



NE MetroStars Soccer Club Inc

Club Information Handbook 2019



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WELCOME

ROBERT RENDE
PRESIDENT



I would like to take this opportunity to thank you for your interest in our club.

This information handbook has been prepared to give you a brief overview of our club. Whether you have recently just joined us or are considering your options, we hope this handbook will provide you with some useful information and guidance.

About Us

North Eastern MetroStars Inc. is a community based not for profit organisation who's purpose is to promote, organise, direct, foster and develop the game of soccer for its members supporters and players. It is a predominantly volunteer based club, run by a Management Committee and various sub-committees.

NE MetroStars is a young and progressive football club, which has experienced rapid growth over a short 20 year history. MetroStars caters for all ages delivering football programs for children from 3 years of age through to senior football, covering grass roots development through to elite level and full competition football.

Our success at all levels of South Australian Football and most recent national success has boosted MetroStars image as one of the most recognised and respected clubs in this state, and a club of choice in the football community.

History

NE MetroStars Soccer Club is dedicated to the development of all our players and the creation of a great club for all to enjoy. The Club was established in November 1994 and was initially known as the Metro Knights Soccer Club. Metro Knights was a strong soccer club from 1995-1998 in the South Australian Amateur Soccer Association, fielding both men and women's teams. In 1999 the Club progressed to the South Australian Soccer Federation State League. As a result of admission to the State League we changed our name to MetroStars, adopted after forming a liaison with the New York MetroStars Soccer Club in the USA. 1999 was also the introduction of our Junior Development Squads.

Today

We are a strong and an ambitious Club, with major success over the past 20 years. We are an affiliated member of **Football Federation Australia (FFA)** and **Football Federation South Australia (FFSA)**. We have subsequently cemented our position in the top **South Australian National Premier League (SANPL)** competition and have developed into one of the league's leading clubs, reaching the highest honour of winning the title of Australian National Premier League Champions in 2014, the year of our 20th anniversary.



Our club activities range from social events for members, their families and supporters, to fully structured pathways for Football development of players from across the entire spectrum from juniors through to senior football. Our success has not only been in our team results on the park but also in elite representation of some of our players at state, national and international levels, some of whom are playing professionally today.

Our brand today is well respected within the football community. Its coaching programs are run by accredited coaching staff and technical directors, with a reputation that attracts players to our club from grass roots to marquee status. Our marketing and media reach is gaining increased recognition every year.

Click [here](#) to see our growing honour roll.

Club Vision

Our club vision drives us to achieve our goals. Our key objectives are clearly stated in the five pillars below and set the standards against which we measure our success as a club.



Management Structure

The Club is a non-profit incorporated association governed by a constitution, an elected Management Committee.

Management Committee

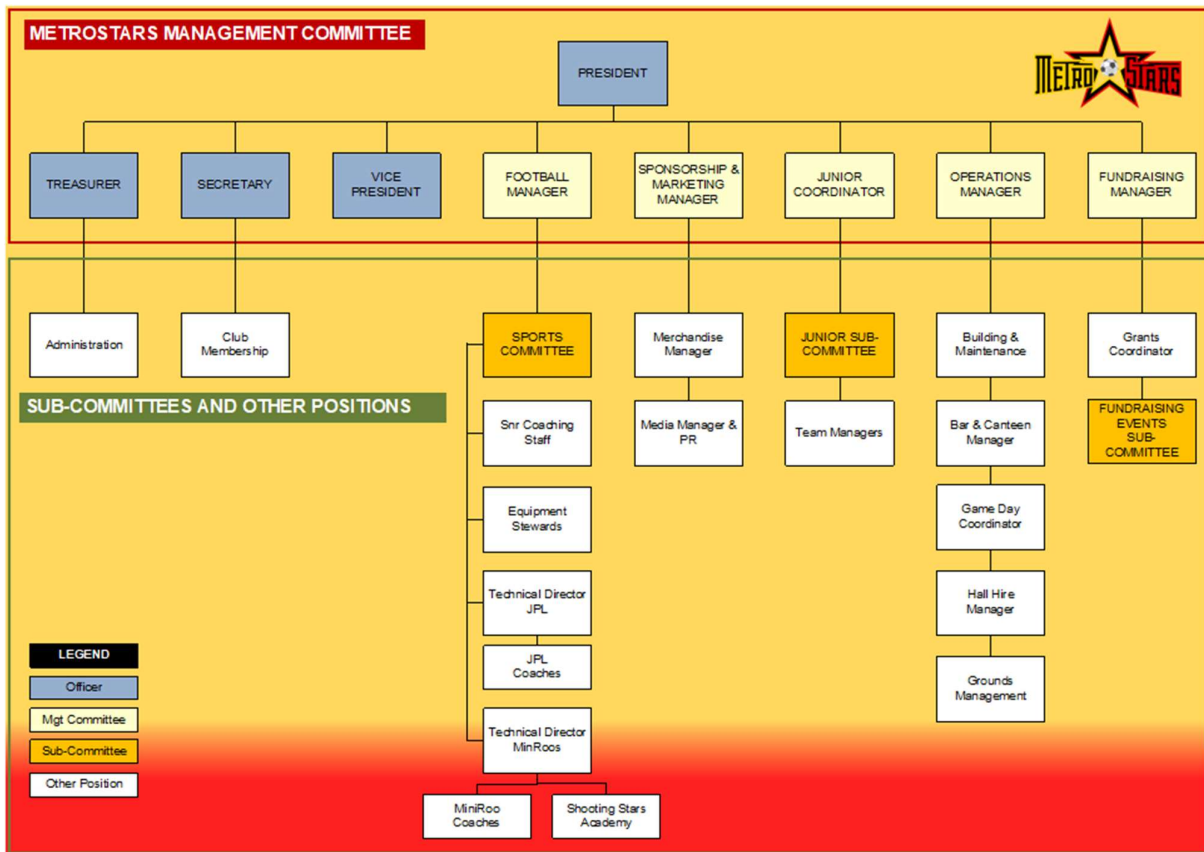
The Management Committee is limited to a maximum of fifteen committee members. Currently the Management Committee contains eight elected members, comprising three Officers (President, Secretary and Treasurer), and five ordinary member positions to administer the objectives of the Club. The Management Committee meets at least monthly and is responsible for all operations of the Club. The board represents the interests of the entire club and is answerable to the club members at the Annual General Meeting.

2019 Management Committee Members

Name	Position	Email Contact
Robert Rende	President	robbie@metrostars.com.au
Vacant	Vice President	
Lenny Cali	Football Manager	sports@metrostars.com.au
Franco Principe	Secretary	franco@metrostars.com.au
Filomena Panfilo	Treasurer	treasurer@metrostars.com.au
Lisa Darrell	Junior Coordinator	juniors@metrostars.com.au
David De Conno	Sponsorship	sponsorship@metrostars.com.au
Laurence Head	Building & Grounds Manager	
Adrian Larkin	Member	

Organisational Structure and Sub-Committees

Reporting to the Management Committee are a number of non-committee positions and roles as well as sub committees. All delegated authorities are approved by the Management Committee.



Junior Sub Committee

The Junior Sub-Committee Reports to the Junior Coordinator who also sits on the Management Committee. The Junior Sub-Committee consists of Junior parent volunteers who assist with the Junior operations of the club. They also are a go-to first point of contact for parents and players of the club. A member of this committee (usually the Junior Coordinator) also has the role of Junior Delegate to the FFSA.

The Junior Committee, meet regularly to plan and execute activities for the coming season such as match fixtures, team sheets, match day operations, bar and canteen volunteers, BBQ's dinners, trial dates and format, pre-season training, registration process etc.

Once the season commences the Junior Committee meets regularly with team managers to discuss issues related to all aspects of junior football. The Junior Delegate reports items from FFSA meetings and the Junior Coordinator keeps the Management Committee updated with monthly report on Junior operations, and disseminates any news back from Management, or actions any matter arising to ensure policies and objectives of the club are maintained. Other items discussed are player issues, fundraising, equipment, and grounds improvement etc.

The Management Committee encourages parents to become involved in the operational running of the club. Help is always needed whether it is administration, team managers, fundraisers, working bees, or to be part of the working parties for special projects such as facilities development or future planning. As a financial member you can have a direct input into how you would like the club run.

All our committee members have volunteered their time and see the rewards in creating a great environment for our children to play grow and develop in a family friendly club environment. If you would like to become part of something great for your child, please consider a role at the club. You can speak to any committee member. Refer to the contact information within this document.

Fundraising

Fundraising is a necessary part of being able to balance our budget and to maintain our commitment to the development of our players. Throughout the year we will run a number of fundraising events. These may include club dinners on Friday nights and larger social events. Dates will be posted for all events via our website and social media & notification may be given via SMS and email. Our fundraising team work hard to organise these events which can only be success with the commitment of our members to attend. If you have any ideas or would like to offer your help or donations of goods, please contact a committee member.

Sponsorship

Sponsorship is another way of supporting the Club. There are many sponsorship packages available and we can tailor to suit individual needs. For more information regarding this or if you know of any contacts that would be interested in supporting the club, please contact our Sponsorship Manager.

Volunteers

Volunteers are vital to the survival of our club. Volunteers perform many different roles and provide our club with varying services. All our committee members are all volunteers, as are our junior coaches and managers. No one is paid. These individuals are also parents, employees and carry a variety of family responsibilities.

MetroStars relies on parent participation, which can vary from canteen duties to field duties. We ask you to be proactive and offer your assistance. It is vital for parents to participate, and accordingly parents should expect to be rostered a minimum of



twice a season. This involvement makes a huge difference to the way your soccer club is run and managed. Duties May Include:

- Team Manager
- Canteen duty -This is an important function required to assist the club to continue to provide facilities for players, by raising extra funds. It also helps us to keep your annual fees down.
- Linesman - Parents maybe rostered to take a turn as linesperson.
- For home games - the team manager may require assistance in preparing the ground. This includes putting up and taking down goal nets, corner posts, and spectator lines. This will require arriving at the ground an extra half an hour early.
- Ground Marshalls – to make sure spectators abide by the code of conduct and stay a safe distance from the playing surface.

By sharing the work everyone gets more out of the experience. If you have other skills (trade, profession etc.) you think may benefit the club then please let someone in the committee know. Don't wait to be asked be involved.

The Seniors

There are three teams in the Senior structure of our club- First Team, Reserves, and Under 18.

All teams compete in the National Premier Leagues – SA Competition, the second tier national competition below the Hyundai A-League. More about the competition can be found on the NPLSA website (<http://www.ffsa.com.au>) or then NPL website (<https://www.nationalpremierleagues.com.au>).

The Junior Programs

The largest membership component of the club comes from our Junior structure. In season 2018 we fielded 29 teams from under 6 to U17. Players represent the club at local and state levels.

Mini Roos



Under 6 to Under 11

The emphasis is on physical development, involvement and enjoyment. These small sided games reduces the number of players on the field with the intention that each player will receive more touches of the ball during a game and improve their skill and technical ability and ultimately have more fun. The MetroStars MiniRoos program has a track record of producing some of the most capable talent in South Australian football at that age. Players that are part of the MiniRoos program ultimately transition into top flight JPL



sides of the MetroStars Junior competitive age groups, and are also well represented in FFSA elite camps from U12 upwards.

Please refer to the chart below for a summary of FFSA playing rules or click [here](#) for more detailed information.

AGE GROUP ⇨	Under 6 & 7	Under 8 & 9	Under 10	Under 11
No of Players	4 V 4	7 V 7	9 V 9	9 V 9
Field of Play	30 X 20 METRES	30 x 40 METRES	60 x 40 METRES	65 x 40 METRES
Field Marking	Markers Or Lines	Markers Or Lines	Markers Or Lines	Markers Or Lines
Penalty Area	NIL	NIL	5m X 12m	5m X 12m

AGE GROUP →	Under 6 & 7	Under 8 & 9	Under 10	Under 11
Goal Size	1.7 X 1.0 METRE	Max. 5 x 2m	Max. 5 x 2m	Max. 5 x 2m
Goal Type	Pug – Foldaway	PVC Foldaways	PVC Foldaways	PVC Foldaways
Ball Size	3	3	4	4
Goalkeeper	NO	Yes	YES	YES
Playing Time	2 X 15 minutes	2 X 20 minutes	2 X 25 minutes	2 X 25 minutes
Half Time	5 mins	5 mins	5 mins	5 mins
Referee	Game Leader	Game Leader	Instructing Ref	Instructing Ref
Offside rule	No			
Rules	guidelines as per FFA National Curriculum			
On The Field	Players & ref only	Players & ref only	Players & ref only	Players & ref only
NFA Register	7 players per team	10 players per team	12 players per team	12 players per team
	1 coordinator	1 coordinator	1 coordinator	1 coordinator
	1 team manager	1 team manager	1 manager	1 manager



Junior Premier League & State League

MetroStars fields team in both the Junior Premier League (JPL) and the Junior State league (JSL) and cover U12, U13, U14, U15 U16 and U17 age groups.

Clubs that participate in the NPL can nominate teams into the JPL and JSL, while the JSL is open to any club that is state soccer federated. Click [here](#) for more information about JPL/JSL rules and regulations.

Team selection is conducted through a preseason trials process held by the club around the end of each season in preparation for the following season. It is important to check our website towards the end of season for update information about the following year's trial dates and other information.

Check our website for information sheet explaining the conditions for trials.

Additional Junior Development Programs

There are a number of additional development programs available to players through the Club.

MetroStars Shooting Stars Soccer Academy

Shooting Stars is a MetroStars developed program that introduces junior soccer development and provides young boys and girls of "ages 4 and older" with specific skill training that are essential for their true development into the future higher levels of the sport. It is an excellent entry level for kids wanting to kick a ball for the first time and builds their confidence at an early age and prepares them for entry into MiniRoos. The program is headed by Technical Director, Ernie Luongo, and is run in three levels: Beginners, Intermediate and Advanced Stages. Each stage has a variety of drills and Small Sided games that will challenge the player to further their technique. At the end of each 8-week block each player will receive a certificate of completion. Shooting Stars program runs parallel with the 4-terms of a school year - excluding school holidays. Click [here](#) for more information on this program.

FFSA Boys Pathway



FFSA Talent Player Pathways

FFSA programs are designed to assist the Development of young players over the long term and are based on the implementation of the FFA National Curriculum. The programs are designed to develop football skills and to initiate a playing and coaching style of football for the development of young players to a national standard.

Skill Acquisition Program (SAP) – Under 10 & 11

A program designed to provide the necessary technical "tools" to be able to play the game at the highest possible level with a focus on functional game skills through local delivery by FFSA Skill Trainers. Players are selected through a short trial process at the commencement of each program.

State Talent Identification Championships (STIC) – Under 12 – 14

The objectives of the FFSA State Talent Identification Championships are:

- To provide a high quality event that will act as a showcase for junior elite Football.
- To identify potential State Team Players.
- To identify potential players for the NTC performance programs.
- To identify potential players for state teams who may have previously been unavailable for selection.
- To provide coaches an opportunity to be educated and identified through a mentoring program.
- To provide Country Associations with the opportunity to monitor and evaluate their elite Junior /Youth Development programs and the players' skill in a high performance environment.

Skillaros – Under 13 & 14

The program is designed to provide the necessary technical tools “to be able to play the game at the highest possible level”. There is a focus on functional game skills through utilization of the ‘Game Training Phase’ for acquiring the necessary foundation and learn to perform as a team.

State Representative Programs

This program provides opportunities for players from the State Football Development Programs to represent South Australia at the National Championships. The National Championship assists in the identification of players for national programs including junior national squads and programs run by Football Federation Australia (FFA).

Click [here](#) for more information on FFSA development programs

Club Trials

MetroStars holds team trials at the end of each season (often around September) for the selection of teams for the following season. Trials will be held for each age group and you must register to try out for the team that corresponds to your year of birth. A player’s eligibility to participate in a team is in accordance with their age. FFSA stipulate the age of a player as of the calendar year – 1 January – 31 December.

Potential players need to register for the trial through the club where they will receive further instructions. Player selection will be at the discretion of coaching staff and selection panel. They will make their squad selections over the trial period. Players may be advised at any point during the trial process whether they are successful/unsuccessful in obtaining a position in the squad. This will allow unsuccessful players opportunity to trial elsewhere.

If a player has been offered a team position, they will be issued a letter containing instructions on the registration process, and forms to be completed. Failure to register on time will result in the forfeit of your spot in the team. Selected players will also be required to attend a registration day and pay the required club fees to complete their registration. Once players have attended registration day and registered into a team they may complete their online registration at the FFA Play Football website. Click [here](#) for more details about Play Football, or visit <https://www.playfootball.com.au/> .

Visit our website www.metrostars.com.au for more information about MetroStars pre-season club trials.

Coaches and Team Managers - Juniors

Role of the Coach

- To take full responsibility for the junior coaching program for their team.
- To hold a coaching certificate to the minimum level stipulated by the FFSA.
- To prepare all coaching sessions beforehand.
- Be able to communicate clear instructions to all players
- To ensure that no child is left alone before leaving any game or training session.
- To offer the club feedback on the organisation and degree of success of junior coaching and recommend changes.
- To ensure that the playing conditions of the club are carried out. Including putting nets up/down on game day if required.

- To travel to game venues and arrive at a time to meet with players and ensure that all pre-game activities are organised.
- Be available for all training sessions and games.
- To inform the Technical Director in advance of any sessions that cannot be attended.
- Return all club equipment utilized at training or game day to the assigned area in the equipment shed.
- Be able to assist parents to resolve any issues/complaints. Refer any unresolved or serious complaints to the Registrar or Coaches Coordinator.

Role of the Team Manager

- To work with the Team Coach or Coaches.
- To take responsibility for the team kit.
- Liaise with the Registrar to ensure that junior membership fees are paid.
- To ensure that there is a medical kit at all games for our players.
- To complete all relevant match paperwork i.e. match card. Home game match cards must be returned to the canteen at the completion of the match.
- U/12 and up ensure the Best and Fairest votes are completed each week and submitted to the Registrar upon the completion of the last game of the season.
- Collect and distribute to the parents any information contained in the team pigeon hole.
- Ensure that at all games the team supplies a Ground Marshall. In age groups U/9 and above the team must supply a Lines person.
- Arrange that the team strips are washed each week and half time fruit is provided. We recommend a rotation list amongst the parents for this.
- Arrange a parent roster for canteen and BBQ duties for the day nominated by the Registrar.
- Fill in the match card each week and ensure that it is correct i.e. No spelling mistakes (fines may apply to the club for incorrect match cards).
- Be able to assist parents to resolve any issues/complaints. Refer any unresolved or serious complaints to the Registrar or Coaches Coordinator.



Coaches and Managers 2019

YEAR LEVEL	GRADE	ROLE	NAME
U06	YELLOW	COACH	George Nisyrios
		ASSISTANT	
		TEAM MGR	Noah Albanese
U06	RED	COACH	Abid Vuckic
		ASSISTANT	
		TEAM MGR	Adam Kremer
U06	BLACK	COACH	Josh Page
		ASSISTANT	
		TEAM MGR	Pascal Hatzipalousis
U07	RED	COACH	Michael Tronnolone
		ASSISTANT	Andrew Bew
		TEAM MGR	Teresa Bew
U07	YELLOW	COACH	John Athanasiou
		ASSISTANT	Ben James
		TEAM MGR	Ben James
U07	GREEN	COACH	Peter Pipicella
		ASSISTANT	Daniel Ravalico
		TEAM MGR	Melissa De Ieso
U07	BLACK	COACH	Jason Pedron
		ASSISTANT	Damien Pedron
		TEAM MGR	Terry Nicolitsi
U08	RED	COACH	Brett Schiller
		ASSISTANT	Joe Musarella
		TEAM MGR	Dina Calbert
U08	YELLOW	COACH	Rocco Zito
		ASSISTANT	Matthew Kemp Aydin Urek
		TEAM MGR	Michelle Zito
U09	BLACK	COACH	Anthony Taddeo
		ASSISTANT	Tony Leonello
		TEAM MGR	Michelle Carse
U09	RED	COACH	Tony Petroccia
		ASSISTANT	Robert Farrell
		TEAM MGR	Natalie Zaharis
U09	YELLOW	COACH	Scott Tunbridge
		ASSISTANT	Antony Pivato
		TEAM MGR	Lisa Webb
U10	RED	COACH	Chris Maur
		ASSISTANT	Roger Cavaiuolo
		TEAM MGR	Maree Roumeliotis
U10	YELLOW	COACH	George Roussos
		ASSISTANT	Andrew Smith
		TEAM MGR	Ross Papalia
U11	BLACK	COACH	Paul Spalding
		ASSISTANT	Jonathon Pheasant Franklin dos Santos
		TEAM MGR	Kylie dos Santos

YEAR LEVEL	GRADE	ROLE	NAME
U11	RED	COACH	Brenton Binder
		ASSISTANT	Tony MacGillivray
		TEAM MGR	Dale Christensen
U11	YELLOW	COACH	Angelo Giuffreda
		ASSISTANT	Bruno Tucci
		TEAM MGR	Michele Holland
U12	JPL	COACH	Michael Donnelly
		ASSISTANT	Enzo Clemente Matthew Wintergill
		TEAM MGR	Julie Bakasetas Tin Huynh
U12	JSL RED	COACH	Pino Lascalea
		ASSISTANT	Brenton Vandapeer
		TEAM MGR	Fran Martire
U12	JSL YELLOW	COACH	Frank Fantasia
		ASSISTANT	Cameron Everitt
		TEAM MGR	Linda James
U13	JPL	COACH	Frank Rapuano
		ASSISTANT	Daniel Oliver Christopher Caruana
		TEAM MGR	Rebecca Bergamin
U13	JSL	COACH	Graeme Stirling
		ASSISTANT	Lui Schipani Carmine Calabrese
		TEAM MGR	Naomi Smith
U14	JPL	COACH	David Moffa
		ASSISTANT	Beni Cirocco
		TEAM MGR	Enrico Troiani
U14	JSL	COACH	Rob Zito
		ASSISTANT	Paul Iannace
		TEAM MGR	Michele Holland
U15	JPL	COACH	Michael Cinco
		ASSISTANT	
		TEAM MGR	Carmel D'Angelo
U15	JSL	COACH	Peter Blanco
		ASSISTANT	Michael Beatrice
		TEAM MGR	Melissa Foster
U16	JPL	COACH	Gabriel Sauchelli
		ASSISTANT	Rob Meggetto
		TEAM MGR	Kate Dix
U17	JPL	COACH	Tony Fletcher
		ASSISTANT	
		TEAM MGR	Phil De Ruvo
		GK COACH	Angelo Giuffreda Luca Lauricella
		Tech Dir MiniRoos	Ernie Luongo
		Tech Dir JPL	Terry Frangakis

Club Fees

Club fees are required to be paid on the day of registration. Payments are to be made in full and are non-refundable. A cost analysis of the 2019 season fees equates to approximately \$7.00 per contact hour. The following table summarises the fees for season 2019. (The fees quoted are based on current season and may be subject to change with or without notice.)

Junior Registration Fees – Season 2019			
Team	Basic Fee (inc.GST)	Players Receive	What Fees cover
U6-U9	\$990	<ul style="list-style-type: none">• 2 full playing strips, ball• FREE entry to all Senior Men's home matches;• Approx 150 contact hours of training and games;• Guest coaches;• Tuition on skill and personal development;	<ul style="list-style-type: none">• FFSA Fees & Insurance;• Upkeep of facilities;• Operational costs (referees etc.);• Playing and training equipment;• Wages, Service Utilities, Taxes, Association Fees;• Administration costs.
U10-U17	\$1210	<ul style="list-style-type: none">• Periodic player assessments;• FFA National Football curriculum;• Player development pathways (including STIC, Skillaroots, National Camps).	

For more information about trials and fees visit our website www.metrostars.com.au.

Training and Match Requirements

Training session times and Venue

Training time can vary throughout the season. You will receive notification from your team coach or managers as to the training night(s), pitch location and times. Players are expected to be at training and warmed up prior to the scheduled starting time. Some teams may occasionally be required to train away from our home venue. You will be notified by team management of your alternate venue if this applies. You will also be advised of match venue in the week leading up to the match.

Attire for Training and Matches

All players are expected to wear suitable sports attire for training. Players are issued with a two playing strips:



Both strips are used for training and matches as instructed by your coaching staff.

All players must wear soccer boots and shin pads for all practical sessions. The use of mouthguards is also encouraged. All players are required to behave and show respect towards the coaching staff and fellow team members. Please see information about player responsibilities and codes of conduct.

Parent/Carer Responsibilities

All players must be supervised by a parent/guardian or a responsible adult at all times. The Club cannot be held responsible for players left unattended during and after training or a match nor for the security of the players' belongings. It is club policy that parents do not enter on the training field to interact amongst the players and coaches.

Please speak to the team manager if you have any questions, and coaches will address parents after field sessions have been completed. In this way distractions will be minimised to ensure a higher quality training session. Coaches may wish to engage parents as volunteer assistants for training sessions. If you wish to be a regular volunteer please speak to the team manager. Volunteer assistants must wear suitable sports footwear and attire. Please see information about parent responsibilities and codes of conduct.

Notification of cancellation or if a player is unable attend training

Training sessions may occasionally be cancelled by the team coach or manager due to conflicting commitments or inclement weather. All players will be informed by SMS or email when this applies. Conversely, if a player is unable to attend a training session, the team coach or manager needs to be informed prior to the commencement of the training session.

Arrival times for matches

All players are expected to arrive, a minimum of 30 minutes prior to the scheduled match start time, and older teams are expected at the match site at least one hour prior to the scheduled starting time. Your coach may alter this timeframe. This allows time for warm up and pre-match briefing. The players will be reminded of venue and match starting time during the week of the match.

Match Equipment

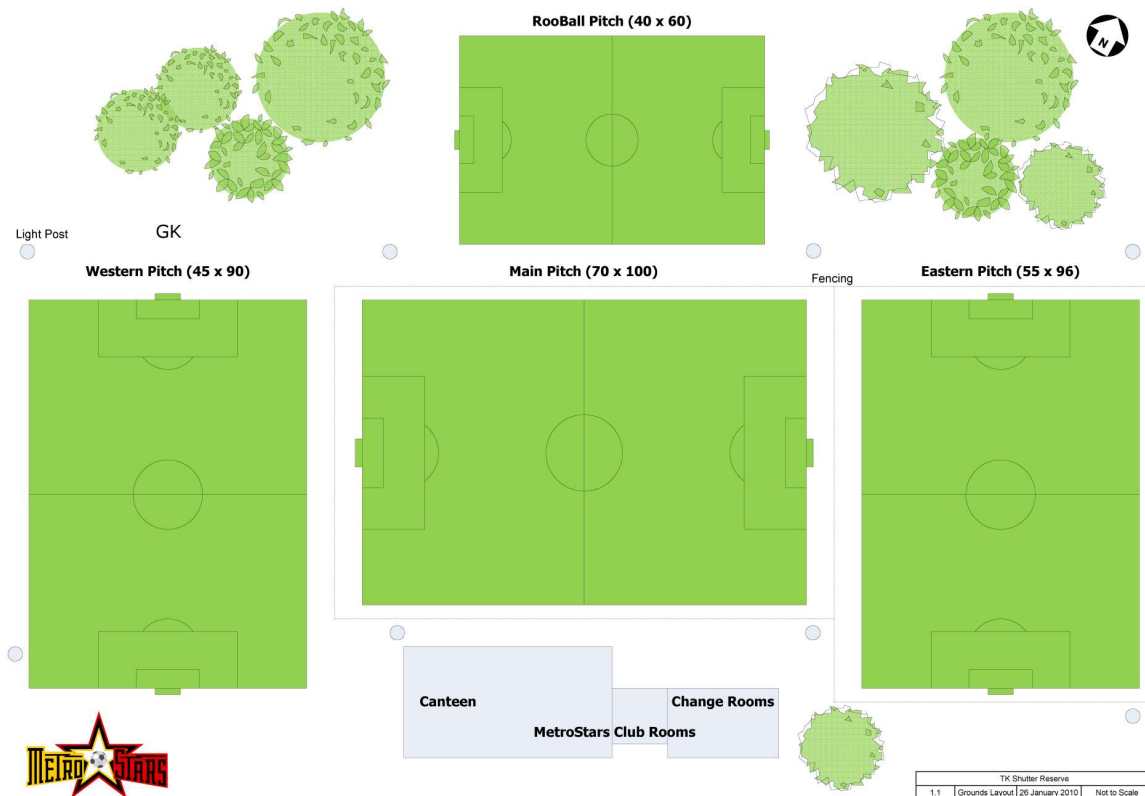
All players should arrive at a game equipped with necessary sporting attire, which includes:

- Both home and away strips.
- Soccer boots
- Shin Guards
- Warm jacket as a minimum, or a clothing change
- A drink - at least a litre of water or sports drink
- No jewellery whatsoever may be worn at training or matches

Notification of match cancellation or if a player is unable to attend

If a match has been cancelled due to weather or other circumstances the team coach or manager will contact all players as soon as the cancellation has been announced. If a player is sick or unable to make the game, please let the team coach or manager know as soon as possible so they can organise a replacement player if required. If you are running late to the match, please give a courtesy call as it saves anxiety on match day and helps us plan and look professional.

Training and Game Venue – TK Shutter Reserve



Club Amenities

MetroStars is equipped with a large clubroom capable of seating up to 200 people for functions. It also has a commercial grade kitchen for club dinners and canteen use and a bar facility serving hot and cold beverages. The club bar is opened regularly on a Wednesday and Friday evenings. The bar is also opened during club sanctioned events. Everyone is welcome at the club bar to enjoy a drink with friends. Please ensure you review the clubs policy on Alcohol, Drugs and Unacceptable Behaviour displayed in the clubrooms

The club has several change rooms including showers for use of players before and after trainings and games. The club has over 150 off street carparks and there is additional car parking available in the surrounding streets.

Injuries and First Aid

The FFA has compulsory player personal accident insurance (covered by registration fees) which covers all registered MetroStars Soccer Club players while training or playing for the club. However, the club strongly recommends that each player is covered by private health insurance as the club will not be held liable for any cost not covered by the FFSA insurance. In the case of a serious injury, a medical claim form can be completed [here](#).

In the case of minor injuries, each team manager is issued with a first aid kit and a more comprehensive first aid kit is available in the main clubrooms. Ice is also available for injuries from the bar facility.

Complaint Process and Grievance Policy

MetroStars has adopted a two tier complaints process, an informal complaint and a formal complaint.

Informal complaint

An informal complaint can be raised by a player or parent/carer directly with their team coach or manager. In most cases the concern can be quickly addressed and dealt with at this level. If the person is uncomfortable at this level or feels that their issue has not been adequately dealt with, they may escalate the issue through the Technical Director for sports and performance matter, or the Junior Coordinator for any other matters.

Formal complaint

A formal complaint may be raised if the matter is of a serious nature, or if all informal channels have failed and a resolution has not been reached. All formal complaints must be made in writing, and addressed to the **"Football Manager"** for sports matters, or to the **"Club Secretary"** of the MetroStars Soccer for all other matters.

To enable the formal complaint to be adequately dealt with it should contain the following information:

- The name and contact details of the person making the complaint;
- A brief description of the nature of the matter;
- The name/s of any other parties subject to the complaint;
- All the factual details relating to the matter;

The formal complaint will be recorded with and dealt with and responded to by the Management Committee or its delegated authority. MetroStars will take all reasonable steps to ensure your information remains secure and that your privacy rights will be respected, and will not disclose any information unless we are legally required to do so.

Anonymous Complaints

Complaints received by anonymous parties or statements forwarded without any factual information, which cannot be reasonably investigated or responded to by the Club will set aside and not responded to.

Communication

MetroStars has embraced electronic and social media platforms to better communicate and inform our members:



www.metrostars.com.au



<http://www.facebook.com/NEMetroStars>



https://twitter.com/ne_metrostars



https://www.instagram.com/ne_metrostars/



<https://www.youtube.com/user/MetroStarsTV>

Mailing List

Stay up to date with all club related matters by joining our mailing list. Simply email media@metrostars.com.au and request to be added.



Social Media Policy

The use of Facebook, Twitter, YouTube and other social media by members of MetroStars Soccer Club is permitted and encouraged where such use supports the goals and objectives of the Club. We base our social media policies on those set by the FFSA. The Club has a policy for the use of social whereby members must ensure that they:

- comply with current legislation
- use Facebook/Twitter and other social media in an acceptable way
- do not create unnecessary risk to the Club by their misuse of the Club's Facebook & Twitter Pages

The following is deemed **unacceptable use or behaviour** by members:

- Visiting internet sites that contain obscene, hateful, pornographic or otherwise illegal material and posting them on MetroStars Soccer Club's social pages

- Using our social pages to perpetrate any form of fraud, or software, film or music piracy or sending offensive or harassing material to other users
- Hacking into unauthorised areas.
- Publishing defamatory and/or knowingly false material about MetroStars Soccer Club, your coaches, team mates and match officials and/or our competitors on social networking sites, 'blogs' (online journals), 'wikis' and any online publishing format.
- Revealing confidential information about MetroStars Soccer Club in a personal online posting, upload or transmission including financial information and information relating to our members, business plans, policies, staff and/or internal discussions

Monitoring and Sanctions

MetroStars Soccer Club maintains the right to monitor the volume and content of social media traffic. Where it is believed that a member, player, coach or parent has failed to comply with this policy, they will face the Club's disciplinary procedure. If the individual or individuals are found to have breached the policy, they will face a disciplinary penalty ranging from a verbal warning to expulsion from the Club. The actual penalty applied will depend on factors such as the seriousness of the breach. It is a condition of use that all Club members, players, coaches, parents, social media 'Friends' and 'Likers' will be required to abide by these rules.

Click [here](#) for more information about the FFSA social media policy

Smoking, Alcohol and Safe Transport Policies

MetroStars abides by the [smoke free policy](#), the safe serving of [alcohol policy](#) and [club safe transport policy](#) implemented by the FFSA. Further information about these policies can be found following the included links.

Extreme Weather Policy

MetroStars need to ensure that a reasonable duty of care is provided to all players, officials and spectators.

This policy has been developed to assist club officials, parents and other individuals to identify the actions that need to be undertaken in cases of extreme hot weather.

In implementing this policy, club officials and parents should also be considerate of the individual needs. The heat will affect not all participants in the same manner. The following policies apply during extreme hot or wet weather.

Risks Associated with Hot Weather

High intensity exercise in a hot environment can lead to:

- Dehydration
- Heat Exhaustion
- Heat Stroke

There are a number of factors that will affect participants during days of extreme heat. These include the following:

- Humidity The greater the humidity, the harder it is for the body to cool off through the evaporation of sweat.
- Duration/Intensity The greater the duration and intensity of the activity, the greater the risk of heat related symptoms.
- Fitness Level Participants who may be overweight and unconditioned for the activity will be more susceptible to heat stress.
- Age and Gender Young children are especially at risk. Children have poorly developed sweating mechanism, essential for cooling the body, prior to puberty. Children also take longer to acclimatise to participating in hot conditions than adults. Coaches need to ensure that children do not over-exert themselves especially when undertaking exercise for 30 minutes or greater. Veteran participants may also not cope well when undertaking activity in the heat.

Competitions in Hot Weather

FFSA will determine whether the hot weather policy needs to be activated based on the temperature provided on the Bureau of Metrology (BOM) [website](#). A decision to cancel games will be determined by FFSA and notified to all stakeholders at least 24 hours prior to the game.

Depending on the location of the competition venue, FFSA will utilise the weather forecast in the area closest to the venue including Adelaide, Elizabeth and Noarlunga and regional areas when making decisions.

The table below will be implemented to determine the cause of action that FFSA will take regarding Hot Weather;

Ambient temperature	Under 6 – 11 Junior Competition	Under 12 -17 Junior Competitions, Community and Master Competitions	Senior Men and Women Elite Competitions	Full-Time Pathway Programs
Up to 31°C	Games are to be played	Games are to be played	Games are to be played	Games are to be played
32 – 35 °C	Games are to be Cancelled	Games are to be rescheduled. Games To be played and completed by 11.00am or commenced after 6.00pm	Games are to be played	Games are to be played
36 – 38 °C	Games are to be Cancelled	Games are to be Cancelled	Games are to be rescheduled. Games To be played and completed by 11.00am or commenced after 6.00pm	Games are to be rescheduled. Games To be played and completed by 11.00am or commenced after 6.00pm
39°C and above	ALL GAMES ARE TO BE CANCELLED			

Where a game is played involving juniors and the temperature is 27 degrees or higher, a drink break is to be held in each half of the game. A junior player is classified as any player that participates in the Junior Age Competitions. The drink break should be a maximum of 2 minutes in duration. The timing of the drink break is at the discretion of the match official but should occur, where possible, at the half way point of each half. (The match official in consultation with the clubs may deem drink breaks are necessary if the temperature is below 27 degrees due to local conditions and player welfare).

Where a game is played involving adult participants and the temperature is 32 degrees or higher, a drink break is to be held in each half of the game. The drink break should be a maximum of 2 minutes in duration. The timing of the drink break is at the discretion of the match official but should occur, where possible, at the half way point of each half. (The match official in consultation with the clubs may deem drink breaks are necessary if the temperature is below 32 degrees due to local conditions and player welfare).

Training in Hot Weather

The Bureau of Meteorology (BOM) is to be utilised to access temperature information for determining whether a training session or activity should be undertaken due to hot weather. It is the responsibility of each Club to access temperature information to determine whether a training session should proceed.

The temperatures outlined in the table below are the maximum cancellation temperatures. The club may deem that cancellation of training is necessary at lower temperatures due to the localised conditions, including humidity.

Ambient temperature	Under 6 – 11 Junior Competition	Under 12 -17 Junior Competitions, Community and Master Competitions	Senior Men and Women Elite Competitions	Full-Time Pathway Programs
Up to 31°C	Training can continue	Training can continue	Training can continue	Training can continue
32 – 35 °C	Training is to be cancelled	Training can continue if is held and completed by 11.00am or commenced after 6.00pm	Training can continue	Training can continue
36 – 38 °C	Training is to be cancelled	Training is to be cancelled	Training can continue if is held and completed by 11.00am or commenced after 6.00pm	Training can continue if is held and completed by 11.00am or commenced after 6.00pm
39°C and above	ALL OUTDOOR TRAINING IS TO BE CANCELLED			

Wet Weather, Hail, Thunder and Lightning Storms

Games and training will continue as scheduled in the event of wet weather. Only if the conditions are deemed dangerous for the players or the pitch conditions are unsuitable, will it be cancelled and you will be notified by your team manager.

Any games, trials or training sessions will not continue or be played whilst there is hail falling onto the ground or there are thunder and lightning storms in the immediate vicinity.

Click [here](#) for more information about FFSA weather policies.

Child Safe Environment Guidelines

Football Federation SA stipulates that any person that holds a 'Prescribed Position', as outlined below, involving a person 17 years of age or under must complete a Relevant History Assessment which includes Working With Children Check. The exemption to undertaking a Relevant History Assessment is also outlined below:

* A prescribed position is:

- All people who have regular contact with children or regular work in close proximity to children and are not directly supervised.
- Manage or supervise such personnel.
- Have access to records in relation to children that are prescribed by regulation (child protection services, education services, health services, disability services, court orders, and proceedings).

** Exemptions:

- A person who volunteers who is 17 years of age or under.
- A person working or volunteering for a short-term event or activity of less than 10 days duration or for no more than 1 day in a month.
- A person occupying a position in which all work involving children is undertaken in the presence of the child's parents or guardians and in which there is ordinarily no physical contact with the children

- A person who undertakes, or a position that only involves, work that is not for the exclusive benefit of children and is not provided to any child on an individual basis
- A person who is a police officer or a registered teacher.

Click [here](#) for more information on how to complete a history assessment.

Mandatory Reporting

The Children's Protection Act 1993 makes it a legal requirement for certain people to report a reasonable suspicion or incidences of abuse or neglect. This obligation is known as mandatory notification and a penalty may stem from an individual's failure to comply. Notifications must be made to the Families SA Child Abuse Report Line on 13 14 78.

Reasonable grounds may include:

- a disclosure of abuse by a child
- professional judgment, based on the notifier's experience and observations.
- disclosure by a child or an adult that a child is being abused or is at risk.

Mandated notifiers are an employee of, or volunteer in, a government or non government organisation that provides health, welfare, education, sporting or recreational, child care or residential services wholly or partly for children.

These people:

- Are engaged in the actual delivery of those services to children; or
- Hold a management position in the relevant organisation the duties of which include direct responsibility for, or direct supervision of, the provision of those services to children.

Staff and volunteers of recreation and sporting bodies who work with children fit these descriptions and so have a legal obligation (are mandated) to report any suspected child abuse and/or neglect. The law also stipulates that no person shall threaten or intimidate, or cause damage, loss or disadvantage to another person because that person has made a notification or proposes to make a notification pursuant to the Children's Protection Act 1993. Click [here](#) for more information on FFSA child safe environment guidelines.

Child Safe Officer (CSO)

The following person is nominated as the Child Safe Officer (CSO) for MetroStars:

Lilly Del Medico

Email: childsafemetrostars.com.au

M: 0468 625 770

Codes of Conduct

All players, coaches, managers, parents, spectators, officials and administrators should familiarise themselves with the Club's Codes of Conduct and Fair Play. We participate, play and encourage children to play, for the enjoyment of playing and for fair play. These codes form part of the Rules of the Club and any breaches will be dealt with severely.

Players - Code of Conduct and Fair Play

- Play by the rules.
- Never argue with a referee or assistant referee.
- Control your temper. Verbal abuse of officials and sledging other players, deliberately distracting or provoking an opponent are not acceptable or permitted behaviours in soccer.
- Work equally hard for yourself and your team. Your team's performance will benefit and so will you.
- Be a good sport. Recognise all good players whether they are part of your team or the opposition.



- Treat all participants in soccer as you like to be treated. Do not bully or take unfair advantage of another competitor.
- Cooperate with your coach, team-mates and opponents. Without them there would be no game.
- Participate for your own enjoyment and benefit, not just to please parents and coaches.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.
- Attend training sessions. Notify your coach if you are unable to attend training.
- Be properly and appropriately attired - soccer boots, shin pads, socks, appropriate shorts and appropriate shirts.
- Attend all games.
- Notify the coach or manager if you are unable to attend.
- Be at the game at least half an hour before the game starts.
- Be properly attired and equipped - soccer boots, shin pads, socks, shorts, water bottle.

The following actions may be taken by the club or association if the Code is not followed. The Player may :

- Be required to apologise to team-mates, the other team, referee or team manager
- Receive a formal warning from the coach or the club committee
- Be obliged to undertake a 'Play By the Rules' education course
- Be dropped or substituted
- Be suspended from training
- Be required to leave the club.

In addition:

- The Club may monitor the player or team at home and/or away games,
- The Club will make parents or carers aware of any infringements of the Code of Conduct
- The Association could impose a fine and suspension against the player, team or club.

Coaches and Managers - Code of Conduct and Fair Play

- Participation is for pleasure. Winning is only part of the fun.
- Never ridicule or yell at a player for making a mistake or not winning.
- Be reasonable in your demands on players' time, energy and enthusiasm.
- Operate within the rules and spirit of the game and teach your players likewise.
- Ensure that the time players spend with you is a positive experience. All players are deserving of equal attention and opportunities.
- Every player needs and deserves equal playing time.
- Ensure that equipment and facilities meet safety standards and are appropriate to the age and ability of all players.
- Display control, respect and professionalism to all involved with the sport. This includes opponents, coaches, managers, officials, administrators, the media, parents and spectators. Encourage your players to do the same.
- Show concern and caution towards sick or injured players. Follow the advice of a physician when determining whether an injured player is ready to recommence training or competition.
- Obtain appropriate qualifications and keep up to date with the latest coaching practices and the principles of growth and development of young players.
- Avoid any physical contact with a player.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.
- Run training sessions for your team.
- Notify your team if training has to be cancelled for any reason.
- Provide all players with a draw once you have been given one.
- Notify your team if matches are cancelled or details change for any reason.
- Attend all games or make other arrangements if you are unable to attend.
- Ensure that all players receive equal time on the field during the season.
- Ensure team sheets are correctly filled in and returned to the canteen at home games.
- Ensure that nets, goal posts and other equipment are put up, taken down and put away as required.

The following actions may be taken by the club or association if the Code is not followed.

Coaches and Managers may:

- Receive a formal warning from the club committee
- Be required to meet with the Club President
- Be required to meet with the club committee
- Be monitored by another club coach/manager or a club official
- Be required to complete a 'Play By the Rules' education course
- Be suspended by the club from attending matches
- Be suspended or fined by the Association
- Be required to leave the club.

Parents - Code of Conduct and Fair Play

- Remember that children participate in sport for their enjoyment.
- Encourage children to participate but do not force them.
- Focus on the child's efforts and performance rather than winning or losing.
- Encourage children always to play according to the rules and to settle disagreements without resorting to hostility or violence.
- Never ridicule or yell at a child for making a mistake or losing a game.
- Remember that children learn best by example. Appreciate good performances and skilful plays by all participants.
- Support all efforts to remove verbal and physical abuse from all soccer activities.
- Respect officials' decisions and teach children to do likewise.
- Show appreciation for volunteer coaches, managers, officials and administrators. Without them, your child could not participate.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.
- Ensure that your child attends training. Attend the training session with your child when possible.
- Ensure that you are there when training has finished or make arrangements for your child to be picked up.
- Ensure you or your child advises the coach or manager if they are unable to attend training.
- Ensure your child is at the game at least half an hour before the game starts.
- Notify the coach or manager if your child cannot attend the game.
- Encourage and support your child so that playing is enjoyable. Do not criticise or harass the referee or the opposition. Remember there is no game without a referee or the opposition.

The following actions may be taken by the club or association if the Code is not followed. Parents may be:

- Issued with a verbal warning from a team or club official
- Required to meet with the club committee
- Obligated to undertake a 'Play By the Rules' education course
- Obligated to leave the match venue at the request of the club
- Requested by the club not to attend future games
- Suspended or have club membership revoked
- Required to leave the club along with any dependents.
- Additionally - The Association could impose a fine and/or suspension on the club.

Spectators – Code of Conduct and Fair Play

- Remember that people participate for their enjoyment and benefit; not yours.
- Applaud good performance and efforts from all individuals and teams. Congratulate all participants on their performance regardless of the game's outcome.
- Respect the decisions of officials and teach players to do the same.
- Never ridicule or scold a player for making a mistake. Positive comments are motivational.

- Support all efforts to remove verbal and physical abuse from all soccer activities whether it is by spectators,
- managers, coaches, officials, administrators or players.
- Show respect for your team's opponents. Without them there would be no game.
- Encourage players to follow the rules and the officials' decisions.
- Do not use foul language, sledge or harass players, managers, coaches or officials.
- Respect the rights, dignity and worth of all participants regardless of their gender, ability, cultural background or religion.

The following actions may be taken by the club or association if the Code is not followed. Spectators may be:

- Issued with a verbal warning from a team, club or match official
- Required to meet with the club committee
- Obligated to undertake a 'Play By the Rules' education course
- Obligated to leave the match venue at the request of the club
- Requested by the club not to attend future games
- Suspended or have club membership revoked
- Required to leave the club along with any dependents.
- Additionally - The Association could impose a fine and/ or suspension on the club.

Please click [here](#) for more information about Club safety and fair play including code of conduct for administrators and officials. The site provides information about safe and fair behaviour in sports clubs.