



SUBIACO NPL FC

Subiaco (National Premier Leagues) FC Inc.

POLICY MANUAL



TABLE OF CONTENTS

POLICIES

ACCESS & EQUITY, Ver 1.0	3
ADVERTISING AND MARKETING, Ver 1.0	4
CODE OF CONDUCT, Ver 1.0	5
COMMUNICATION, Ver 1.0.....	6
COMPLAINTS, APPEALS & DISMISSAL, Ver 1.0.....	7
CONTINUOUS IMPROVEMENT & QUALITY, Ver 1.0.....	8
FEES & REFUNDS, Ver 1.0.....	9
GRADING, Ver 1.0	10
NON-DISCRIMINATION, Ver 1.0	11
PRIVACY, Ver 1.0	12
REGISTRATION, Ver 1.0.....	13
VOLUNTEERS, Ver 1.0	14
DRESS CODE, Ver 1.0.....	15



ACCESS & EQUITY, Ver 1.0

REVISION HISTORY

Date	Rev.	Status or Amendment	Prepared	Approved
21.02.16	1.0	Initial Release	MAC	
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Subiaco NPL FC is committed to the principle of access and equity in training and to giving practical expression to the goal of improving the knowledge, skills, and quality of life for Australians, having regard to the particular needs of target groups.

In keeping with this commitment Subiaco NPL FC will strive to ensure that programs and services are relevant, accessible, fair and inclusive by:

- promoting the organisation's programs and services to the community in a manner that includes and reflects the diverse client population, to ensure that all prospective members and players are well informed about the options available;
- providing culturally inclusive training that meets individual and community needs;
- undertaking to eliminate policies, practices, structures, assumptions and behaviours which may contribute to the disadvantages suffered by under-represented groups.

The management committee fosters the implementation of access and equity best practice by ensuring that:

- equal opportunity policies are in place, widely dispersed and understood;
- barriers to access and participation are identified and strategies developed to overcome them;
- the organisation's policies and procedures are non-discriminatory and inclusive;
- all volunteers and officials are provided with information about access and equity issues and the organisation's complaint resolution processes;



ADVERTISING AND MARKETING, Ver 1.0

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Subiaco NPL FC complies with the requirement for ethical marketing and advertising through:

Ethical Marketing Practices

- A member's written permission must be gained before information about that individual can be used in marketing materials.
- Subiaco NPL FC will accurately represent itself to prospective members.
- Subiaco NPL FC will ensure members are provided with full details of any conditions in any contractual arrangements.

Accurate and Clear Marketing

- Marketing or promotional literature and general media advertising will not:
 - encourage unrealistic expectations;
 - make a claim that is inaccurate; or
 - make misleading statements concerning the qualifications or experience of volunteers and officials.



CODE OF CONDUCT, Ver 1.0

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Professional conduct

Subiaco NPL FC demands a high standard of professional conduct from members and players at all times. Players must always shake hands with the opposition at the end of the match. There is also an expectation of zero retaliation and no victimization. The Subiaco NPL FC coaches will be firm, fair, and encourage players to demonstrate respect for all officials and players. Unprofessional conduct is unacceptable at Subiaco NPL FC.

Discrimination

Discrimination based on race, colour, religion, sex, age, disability and national origin is not accepted, and Subiaco NPL FC has a zero tolerance policy in this regard. It is the responsibility of all players, coaches and parents to ensure that proper standards of conduct are maintained at all times.

Watching the game from the sideline

Parents must endeavour to be aware of their own emotional state when watching their child play. Spectators must:

- 1) always use positive reinforcement in their support;
- 2) be courteous to the opposition;
- 3) not challenge the referee's decisions;
- 4) allow the coach to operate without intervention during a match;
- 5) not use foul language; and
- 6) make it a fun and safe environment.

Termination

Failure to observe the Subiaco NPL FC Code of Conduct may result in a member or player being removed from the club at the absolute discretion of the Management Committee.

Safety

All spectators shall remain 2 metres away from each side line of the pitch whilst a match is being played. Subiaco NPL FC or the City of Subiaco may mark a line indicating appropriate 'no go' zone. For the purpose of this policy, a ground marshall, coach, team manager and substitute are not a spectator.



COMMUNICATION, Ver 1.0

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Subiaco NPL FC will use their website (www.subiacofc.asn.au) as the main source for all club related information.

Subiaco NPL FC will endeavour to maintain their website such that information contained within it is accurate and current.

Information on the club website will be appropriate for all age groups.

Notice of official club events (general meetings, grading, registration, end of season ceremonies and important matches) will be posted on the club website.

Email communications to multiple members and players shall only be promulgated from club officials, being the management committee, technical director, coaches, managers and any other position approved by the management committee. Email communications to multiple members and players shall only be for the purpose of club operations.

Members and players will not, under any circumstances whatsoever, communicate with other persons, by the use of a multiple recipient email, a blog, a social network or any other form of broadcast communication, in a manner that may, at the absolute discretion of the management committee, be considered to have a negative connotation.

Failure to observe the Subiaco NPL FC Communication Policy may result in a member or player being removed from the club at the absolute discretion of the Management Committee.



COMPLAINTS, APPEALS & DISMISSAL, Ver 1.0

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The prime objective of Subiaco NPL FC is to deliver member and player satisfaction through our professionalism and service.

It is our intention that our service will be maintained at a level at or above expectations. To do so, Subiaco NPL FC will adhere to the requirements of our Quality Management System.

To ensure complete satisfaction Subiaco NPL FC will follow up and address any issues or concerns expressed by our members, players, governing authority or peers.

Complaints and Appeals

If a person or organisation has a complaint, dispute or disagreement, Subiaco NPL FC will address the matter promptly, fairly and confidentially in accordance with established procedures.

Subiaco NPL FC will conduct reviews in an open manner, free from prejudice and bias.

Should a player encounter a problem with a coach or another member, we urge that she/he speak to the person directly, or bring the matter to the attention of the team manager. If the issue cannot be resolved through discussion, a written complaint should be submitted to the management committee. The player will receive a copy of Subiaco NPL FC's complaints and appeals procedures. No complaint or appeal will deprive the player of his or her rights as a player.

Dismissal

Subiaco NPL FC reserves the right to remove a player from the club should the player's participation in the club's activity be detrimental to other members. Other reasons for dismissal from the club include, but are not limited to, repeated unprofessional conduct, severely disruptive behaviour, and failure to comply with club requirements.



CONTINUOUS IMPROVEMENT & QUALITY, Ver 1.0

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Subiaco NPL FC's Continuous Improvement and Quality Policy is to use a systematic and continuous improvement approach to the management of operations, one which fulfils the key functions of:

- continuous improvement of member and player service;
- a safe and healthy environment for members and players; and
- efficient, productive and technically advanced training services.

Subiaco NPL FC's Continuous Improvement and Quality Policy is conducted through:

1. continuous review of club policies by the management committee and coordinators (conducted annually before the eighth week of the season);
2. collection, analysis and action on relevant data for continuous improvement; and
3. ongoing identification (through consultation with stakeholders, members and players) of opportunities for improvement and acting on these.

It is through the sum of many small improvements to our system that the Subiaco NPL FC ensures the delivery of a professional service to our members and players.



FEES & REFUNDS, Ver 1.0

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Fees

Subiaco NPL FC has established the following principles in relation to fees:

- Fees shall be set and approved by the management committee prior to the end of the previous season.
- Full details relating to fees shall be provided to potential members and players prior to registration.
- Subiaco NPL FC will protect fees paid in advance.
- A record of fees collected will be kept.

Refunds

Subiaco NPL FC has established the following principles in relation to refunds:

- Full details relating to refund conditions will be provided to potential members prior to registration and fee collection.
- Refunds will be made according to refund guidelines contained within the registration document.
- Fees are non-refundable.
- Requests for refunds will only be considered in exceptional circumstances.
- Requests for refunds must be made in writing to the management committee.
- Refunds will be considered by the management committee at the committee meeting following the receipt of the written request.



GRADING, Ver 1.0

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Grading

The dominant consideration will be player competence, determination and enthusiasm. The Technical Director will manage all junior grading events with the assistance of selected coaching staff as required. The Head Coach will manage all senior grading events.

Mobility

Subiaco NPL FC will encourage mobility of players so they may experience play in other teams within their age group and in exceptional circumstance an older age group. To assist mobility, teams within the same age group, or one year apart, will be encouraged to train together periodically. Where players have strived to achieve a higher standard, or struggle to cope with their existing standard, coaches should work cohesively to ensure all players are allocated to a team with suitable competence. The Technical Director shall have final approval on the movement of individuals between Junior teams. The Head Coach shall have final approval on the movement of individuals between Senior teams



NON-DISCRIMINATION, Ver 1.0

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Subiaco NPL FC's policy and applicable laws prohibit any form of sexual harassment or discrimination based on race, colour, religion, sex, age, disability and national origin. It is Subiaco NPL FC's policy that no member or player will be subject to harassment for any status.

Subiaco NPL FC offers members and players of any race, gender, colour and national or ethnic origin all the rights, privileges and activities generally available at the club.

There will be no discrimination against persons on the grounds of:

- gender
- marital status
- pregnancy
- race
- religious conviction
- political conviction
- impairment
- family status
- family responsibility
- age

It is the responsibility of all stakeholders to ensure that proper standards of conduct are maintained at all times and discrimination or sexual harassment does not occur.

All complaints will be viewed seriously and will be thoroughly investigated. Subiaco NPL FC will protect a person who complains of, or reports, such conduct against retaliation from any person.

These policies and procedures also apply to the coach/player relationship. The coach is to conduct him/herself in an ethical manner when dealing with players, and to follow these guidelines regarding discrimination and harassment.



PRIVACY, Ver 1.0

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Subiaco NPL FC's privacy policy defines how personal information will be handled. The definition of "personal information" is found in section 6(1) of the Privacy Act 1988: "personal information" means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion."

Collection of personal information: Collection necessary for the Subiaco NPL FC's activities will be collected lawfully and fairly, and as a general principle, collected with the individual's consent.

Use and disclosure of personal information: As a general principle, information will only be used or disclosed for its original purpose unless the person has consented to its use or disclosure for another purpose.

Accuracy of personal information: All reasonable steps will be taken to ensure that personal information is accurate, complete and up to date.

Security of personal information: All reasonable steps will be taken to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

Openness in relation to the Subiaco NPL FC's practices: Practices established for the collection of personal information are documented and this information is available on request.

Access and correction rights: As a general principle, individuals will be given access to their personal information and allowed to correct it or explain something with which they disagree, unless disclosing this would have an unreasonable impact on someone else's privacy. This principle is subject to exemptions such as if this disclosure would compromise a fraud investigation.

**REGISTRATION, Ver 1.0****REVISION HISTORY**

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Registration

Club registration will ordinarily commence in October for the following season, or as agreed by the Management Committee. Relevant information will be promulgated on the club website.

Registrations will not be accepted without payment in full being received by the club.



VOLUNTEERS, Ver 1.0

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Registration

The Subiaco NPL FC registration process shall include a requirement for a member from each player's family to offer volunteer services. In the absence of such an offer from a member, a Registration shall not be processed for the player relating to that member's family.

In the event no members offer to volunteer as a coach and/or manager of a team, the players allocated to that team may be deregistered at the absolute discretion of the Management Committee, in which case each player shall receive a refund of fees (less costs already applied).

**DRESS CODE, Ver 1.0****REVISION HISTORY**

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Each Subiaco NPL FC official shall wear Subiaco NPL FC apparel at each match and any other function when representing Subiaco NPL FC. Subiaco NPL FC officials shall not wear any clothing that displays a name, logo or symbol relating to an alternative and competitive organisation at any training session, match or any other function when representing Subiaco NPL FC. For the purpose of this policy, a Subiaco NPL FC official includes a committee member, coordinator, coach, manager, assistant coach or manager, volunteer and contractor.