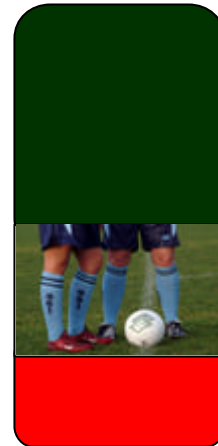

FOOTBALL FEDERATION TASMANIA SERVICE CHARTER

Football Federation Tasmania (FFT) is the body responsible for the administration, development and promotion of football in Tasmania. Our vision is to develop and maintain a vibrant football culture in Tasmania and position the game as a major sport for the community.

Our work is underpinned by our guiding principle that people are the most important asset in football, whether at state, regional or club level. We are committed to having well trained and supported staff and to developing an open and accountable culture that is fair and reasonable in dealing with our members.



Our Service Charter

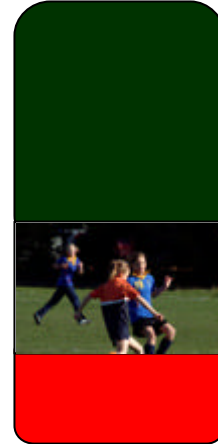
This Charter tells you about:

- The types of services you can expect from us.
- The service standards that we aim to achieve.
- How you can help us to help you.
- How you can provide feedback or make a complaint.
- How you can contact us with an enquiry.

WHAT CLUBS AND ASSOCIATIONS CAN EXPECT FROM US

FFT guarantees to provide annual services to clubs and associations in the following core business areas:

- Provision of technical courses for the accreditation of referees in each region of the state.
- Provision of technical courses for the accreditation of coaches from Grassroots to Senior Licence level, and strive to provide these courses in each region of the state.
- Provision of programs for the continuing education and development of players, coaches and referees.
- Competitions for senior players throughout the state and youth players in the Hobart region. FFT will also assist junior associations throughout the state with the conduct of their competitions where requested.
- Provision of information on external service providers in the areas of sports trainers, club administration and development and other areas that assist with the training and development of club personnel.



FFT will strive to provide services throughout the state in the following areas:

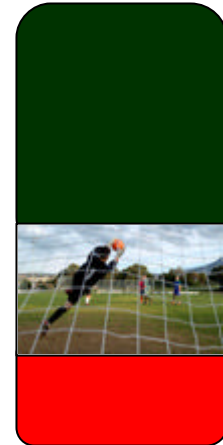
- Provision of alternative football options, such as Futsal and summer competitions.
- Provision of an introductory football program endorsed by Football Federation Australia.
- Attract high profile matches to Tasmania to promote football to the general public.

SERVICE STANDARDS - OUR COMMITMENT

We will provide you with a quality service where we:

- Treat you with courtesy and respect;
- Are fair and reasonable;
- Are consistent in our application of rules and policy;
- Give you accurate and timely information or help you to find it; and
- Collect, store, use and disclose your personal information only in accordance with our Privacy Policy.

We are committed to service delivery that is timely, open and accountable, and responsive to your needs. You can expect a courteous response whenever you approach us.



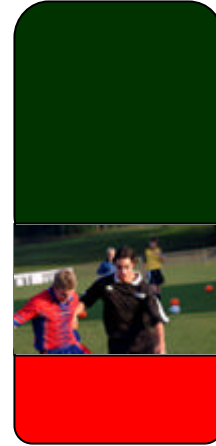
To meet your information needs we strive to:

- Provide a satisfactory response to your general telephone enquiries within 48 hours if they cannot be dealt with immediately.
- Respond to 90% of general letter, fax and email enquiries within five days. While a response to a complex matter may take longer we will acknowledge the receipt of your request within this time period.
- Provide a response to enquiries regarding competition issues that allows your club to participate effectively in the competition.
- Ensure that our website provides up to date information and is available 24 hours a day, 7 days a week.

HOW YOU CAN HELP US TO HELP YOU

To help us help you, we ask you to:

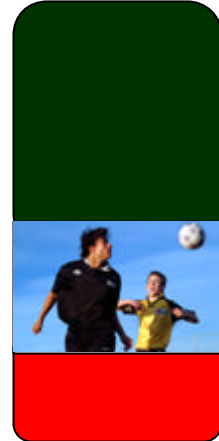
- Treat our staff with courtesy and respect.
- Respect the protocols for communication between FFT and clubs. If your query relates to a competition matter please ensure that it is conveyed through your club President or Secretary, as they are the club officials elected by club members to liaise with FFT.
- Check if the information you require is available on the website – this saves you time and frees up our staff to help other people with their enquiries.
- When making enquiries direct your questions to the most appropriate staff member who has responsibility for the issue.
- Provide us with full information that will assist us in addressing your complaint or issue.
- Understand that our staff cannot change policy or rules, and that they must be consistent in their application of policy and rules.
- If we hold your contact details for regular correspondence, please ensure that you inform us if those details change, or if your club committee positions change personnel.



CONTACTING US

When contacting FFT, it is helpful for both you and FFT if you direct your initial inquiry to the correct person. The staff members and their general areas of responsibility are listed below to assist you in contacting the most appropriate person.

- Technical Director / Game Development Manager – Coach education and player development programs, player age applications.
- Referee Development Manager – Referee training, development and recruitment. Referee appointments.
- Special Projects Officer – Futsal, Football Shop, clinics, administration of State and Development Squads.
- Administration Officer – Senior competitions, player and club insurance, disciplinary procedures and website management.
- Administrative Assistant – Youth competitions, Hobart Cup, junior association liaison
- Registrations Officer – Player registrations, match reports and scores, general enquiries.
- Finance Officer – Accounts receivable and payable.



These staff members can be contacted by phoning the FFT office on (03) 6273 3299. The names of the staff members and their email addresses can be found on the FFT website www.footballfedtas.com.au.

How To Contact Us.

By Mail – PO Box 371,
Glenorchy, TAS, 7010

By Phone – (03) 6273 3299

By Fax – (03) 6272 8868

By Email – Admin@footballfedtas.com.au

Website – www.footballfedtas.com.au

FEEDBACK/COMPLAINTS

It is important to us that when dealing with FFT your requests or issues are dealt with in a fair and timely manner. We value your compliments, complaints and suggestions. Should you be unhappy with the level of service provided, your constructive criticism and comments will help us improve our processes.

If you have a complaint:

- Contact the staff member you have been dealing with in the first instance and seek further information on the reasons for their decision.
- If you believe the complaint cannot be resolved by that person, then contact the Chief Executive Officer.
- If you believe that the Chief Executive Officer has not handled your complaint in a fair and reasonable manner then you may request the contact details of the President of Football Federation Tasmania.

We also value your compliments on issues, as they let us know when we are performing well in our core areas of business.

How We Are Accountable

We report on our performance in our annual report, a copy of which is provided to each member club, and can also be found on our website. It provides reports on how we have met our key areas of business over the preceding year.

Clubs are provided with an opportunity to meet with members of the Board of Directors several times each year, including the Annual General Meeting, at which time issues of importance from the clubs are able to be raised. Junior associations are represented on the Junior Standing Committee, which is able to provide recommendations to the board on the development of the junior game in Tasmania. Should you have an issue that you would like raised at this level please let your club president know of your concerns.

