skill at this level but also the game requires an equally high percentage of mental toughness. The team that can be mentally stronger for the full game are usually the victors.

Players will likely be affected mentally if they hear negative comments from the sideline, which often will come from a parent or spectator. The coaching staff at MFC ask you to always be positive and make constructive comments and not call out instructions from the sidelines.

#### **Game Time**

MFC has policies for game time, which are outlined below:

#### JDL

Wherever possible every player will receive equal game time. The only requirement is for the player to show interest in participating (at training and on game day) and an eagerness to display what they have learnt from the 4 core skills.

MFC Team Managers will record game time.

#### PYL - Under 13's and 14's

Over the course of the season, every player in the squad will receive equal game time (or as close as possible).

However, if a player is receiving less game time, it could be due to one or more of the following factors:

- Training attendance
- Attitude
- Form
- Opposition
- Current game situation
- Injuries/Match Fitness

MFC Team Managers will record game time.

## THE FOOTBALL WE PLAY



#### **Game Time continued**

#### PYL - 15's/ 16's and 17's

The focus will be performance based and there will only be a guarantee of 20 minutes per game (over the course of the season). The total number of minutes players play will be determined by a number of factors.

These factors include (but are not limited to) the following:

- Training attendance
- Skill level
- Attitude
- Form
- Opposition
- Current game situation
- Injuries/Match Fitness

If game time has been limited, the matter will be addressed. MFC Team Managers will record game time.

#### **Player Assesment**

You and your child are entitled to regular feedback on progress and development at the Club. During the season, players will receive feedback on their progress, areas to improve, and suggested additional skills training. We aim to educate our players on the game further, by showing video analysis of games and asking them to complete self-analysis of the game.

Players will be provided with a minimum of two written assessments a year, mid-May, and at the end of July. These assessments will address areas of strengths and areas for improvement. Following this written assessment, players/parents will have the opportunity to have a discussion with their team coach and the Technical Director to discuss their assessment. The Club will hold parent's evenings at least twice each season to discuss recent performance reviews in detail.



## **CLUB EXPECTATIONS**

#### Club Communication

TeamApp is MFC's primary channel of communication for ALL club notifications.

We are aware that some teams already have their own social media group. Where teams have Facebook groups all players are strongly encouraged to use closed Facebook groups. All players and parents are reminded to be very cautious about what they post on social media. Once it is out on a platform it is there for good, and the damage is done. Behaviour, comments, images, or any other form of content is not to be used to vilify or be disrespectful to the Club, fellow teammates, other players, or anyone associated with MFC.

Simply put, do NOT be disrespectful to ANYONE. Such behaviour will not be tolerated. We ask you to please exercise good judgement when using social media.

Parents are also asked that they do not communicate directly with team coaches or the club Technical Director, especially at training and game day.

### If there is a need to discuss a matter with your child's team coaching staff or Technical Director you must first raise it with your Team Manager.

#### 🗹 Training

For JDL, training will be compulsory 4 nights a fortnight (5th and 6th nights are offered but not compulsory).

Training will generally commence in November with a break for Xmas, followed by return to Pre-Season training recommencing mid to late January up to commencement of the formal league season culminating in finals for NPL and PYL commencing mid-August through to Grand Finals mid-September.

Players are expected to be at training a minimum of 15 minutes prior to the start of the session so there are no delays. If a player is early for training (which is a good thing) they will be encouraged to practice their ball juggling or individual skills or set up a grid to play a small-sided game with other early arriving players.

At times teams will undertake a video session or go to another (wet weather) training venue. Training will not be cancelled unless there are no other options.

Where a player is unable to attend training, please communicate this to the team manager via TeamApp as soon as it is known. This will assist your coach in planning training sessions for the right number of players attending the session.

## **CLUB EXPECTATIONS**

### Training up and Standing by

During the season, some players will have the opportunity to train up with the age group above. These players are identified by their team coach and communicated to the appropriate Technical Director. On game day, if it is required for players to standby for the next game, players training with that age group above, and players who have trained and played extremely well in their own age group, will be asked to standby.

### Parents

Parents are asked not to disturb the coaches before, during and after training sessions. Parents are asked to please stay off the training area and not involve themselves in training in any way. Parents are also not to get involved in video session nights.

If you have something you wish to discuss with your child's coaches, please speak with your Team Manager in the first instance.

### Attitude

Training at the same level of intensity as a game is essential for the player to improve. To play at your best the player needs to train at their best. Training is time to work and not a social session for catching up with teammates.

### 🕁 Game Day

It is expected that players arrive at least 60 minutes in advance of the game (unless otherwise instructed by the team coaching staff or a MFC official). Be dressed in the appropriate Maitland FC apparel when travelling to and from fixtures. Failure to wear proper MFC apparel could result in a player being excluded from a

#### Dress Code

fixture.

#### **Public appearance**

MFC players are required to wear their MFC polo, tracksuits and joggers when making public appearances that do not require physical activity.

MFC players are required to wear their MFC training apparel when taking part in a public appearance that involves physical activity.

At no stage should players arrive at games, public appearances and/or any media event in thongs, beanies, or hats (unless they bear the MFC logo). If this occurs, you will be asked to leave the event.

This will be the standard rule unless told otherwise by the Operations Manager.

### Training

Players must wear their MFC training apparel to every training session. Players may be excluded from training if they are not dressed correctly, especially if there are members of the media or NNSWF marketing present.

### CODES OF CONDUCT





It is expected that all players behave in accordance with the requirements set out in this document and the <u>FA Player Code of</u> <u>Conduct</u>.

The National Code of Conduct applies to all members and provides that:

- We are Inclusive & Unifying
- We Respect the Referee's Decision
- We make Safety & Welfare our Priority-
- We Encourage Others & Promote Enjoyment of the Game
- We Behave Appropriately
- We Play Fairly
- We are Good Sports
- We Respect Equipment & Property
- We Compete to the Best of Our Ability
- We Uphold the Integrity & Honesty of the Sport
- We Hold Each Other to these Standards

#### **MFC Codes of Conduct**

- Anti-Discrimination Football Australia
- Bullying and Harassment Football Australia
- Safeguarding Football Australia
- Complaints Procedure Football Australia
- Statutes, Regulations and Policies including the Disputes and Discipline Policy Football Australia

#### **Player Expectations**

When playing football, I will:

- Always play to the best of my ability and for the benefit of my team
- Play fairly I won't cheat, dive, complain, or waste time
- Respect my teammates, the other team, the referee and my coach and manager
- Play by the rules, as directed by the referee
- Be gracious in victory and defeat I will shake hands with the other team and referee at the end of the game
- Listen and respond to what my coach/manager tells me
- Understand that a coach must do what is best for the team and not one individual player

## CODES OF CONDUCT



Continued

### I understand that if I do not adhere to the program's expectations and requirements, any or all the following actions may be taken by the Maitland FC Board or Northern NSW Football. I may:

- Receive a verbal caution from the team coach
- Receive a verbal caution from the Technical Director
- Receive a written caution from Maitland FC or NNSWF
- Be subject to further disciplinary action as determined by Maitland FC or NNSWF
- Be required to leave the program

#### **Coach/Manager Expectations**

This National Code of Conduct applies to all Coaches and Managers at any playing level:

- Remember children participate for their enjoyment winning is only a part of the fun
- Never ridicule or yell at a child for making a mistake or losing
- Be reasonable in your demands on young player's time, energy, and enthusiasm
- Teach your players to follow rules
- Whenever possible, group players to ensure that everyone has a reasonable amount of success
- Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of your players
- Avoid overplaying the talented players the average players need and deserve equal time
- Develop team respect for ability of opponents and for the judgement or officials and opposing coaches
- Follow the advice of a physician when determining when an injured player is ready to recommence training or competition
- Keep up to date with the latest coaching practices and the principles of growth and development of the child

#### **Parents Expectations**

The National Code of Conduct applies to all parents at any playing level:

We all bear a collective responsibility to set a good example and help provide a positive environment in which children can learn and enjoy the game. Play your part and observe these expectations, roles, and responsibilities for spectators always: I will:

- Remember that children play for enjoyment as well as competition
- Applaud effort, fair play, and sportsmanship
- Respect match official decisions always
- Be positive and provide encouragement, not criticism
- Recognise the position of the coach and respect his/her philosophies and methods
- Not give coaching directions to players
- Never engage in or tolerate offensive/insulting/abusive language or behaviour
- Remain behind the touchline and within the designated spectator's area (where provided)

## **CODES OF CONDUCT**

#### Continued

### I understand that if I do not follow the parents' code of conduct, any or all the following actions may be taken by the Maitland FC management or Northern NSW Football. I may be:

- Issued with a verbal caution from the team coach
- Issued with a verbal caution from the Technical Director
- Required to have a formal meeting with the Maitland FC Board
- Issued with a written caution from Maitland FC or NNSWF
- Subject to further disciplinary action as determined by MFC or Northern NSW Football

#### **Spectator Expectations**

A spectator at a match or otherwise involved in any activity sanctioned or staged by, or held under the auspices of Football Australia (FA), a Member Federation, a District Association (or "Zone") or a Club must:

- Respect the decisions of match officials and teach children to do the same
- Never ridicule or unduly scold a child for making a mistake
- Respect the rights, dignity and worth of every person regardless of their gender, ability, race, colour, religion, language, politics, national or ethnic origin
- Not use violence in any form, whether it is against other spectators, team officials (including coaches), match officials or players
- Not engage in discrimination, harassment, or abuse in any form, including the use of obscene or offensive language or gestures, the incitement of hatred or violence or partaking in indecent or racist chanting
- Comply with any terms of entry of a venue, including bag inspections, prohibited and restricted items such as flares, missiles, dangerous articles, and items that have the potential to cause injury or public nuisance
- Not, and must not attempt to bring into a venue national or political flags or emblems (except for the recognised national flags of any of the competing teams) or offensive or inappropriate banners, whether written in English or a foreign language
- Not throw missiles (including on to the field of play or at other spectators) and must not enter the field of play or its surrounds without lawful authority
- Conduct themselves in a manner that enhances, rather than injures, the reputation and goodwill of FA and football generally
- Any person who does not comply with the Spectator Code of Behaviour or who otherwise causes a disturbance may be evicted from a venue and banned from attending future matches



## SAFEGUARDING



### Safeguarding

Maitland Football Club places great importance on safeguarding children and adults at risk and we believe that everyone has the right to enjoy football in a safe an inclusive environment. We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently along with legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.

Maitland Football Club operates under the Northern NSW Football (NNSWF) Working With Children's Check (WWCC) Policy. In addition to the policy, NNSWF has established WWCC Guidelines for Member Clubs and WWCC Guidelines for Coaches, Managers, Volunteers and Employees which we encourage you to access via <u>www.northernnswfootball.com.au</u> For more information regarding the WWCC, including how to get your WWCC visit www.kidsguardian.nsw.gov.au.

If you have any issues or questions relating to keeping our kids safe, please email our Club President on <u>President@maitlandfc.com.au</u>

#### Member Protection Information Officer (MPIO)

The role of the MPIO is to be a safe set of ears for someone to report or discuss incidents that they have been involved in or have witnessed. The MPIO then has the responsibility to bring this to a group within the club who have the responsibility to investigate and recommend actions or further escalation.

#### What is Member Protection & Safeguarding

It is protection of all people associated with the club (focused heavily on protection of minors (under 18 years of age) from:

- Rumour Spreading
- Over Training
- Cyber Bullying
- Harmful Coaching Methods
- Sexual Harassment
- Online Safety
- Non-Compliance of Child Safety WWCC and other checks in place before people allowed to assume responsibility of being involved with our young players

Football Australia has developed a comprehensive <u>member protection framework</u> that includes policies in relation to safeguarding.

#### If you believe a child is at immediate risk of abuse phone 000



## MEDIA

#### Media procedures Media, Photography and Videography

In registering to become a Maitland Football Club (MFC) NPL/WPL/JDL player, you acknowledge that players could at any time, whilst training or playing, be photographed/videoed by reporters, MFC Staff, NNSWF Staff, FA Staff and/or other members of the football fraternity for publication. This may also include Bar TV or similar broadcasters. Please be aware, publication means these photos/videos may then appear on various social media channels belonging to MFC, NNSWF, FA or any other news or social publications.

If at any time you become suspicious or uncomfortable with anyone taking photos/video, please tell your coach or team manager immediately. Do not attempt to approach this person.

### Media Appearances/Being Approached by the Media

Media will generally contact MFC or NNSWF Marketing Department in the first instance to arrange player/coach interviews in relation to MFC activities.

If media attend training unannounced, players are not to talk to the media.

After obtaining information on the requirements of the media representative, coaches are to contact the Technical Director or Operations Manager to obtain directions. It will then be at the discretion of the Technical Director or Operations Manager whether an interview with any players will proceed.

Using their discretion in relation to the nature of the interview, the coach on some occasions may comment on behalf of the player.

The significance of some matters will necessitate that only an official comment from the MFC President will be made. Players, coaches, and managers will make no comment on these occasions.





### **Injury Management**

This is a very important part of playing at this level. If you sustain an injury the first thing to do is tell the coaching staff (at the earliest possible time, when the injury presents), do not try to hide it or minimise it.

For soft tissue damage (pulls, tears, strains), apply the RICE treatment:

- R REST
- ICE to the area I.
- С **COMPRESSION** - put pressure on the area, ideally with a compression bandage, apply ice over the top
- **ELEVATION** while resting the injured area (with compression and ice), Ε elevate the area

After applying RICE, make an appointment with MFC physios, and report injuries to your Team Manager.

With any injury, always seek the help and advice of a medical professional,

please do not rely solely on the information mentioned above.

The Physio Studio will put aside 5pm to 6pm Monday afternoons for MFC players - please note that an appointment is still required. Outside of this time it is still encouraged to ring the clinic and confirm you are a MFC player and priority arrangements will be made.

#### The Physio Studio Hunter Valley – ph. 02 4933 9893 2 Verdant Drive, EAST MAITLAND, 2323



#### 🔁 Football Australia Concussion Guidelines

Football Australia's Concussion Guidelines set out the guiding principles and provides general advice regarding the management of concussion in football in Australia. These Guidelines are of a general nature only. Individual treatment will depend on the facts

and circumstances specific to each individual case. These Guidelines are not intended as a standard of care and should not be interpreted as such.



#### Nutrition and Hydration

As part of your child's "Game Preparation", the night before a game is very important. Similarly, eating the wrong foods will affect your performance. Thought should be put into dinner (night prior to a game) and breakfast (morning of the game). Some helpful links are below:

https://www.sportsdietitians.com.au/wp-content/uploads/2020/07/Pre-exercise-Fuelling.pdf https://www.sportsdietitians.com.au/factsheets/

Another very important aspect to preparation of the body prior to the game is to ensure you are hydrated. Please ensure you consume sufficient water prior to the game so you do not become dehydrated especially in the earlier part of the season when temperatures are still high.

## **SPONSORSHIP**



Maitland FC is very fortunate to have the support of many generous sponsors without whom, the club could not provide the level of professional development we offer for all our players. Some of our sponsors have been associated with Maitland FC for over 20 years, which is a testament to how Maitland FC is perceived in the area.

It is vital that every player and the families and friends of players support the Maitland FC sponsors as a way of saying "Thank You" for the generous support we receive from the business community.

Whenever possible, if you are making a purchase or requiring the services that one of our sponsors offer, please choose the Maitland FC sponsors business and let them know you have chosen to spend your money with them because of their valued support of Maitland FC. Please make yourselves familiar with the businesses that support our club who are shown on signs at the ground, on our website [maitlandfc.com.au] and on our Facebook posts.

In particular, if you are looking to buy a motor vehicle, buying/selling/leasing or requiring a mortgage for a property, or wanting a nice feed; please use Maitland FC sponsors:

Easts Bowling & Golf Clubs Burton Automotive (Maitland Toyota) Thompson & Clarke Real Estate Hunter Legal and Conveyancing The Mutual Bank

There are a variety of businesses who are Maitland FC sponsors that we ask you to support, so please check first or ask if the club has a sponsor that offers the product or service that you are seeking.

Maitland FC is always looking to attract additional sponsors, especially as we are a growing club, so if you know of a business that may be a potential sponsor of the club, please tell someone at the club so we can follow them up.



### **FEEDBACK AND COMPLAINTS**

To provide the opportunity for program feedback and an avenue to address concerns/complaints that may arise, the following processes should be adhered to.

### 😯 Feedback

As part of the ongoing development and advancement of the Maitland FC Program, we welcome players and parents submitting feedback regarding the footballing program. This feedback should be emailed through to your Operations Manager.

#### Complaints Procedure

Should a player or parent wish to submit a complaint, the procedures listed below should be followed (please note that the complaints process can end at any step depending on if the matter is resolved):

#### **Complaints Procedure**



#### **Consult this Handbook**

Make sure that the answer to your complaint hasn't already been addressed in this handbook



#### Verbal Communication

Raise the issue with your team manager and/or Operations Manager in person



#### **Submit in Writing**

If your complaint is not resolved, you should submit it in writing to the Operations Manager. Your complaint will then be referred to the relevant person

**Escalation** If your complaint can not be resolved at club level, it will be forwarded to NNSWF for further consideration



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#### Response

Your complaint will be responded to within 7 working days of receipt and actioned (where possible) within 21 days of receipt



#### Grievance

If you are not satisfied with the outcome of your complaint, you may be referred to the FA Grievance Policy



#### Football Australia Complaints Policy

https://www.footballaustralia.com.au/member-protection/complaintsprocedure

## FEEDBACK AND COMPLAINTS

#### Grievance Procedure

Should you encounter an issue or problem at the club It is important that it is resolved as quickly as possible. Below are the procedures for the different types of grievances.

Team grievance (e.g. relating to coaches and/or players)

- a.) Discuss with the Operations Manager/Team Manager in the first instance.
- b.) If the issue cannot be resolved, ask for the request to be escalated to the teams Technical Director or clubs Director of Football.
- c.) If the issue cannot be resolved, request the issue be escalated to the Executive Committee for resolution.
- Club grievance (e.g. policy/procedure or club management)
  - a.) Place the issue in writing to the Club Secretary either via email or by post.
  - b.) If the issue cannot be resolved, place the issue in writing to NNSWF CEO via email or post.



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Association grievance (e.g. involves other clubs or external factors)
a.)Place the issue in writing to the Club Secretary either via email or by post.
b.)The Club will make representation to the appropriate association/club.



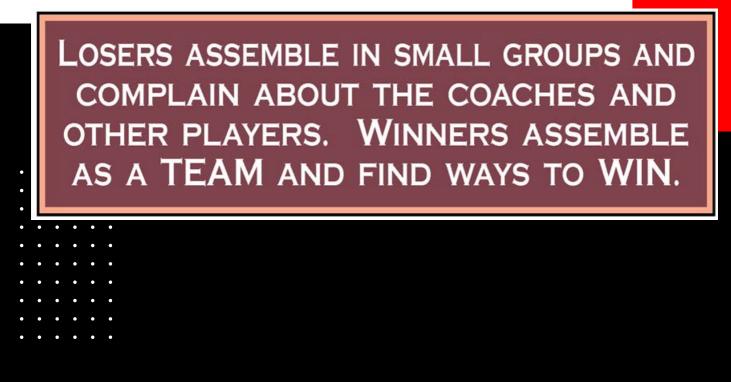
#### Grievance

If you are not satisfied with the final outcome of your complaint, you may be referred to the FA Grievance Policy

## **CONCLUDING MESSAGE**

# Best wishes for a successful 2024 season!

We would like to thank you for reading this document, which we believe is the basis of a successful season. We would like to leave you with the following thought:



## LINKS

#### Links to documents referred to in this handbook

**FA Football Coaching Process** https://www.footballaustralia.com.au/sites/ffa/files/2017-09/The%20Football%20Coaching%20Process\_sojtrxt7i5ka18k1ws5awk14f.pdf

#### FA Player Code of Conduct

https://www.footballaustralia.com.au/sites/ffa/files/2021-04/FA%20Code%20of%20Conduct%20and%20Ethics%20%282021%29.pdf

Football Australia Member Protection Framework https://www.footballaustralia.com.au/member-protection/complaints-procedure

Football Australia Anti-Discrimination Policy https://www.footballaustralia.com.au/member-protection/anti-discrimination

Football Australia Bullying and Harassment Policy https://www.footballaustralia.com.au/member-protection/bullying-harassment

Football Australia Safegurading framework https://www.footballaustralia.com.au/member-protection/safeguarding

Football Australia Complaints Procedure https://www.footballaustralia.com.au/member-protection/complaints-procedure

Football Australia Standards of Respect https://www.footballaustralia.com.au/member-protection/xi-standards-respect

Football Australia Statutes, Regulations and Policies https://www.footballaustralia.com.au/governance/statutes-and-regulations

#### Football Australia Concussion Guidelines

https://www.playfootball.com.au/sites/play/files/2023-02/Football%20Australia%20Concussion%20Policy%202019.pdf

#### Sports Dietitians Food and Nutrition factsheets

https://www.sportsdietitians.com.au/wp-content/uploads/2020/07/Pre-exercise-Fuelling.pdf https://www.sportsdietitians.com.au/factsheets

#### Maitland Football Club website

https://www.maitlandfc.com.au/

#### Squadi

https://registration.squadi.com/liveScoreSeasonFixture?yearId=6&organisationKey=743b0577c7cd-41bf-b33b-41d8062265a2&competitionUniqueKey=0f959a37-2f73-4a24-9b94-79615daa787f&teamId=-1&divisionId=2231



#### Fees, kit and registration Fees

It costs a significant amount of money to provide a quality program and it is the policy of our Club that all players pay their fees.

We acknowledge that the financial landscape has been difficult for many. A significant body of work goes into keeping our fees as competitive as possible to assist families as best we can.

Please be advised that Maitland Football Club Registration fees for the 2024 season will be:

NPL Men and Women	\$1,750.00 inc. GST
PYL Boys and Girls	\$1,750.00 inc. GST
JDL Boys and Girls	\$1,550.00 inc. GST

**Registration Fees Include:** 

Team Registration with Maitland Football Club (inc NNSWF/FA) Coaching and Development Weekly Training and Field Hire Presentation Day End of Year Function Player Kit for the season

Registration Fees Do Not Include:

- Additional Training over allocated times
- Non -compulsory events

NOTE: If a player accepts a position within the Club, they will be bound by the fees as listed and no refund will be given at any stage once the player has accepted their position. This will cover all reasons including injury. This is due to acceptance of a position precluding a possible other player from playing.





#### Kit

The Maitland Football Club kit consists of:

- Home Playing Strip Jersey, Shorts Socks X 1
- Away Playing Strip Jersey, Shorts Socks X 1
- Training Strip Jersey, Shorts, Socks X 2
- Club Polo Shirt X1
- Padded Jacket X1
- Tracksuit Pants X 1
- Gear Bag, or Backpack X 1

All uniform matters must be directed to our Uniform Coordinator: Ashley Law at gear@maitlandfc.com.au

#### **Registration and Invoices**

Thank you to all players/parents that have completed their registration through PlayFootball for the 2024 season.

Registration policies, procedures, payment schedules and voucher usage will always be placed, and updated, on TeamApp for all players/parents of the club to stay abreast of their obligations. Just a reminder that 2024 Registration Invoices are due to be paid in full prior to 15th February 2024 so that your child can take the field.

Please note payments can be made at any time.

- 1st installment was due by 15 November 2023
- 2nd Installment is due by 15 January 2024
- 3rd/Final Installment is due by the 15 February 2024

Please make EFT payments into the following Maitland Mutual bank account including your INVOICE NUMBER and PLAYERS NAME as reference:

Maitland Football ClubBSB646000Account1000 21357

If you have any issues, consult the Club Secretary in the first instance.



### **Club Directory**

MFC Board				
NAME	ROLE	EMAIL		
Steve Good	President	president@maitlandfc.com.au		
Simon Rutherford	Vice President	srutherford@pkf.com.au		
Helen Cameron	Secretary	secretary@maitlandfc.com.au		
Paul Osland	Interim Treasurer	treasurer@maitlandfc.com.au		
Chris Rafferty	Director	sponsorship@maitlandfc.com.au		
Reece Thompson	Director	reece@thompsonandclarke.com		
Kate Sutton	Director	Kate.Rose9@tafensw.edu.au		
PJ Kranias	Director	pj@kranosconstructions.com.au		

MFC Key Operations Personnel				
Gavin Wolfe	Ops Manager - NPLM	nplmoperations@maitlandfc.com.au		
Vacant	Ops Manager - NPLW	nplwoperations@maitlandfc.com.au		
Vacant	Ops Manager - PYLB	nplboperations@maitlandfc.com.au		
Emma Harrison	Ops Manager - PYLG	nplgoperations@maitlandfc.com.au		
Adam Mackinslaw	Ops Manager - JDLB	jdloperations@maitlandfc.com.au		
Deb Tobin	Ops Manager - JDLG	jdloperations@maitlandfc.com.au		
Paul Osland	Grounds Convenor	paul.osland@bigpond.com		

MFC Key Football Personnel				
Simon Rutherford	Football Director	srutherford@pkf.com.au		
Mick Bolch	Head Coach Senior Men	mickyb30@yahoo.com.au		
Keelan Hamilton	Head Coach Senior Women	keelanhamilton@gmail.com		
Steve Lancaster	Technical Director - PYLB	nplmtd@maitlandfc.com.au		
Keelan Hamilton and Joesph Wright	Technical Director - PYLG	nplwtd@maitlandfc.com.au		
Corey Goodwin	Technical Director – JDLB & JDLG	jdlbtd@maitlandfc.com.au		

### Please note that any queries MUST first come through our Secretary, who will then forward to the appropriate person/s.



#### **Club Events and Club Calendar**

The Season Draw for NPL & PYL can be accessed through Squadi

#### **Club** Calendar

Please note that the below dates are provided as a guide and are subject to change at short notice. Please ensure you check Team App and Squadi to keep up to date.

January	
MFC Registration Payment open for receipt payments (closes 15th Feb)	
Registration Play Football Open from Dec	1 January
Pre-Season Training resumes- All teams	
Annual General Meeting	31 January
February	
Trial Games & Pre-Season Games: NPL & PYL - All teams	
Pre-Season Launches – Seniors, PYL B&G, JDL B&G	
PYLG Pre Season Games	11 and 18 February
Charity Shield NPLW	18 February
PYLB Pre Season Games	18 and 25 February
NPL Men - League Competition Commences	24 February
NPL Women - League Competition Commences	25 February
PYLG - League Competition Commences	25 February
MFC Registration payment due	15 February
March	
PYLB League Competition Commences	17 March
JDL Draw Commences	1 March
JDL Regional Gala Days (host to be confirmed)	24 March
NPLW League Cup QF	31 March
NPLM Australia Cup	TBC
PYLG League Cup QF	31 March
PYLB Knock Out Cup	31 March
April	
PYLG League Cup SF	21 April
PYLB Knock Out Cup	21 April
NPLW League Cup SF	21 April
NPLM Australia Cup	21 April
May	
JDL Regional Gala Days (host to be confirmed)	5 May
NPLM Australia Cup	12 May
PYLG League Cup CF	19 May
NPLW League Cup CF	19 May
June	
JDL Regional Gala Days (host to be confirmed)	2 June
NPLM Australia Cup	9 June
PYLB Knock Out Cup QF	16 June
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Please note that any queries MUST first come through our Secretary, who will then forward to the appropriate person/s.



#### **Club Calendar**

Please note that the below dates are provided as a guide and are subject to change at short notice. Please ensure you check Team App and Squadi to keep up to date.

July	
NPLW State Cup	14 July
NPLM State Cup and Plate	21 July
NPLM Australia Cup	23 July
August	
JDL Regional Gala Days (host to be confirmed)	4 August
NPLM Final Series starts	18 August
NPLW Final Series starts	25 August
PYLB Final Series starts	25 August
PYLG Final Series starts	25 August
JDL Last Round	25 August
September	
NPLM Grand Final	8 September
NPLW GF	8 September
PYLB GF	8 September
PYLG GF	8 September
Seniors End of Year Function	Mid/Late September
PYL End of Year Function	Mid/Late September
JDL End of Year Function	Mid/Late September
Come & Trial Sessions start (new to Club)	17 September
2025 Offer Letters sent to current JDL, PYLB and PYLG selected	30 September
October	
Come & Trial Sessions continue	18 October
2025 Offer Letters sent (New to Club)	18 October
Round 2 Offer Letters sent PYLB & PYLG	30 October
November	
Pre-Season Training commences	
All Teams finalised by	18 November
December	
Pre-Season Training Phase 1 finishes	13 December

Please note that any queries MUST first come through our Secretary, who will then forward to the appropriate person/s.