



# Soccajoeys Parent Charter

The purpose of this Charter is to outline the principles and expectations that underpin the partnership between Soccajoeys, parents, and carers as we work together to create safe, positive, and inclusive environments for children. Soccajoeys programs are designed to nurture children's development through fun, physical activity, and teamwork. Achieving this requires strong collaboration between families and our coaching team.

## Our Commitments as Soccajoeys

### Soccajoeys will:

- ✓ Provide a safe, inclusive, and supportive environment where every child can enjoy football and build confidence.
- ✓ Treat every child and family with courtesy and respect.
- ✓ Deliver age-appropriate programs led by trained coaches in line with child development best practices.
- ✓ Ensure all staff and coaches meet Working With Children Check and safeguarding requirements.
- ✓ Respond to calls, emails, or concerns in a reasonable timeframe, recognising coaches are actively delivering programs during sessions.
- ✓ Encourage open communication with families while respecting privacy and confidentiality.
- ✓ Record and monitor safeguarding concerns transparently, in line with national Child Safe Standards.

# Expectations of Parents and Carers

## Parents and carers will:

- ✓ Always treat coaches, staff, other parents, and children with courtesy and respect.
- ✓ Use positive and encouraging language when speaking about the program, coaches, and children's experiences.
- ✓ Support their child's participation by ensuring attendance, appropriate clothing, and bringing necessary equipment.
- ✓ Respect the privacy of all children, families, and staff by not recording, photographing, or sharing images/videos without consent.
- ✓ Support and model respectful behaviour and sportsmanship at all times.
- ✓ Not engage in intimidation, aggression, harassment, or disruptive behaviour towards staff, children, or other families.
- ✓ Raise concerns directly with Soccajoeys coaches or managers rather than with other parents or children.
- ✓ Honour financial and enrolment commitments in a timely manner.

## Unacceptable Behaviour

### Examples of unacceptable behaviour by parents or carers include (in person, by phone, or online):

- ✓ Aggressive, rude, or threatening behaviour toward staff, children, or families.
- ✓ Disruptive or abusive language during sessions.
- ✓ Harassment, bullying, or discriminatory comments in any form.
- ✓ Recording or photographing children, staff, or parents without permission.
- ✓ Inappropriate or offensive posts on social media about the program, coaches, or families.
- ✓ Excessive or unreasonable volumes of emails, calls, or complaints.

## Consequences for Unacceptable Behaviour

### Where repeated or serious unacceptable behaviour occurs, Soccajoeys may take steps including:

- ✓ A formal written warning.
- ✓ A restriction on session attendance (temporary or ongoing).
- ✓ A requirement to communicate with the program only via specific channels (e.g., email).
- ✓ Suspension from the program for a defined period.
- ✓ Permanent exclusion from Soccajoeys programs.
- ✓ Notification to relevant authorities if required under safeguarding obligations.

## Final Note

**Soccajoeys is committed to ensuring every child has the opportunity to play, learn, and grow in a safe and positive environment. By working together in partnership with families, we can provide the very best experience for every child.**