



**CAPITAL
FOOTBALL**

SERVICE CHARTER

**MARCH 2026
VERSION 2**

VERSION CONTROL

Version	Date	Author	Rationale
1.0	July 2020	Phil Brown	New Policy
2.0	March 2026	Samantha Farrow	Complete refresh and update

TABLE OF CONTENTS

- 1. ABOUT US 3
- 2. WHAT TO EXPECT FROM US..... 3
 - 2.1. Our Commitment to the Football Community.....4
 - 2.2. Our Working Hours4
- 3. HOW YOU CAN HELP US 4
 - 3.1. Ensuring A Safe Environment5
- 4. SERVICE PATHWAY – WHO TO CONTACT 5
 - 4.1. Club Communication with Capital Football6
- 5. WAYS TO CONTACT US 6
 - 5.1. Online6
 - 5.2. Email6
 - 5.3. By Phone7
- 6. SAFEGUARDING AND INTEGRITY CONCERNS 7
- 7. HOW WE MANAGE ENQUIRIES 8
 - 7.1. Please Use Appropriate Channels.....8
 - 7.2. Response And Resolution8
- 8. FAIRNESS AND CONSISTENCY 8
- 9. FEEDBACK 8

1. ABOUT US

Our Mission To provide high-quality experiences for everyone involved in football, in all its forms.

Our Vision To be the most inclusive and respected sport in Canberra and the Capital Region.

Our Values We strive for a culture of excellence and are committed to upholding the following values in everything we do:

- **Accountable** – Being transparent and taking ownership for behaviour, decisions and actions.
- **Integrity** – Doing what’s right, acting in the best interest of football and displaying good sportsmanship.
- **Inclusive** – Providing the environment and opportunity across all forms of football for everybody of any ability.
- **Respectful** – Building trust by listening, accepting others for who they are and when they have a different view, and behaving courteously.
- **Responsive** – Acknowledging, acting and responding in a timely and respectful manner.
- **Unified** – Alignment of purpose, philosophy and pathways.

With a community of more than 38,000 participants and over 40 affiliated clubs, alongside numerous stakeholders and supporters, Capital Football is committed to providing exceptional service across the football ecosystem.

For the purpose of this Charter, participants include all individuals engaged in football activities within our region, whether as players, officials, volunteers, parents/guardians or in any other capacity.

Capital Football operates within a club-based structure. Participants are members of their affiliated club. In most situations, your affiliated club is your first and primary point of contact for team, registration, competition and local operational enquiries.

Capital Football works in partnership with affiliated clubs and will engage directly where matters relate to governance, integrity, safeguarding, disciplinary processes, formal grievances, appeals or broader competition and regulatory matters.

Through this Service Charter, we outline the level of service you can expect from Capital Football and clarify how we work together with affiliated clubs to support and enhance the football experience.

Capital Football has three core responsibilities:

- **Support & Protection** – Supporting affiliated clubs and protecting the interests of participants across all levels of the game.
- **Governance & Development** – Administering and regulating the sport in line with relevant strategies, policies and regulations to foster a thriving, sustainable and inclusive football community.
- **Sustainability & Growth** – Operating as a commercially sustainable entity, working collaboratively with the football community to grow the game.

2. WHAT TO EXPECT FROM US

At Capital Football, we are committed to delivering responsive, professional, and inclusive service.

Our staff will:

- **Act with Professionalism & Respect** - Treat everyone fairly, with integrity, honesty, and courtesy.

- Provide Knowledgeable & Accessible Support - Ensure you can reach the right person to answer your questions accurately and efficiently.
- Communicate Clearly & Promptly - Respond to enquiries in a timely manner, identify ourselves, and explain decisions in a way that is easy to understand.
- Listen & Adapt - Consider your perspective, accommodate special needs where possible, and ensure fair treatment for all.
- Protect Your Privacy - Keep your information confidential and provide access in accordance with the law.
- Take Responsibility - Acknowledge mistakes, apologise when necessary, and take corrective action.

2.1. Our Commitment to the Football Community

Capital Football will:

- Be Visible & Engaged – Actively participate in and support the football community.
- Provide Clear & Up-to-Date Information – Maintain accurate details on policies, programs, and procedures on our website.
- Ensure Personalised Communication – Include a contact name and details on all correspondence.
- Support Our Affiliated Clubs – Offer training and information sessions at times and locations that suit volunteers.
- Maintain Reliable Online Services – Ensure our online systems are available at least 90% of the time.
- Provide Channels for Feedback & Review – Offer avenues for you to provide feedback, raise concerns, or request a review of decisions.

2.2. Our Working Hours

Monday to Friday, 9am to 5pm.

We may adjust hours during peak times, and updates will be posted on our website.

3. HOW YOU CAN HELP US

To help Capital Football maintain a high standard of service, we ask participants and affiliated clubs to:

- Respect Our Staff – Engage with courtesy and uphold our values.
- Provide Accurate & Timely Information – Ensure all details, documents, and payments are submitted on time, including updates to your contact information.
- Seek Clarification When Needed – Ask us if you require further explanation about decisions or processes.
- Maintain Professional Boundaries – Refrain from offering gifts or favours to staff.
- Request Assistance if Required – Let us know if you need additional support.
- Use the Appropriate Service Pathway – Contact your club in the first instance for local football matters before escalating to Capital Football where required under policy or regulation.

3.1. Ensuring A Safe Environment

Capital Football is committed to providing a safe, respectful and professional working environment for our staff, participants and affiliated clubs.

We have zero tolerance for:

- Abuse, discrimination or offensive language, whether written, verbal or online.
- Threatening behaviour, intimidation or harassment.
- Repeated, unreasonable or vexatious contact.
- Any conduct that causes a person to feel unsafe, intimidated or at risk.

Where such behaviour occurs, Capital Football may immediately cease interactions and impose conditions or limits on future contact.

Serious or repeated breaches may result in formal action under Capital Football's Rules and Regulations, including the Dispute and Disciplinary Regulations, Competition Regulations or other applicable policies. This may include referral to a club, suspension of communication privileges, or further sanctions as permitted under governing regulations.

We are committed to respectful engagement and expect the same standard in return.

4. SERVICE PATHWAY – WHO TO CONTACT

To ensure enquiries are resolved efficiently and at the appropriate level, Capital Football operates within a club-based service model.

Participants are members of their affiliated club. In most situations, your affiliated club is your first point of contact.

Please contact your club regarding:

- Team selection, grading and player placement.
- Training times and venues.
- Club fees and payment arrangements.
- Volunteer roles and opportunities.
- Local match day matters.
- Competition regulations and structures.
- Refereeing concerns or match-related issues.
- General questions about club operations.

Capital Football should be contacted directly regarding:

- National team programs and representative football
- Performance programs and talent pathways
- Coach, referee and other course registrations delivered by Capital Football
- Integrity, safeguarding or member protection concerns.
- Formal grievances or appeals under applicable regulations.
- Governance or broader policy matters.

Capital Football will generally not intervene in an affiliated club matter unless the issue has first been raised with the club and appropriate internal processes have been followed.

Dissatisfaction with a club decision does not, of itself, constitute grounds for Capital Football intervention.

Participants seeking to escalate a concern must demonstrate that they have engaged with their club in the first instance, unless the matter relates to safeguarding, integrity, serious misconduct or regulatory compliance.

4.1. Club Communication with Capital Football

Capital Football communicates formally with affiliated clubs through their authorised representatives. Clubs are expected to nominate appropriate office bearers or officials (such as the President, Secretary, Registrar, Technical Director, Competition Delegate or Member Protection Information Officer) to liaise with Capital Football on relevant matters.

For operational and competition matters, Capital Football will generally correspond with nominated club officials rather than individual participants or parents.

By following this pathway, we can ensure matters are addressed fairly, consistently and in accordance with the appropriate governance framework.

5. WAYS TO CONTACT US

Participants and affiliated clubs can contact Capital Football in the following ways.

- Via our [online contact form](#).
- By [email](#).
- By phone.

We aim to **acknowledge enquiries within five working days**. This applies to all official contact channels unless otherwise specified. Where a matter is complex or requires consultation, we will provide an indicative timeframe for further response.

During peak periods, such as the start of the season or major events, response times may be extended.

Before contacting us, please check our website [HERE](#), as you may find the information you need.

5.1. Online

The most efficient way to contact us directly is by using the form on our 'Contact Us' page, which can be found [HERE](#).

We aim to acknowledge all enquiries within five working days. Enquiries received outside office hours will be treated as received on the next working day.

5.2. Email

General enquiries should be sent to info@capitalfootball.com.au.

For department-specific matters, please use the relevant key contact email address listed below or refer to the Staff Contact page on our website for a full list of contacts [HERE](#).

competitions@capitalfootball.com.au	Competition structures, draws, regulations and match administration
referees@capitalfootball.com.au	Referee appointments, development and related enquiries

disciplinary@capitalfootball.com.au	Dispute, disciplinary and integrity matters
cards@capitalfootball.com.au	Management of cautions, send-offs and match suspensions

We aim to acknowledge all email enquiries within the service standards outlined above. Enquiries received outside office hours will be treated as received on the next working day.

5.3. By Phone

We aim to answer all calls and to resolve your query at the first point of contact. If it is not possible to resolve your query at the first point of contact, we will take your details and the nature of your enquiry and pass the query to the relevant staff member.

That member of our team will then get back to you within the service standards outlined above.

Our main office number is 02 6260 4000.

When phoning Capital Football, the numbers below can be used to contact the respective departments from the main menu.

1 – Competitions	5 - Game Development & Hawker Football Centre
2 - Dispute and Disciplinary	6 - Play Football and Registration
3 – Referees	7 - Media & Events
4 - Performance Programs & Coaching	8 - Other Enquiries

6. SAFEGUARDING AND INTEGRITY CONCERNS

Concerns relating to child safety or serious safeguarding risks may be reported directly to Capital Football and do not need to be raised with a club in the first instance.

Other concerns, including discrimination, bullying, harassment, integrity or behavioural matters, should be raised with the relevant affiliated club in the first instance, unless there is a conflict of interest or a reasonable concern that the matter cannot be addressed safely at club level.

Participants may also choose to raise concerns with their club's Member Protection Information Officer (MPIO), where appropriate.

Participants and affiliated clubs may contact disciplinary@capitalfootball.com.au to clarify the appropriate process for raising a concern.

All safeguarding and integrity matters are handled in accordance with the Capital Football Rules and Regulations and the relevant Football Australia Framework.

Where a formal complaint is to be lodged, the [Formal Complaint and Incident Notification Form](#) must be completed and submitted. This ensures the matter can be assessed and managed in accordance with the applicable rules and regulations.

7. HOW WE MANAGE ENQUIRIES

7.1. Please Use Appropriate Channels

To ensure we protect member data, maintain accurate records and respond consistently, these are the official channels through which Capital Football manages and tracks enquiries.

We do not handle enquiries through other channels such as text messages, WhatsApp, social media comments or direct messages, or personal staff phone numbers. This allows us to safely manage information and ensure enquiries are properly recorded and resolved.

7.2. Response And Resolution

As stated above, we aim to answer all phone calls and resolve queries at the first point of contact and form submissions and emails back to you within the service standards outlined above.

Please note, even if we make an initial response, it is not always possible to resolve all queries within that timeframe. Complex enquiries, such as ongoing discussions or complaints, disputes and disciplinarys, which require investigation will take longer. We will indicate our next contact point if this is the case.

8. FAIRNESS AND CONSISTENCY

Our staff members mean a lot to us and are entitled to a safe working environment. To ensure this, we ask that participants and affiliated clubs do not threaten, bully or harass our staff, including swearing or shouting at them. This is rare, but if it happens, we reserve the right to limit contact with Capital Football and in some cases refer to our disciplinary process.

As a member federation, responsible for the administration and governance of all of football in our region, we must apply fairness and consistency to all our decision making. This means we cannot adapt or change rules for specific issues, teams or individuals. You will not get a different response from different members of Capital Football staff, as we are all trained in the same policies and processes.

Individual Capital Football staff cannot provide advice or commentary on integrity matters unless they are formally assigned to that case. Even where assigned, staff act only in their official capacity and cannot provide personal advice or advocate for any party.

9. FEEDBACK

Capital Football is committed to continuous improvement of our services. We value feedback from participants and affiliated clubs and encourage you to help us improve by:

- Complimenting us on what we do well.
- Offering suggestions on what we might do differently.

Feedback, compliments and service-related concerns can be submitted through the official contact channels outlined above. When providing feedback, please indicate this in your subject line or select the relevant category in the online form to assist us in directing your enquiry appropriately.

Formal grievances, appeals or matters relating to safeguarding or disciplinary processes will be managed in accordance with the applicable Rules and Regulations.