

St Pauls Uniting Soccer Club

Good Neighbour Practices

2010

(replaces previous Good Neighbour Practices 2006)



Objectives

Mission Statement

The Mission of the Club is to promote sporting, moral and Christian ethical principles within a sporting (football) environment, regardless of the influences and pressures that may be brought to bear.

Objectives

The Objectives of the Club, as laid out in its Rules of Incorporation, are:

1. To foster, develop, encourage and control sport for the benefit of all members;
2. To provide means whereby organised amateur games, fixtures and/or competitions and training are available to members on days other than Sundays, Good Friday and Christmas Day;
3. To field teams in the fixtures and/or competitions sanctioned by the Queensland Christian Soccer Association (QCSA)
4. To foster and encourage sportsmanship amongst members through participation in sanctioned competitions;
5. To abide by the laws of the games as laid down by the relevant governing bodies;
6. To encourage belief in and the practice of Christian principles and worship by individuals whilst respecting their right to belong to a denomination of their choice;
7. To foster other sporting activities of benefit to members as appropriate circumstances arise;
8. To discourage the playing of organised sport on Sunday, Good Friday and Christmas Day;
9. To improve the playing standard of members;
10. To foster and participate in the management of matters pertaining to the conduct of amateur sport in the community;
11. To encourage the formation of similar associations in Queensland, interstate and overseas;
12. To encourage the participation by members, families and officials in Church parades held at the Broadwater Road and/or St Marks churches;
13. To discourage the use of alcohol and drugs;
14. To do all such other things (which the Club may decide) that are incidental and conducive to the attainment of the above objectives or any of them.

Good Neighbour Objectives

The Good Neighbour objectives of the Club are to work together with our neighbours and the local community to minimise inconvenience to, and complaints from, residents whose homes or businesses adjoin our sporting facilities.

Community Liaison Officer

The St Pauls Uniting Soccer Club will appoint a Community Liaison Officer (CLO) at its Annual General Meeting. The CLO will be a member of the Club's Management Committee.

The CLO will be responsible for leading the Club's liaison with neighbours and the local community.

The details of the CLO will be distributed to:

- The owners of the facilities we use
- Neighbours to the facilities we use
- The local community around the facilities we use

- Clubs with whom we share the facilities we use

The CLO will be responsible for liaising with all parties to seek a suitable solution if any issues arise or complaints are received by the Club.

The CLO will work closely with our neighbours, community groups (such as Neighbourhood Watch) and local schools (such as Citipoint Christian College) to develop relationships with the community.

Complaint Handling Process

The Club has adopted the following Complaint Handling Process:

1. If a person makes a complaint regarding the Club's use of the facilities, the complaint will be:
 - a. Registered and acknowledged by the Secretary
 - b. Referred to the CLO to arrange a date and time for a response to the complainant to be provided by the Club
 - c. The CLO will provide a response to the complainant no later than the date and time agrees.
 - d. The CLO will provide a copy of the response to the Secretary who will update the complaint details and keep a formal copy of the response
 - e. The CLO will advise the owners of the facility and the Church Councils of both Broadwater Road Uniting Church and St Marks Uniting Church of the action taken.
2. The Club expects the facility owner to contact the complainant to ensure that the issue has been resolved appropriately.
3. If, in the reasonable opinion of the parties concerned, the complaint has not been resolved within a reasonable timeframe to the satisfaction of both the complainant and the Club, the Club will record that a community dispute has arisen. The CLO will contact the Church Councils (as above) to discuss the options to resolve the issue.
4. If the issue is subsequently resolved to the satisfaction of all parties, the Club recognises that the facility owners may require it to enter into a legally enforceable agreement.
5. If the issue is not resolved, the parties may be required to participate in an independent mediation or arbitration process to resolve the dispute.

Engaging the Community

The Club takes its community responsibilities seriously. Consequently, it aims to be considerate of those who live and work near the facilities we use. The Club will use a number of communication channels to engage its local community, including:

1. Circulating copies of our playing/training and social calendar
2. Forwarding a copy of the Club Newsletter to local residents and businesses so they can share in our developments and achievements
3. Inviting neighbours to major events
4. Establishing times the field lighting, public address systems, sirens and hooters will be used and notifying our neighbours of changes to these
5. Encouraging our neighbours to become involved with the development of the facility
6. Ensuring vehicles do not obstruct our neighbours' driveways

7. Ensuring that the layout of our facilities as they are developed are reviewed and adjusted, if necessary, to reduce the impact on our neighbours
8. Encouraging our Club members and those of visiting teams to adopt a good neighbour attitude by being considerate to our neighbours
9. Making our facilities available for use by other community groups
10. Publishing the contact details of our CLO so our neighbours know whom to contact if they have any issues.