



Frequently Asked Questions

When will training start?

We will be returning to training from Saturday 6 June 2020 starting with the Senior Men's and Women's teams followed by a progressive restart for our Junior and Miniroos teams from Wednesday 10 June. Full details will be posted to our website shortly and the club will notify you prior to your child's commencement date.

When will the competition season start?

As a result of the latest easing of restrictions, Football Victoria is targeting the following start dates for the proposed resumption of play for our Community Clubs (Miniroos & Juniors). The proposed resumption date is **28 June 2020**, subject to local authority approvals in relation to COVID restrictions and further guidance from authorities. For our Seniors, the proposed resumption competition date is **11 July 2020**. We still await confirmation of these dates and the club will keep members updated accordingly of developments.

Will there be a fee reduction for part season?

The BEFC Board of Management is working towards offering a part refund for the reduced season to be paid at the end of the season. This percentage refund will be ascertained once we have a clearer understanding of how season will play out and the extent to which a season extension is granted and competition is restored.

Can I get a full refund?

Unfortunately, not. The 2020 season had commenced pre Covid-19 shutdown with many players commencing their training. As a result, the club has already incurred several expenses including but not limited to insurances, preseason coaching costs, team entry into competitions, and equipment items. Despite this, we understand that some members may choose to cancel their registration. Under these conditions we can apply a refund under our current cancellation process that will incur an exit fee.

Why is my registration still pending?

Registrations will remain "pending" until the last possible moment prior to the start of the competition season. We normally do this to allow for greater flexibility in the registration process and within the registration system itself (Play Football). If you have successfully registered and paid for the 2020 season, then you are guaranteed a place in one of our teams.

When do I need to pay for my registration?

If you have registered but not yet finalised payment, this will need to be done **PRIOR** to recommencing training. You can call our Club Administrator (0423 785 800) to arrange an over the phone credit card payment or transfer funds as per the details on your invoice. Payment plans are available by contacting our Treasurer on treasurer@befc.com.au

What methods of payment are available?

You can call our Club Administrator on 0423 785 800 to arrange an over the phone credit card payment or alternatively transfer funds to our bank account (details are provided below). Payment plans are available by contacting our Treasurer on treasurer@befc.com.au

Account Name: Boroondara Eagles FC

Bank: Bendigo Bank

BSB: 633 000

Account Number: 133709469

Reference: Invoice Number

I paid for coaching levies/merchandise. How do I arrange a refund?

Coaching levies are being waived for 2020. We will commence a process of identifying and communicating to members who qualify for a refund to seek their instructions as to where to reimburse the funds. With our primary focus centred on meeting the standards set for COVID-19 for a safe return to football we ask members to be patient with us as we work through this process. We aim to have this task complete by 30 June 2020.

What is the Boroondara Individual Participation Grant and how does it work?

To further assist members financially, the Boroondara Council is making Individual Participation Grants available worth up to \$200 for eligible residents. If you wish to avail of this assistance you can visit <https://www.boroondara.vic.gov.au/community-support/community-grants/individual-participation-grants> to make an application. If successful, Boroondara Council will credit us with \$200 which would then be refunded to you.

Will we get our uniforms?

Yes. They are currently in production and will be distributed prior to the start of the competition season.

I'm still uncertain about my child starting training in first instance but keen if all is well after a few weeks. Is that ok?

Absolutely! If your registration has been finalised with payment, your place in the team is secure and you can commence training when you are comfortable to resume.

Do I need to download the COVIDSafe app to participate?

No. The attendance form provided in the Return to Train Conditions asks participants to confirm if they have downloaded the app. We encourage people to download the app as a measure to assist with contact tracing in the event of any positive test. The choice of whether you do or do not, is voluntary.

I'm not sure if my child, a parent or carer is deemed 'high risk'. What should I do?

Our recommendation is that you discuss the scenario with your child's usual medical practitioner. If appropriate, we would appreciate documentation for our records.

My child just has a slight sniffle but feels well, can he/she still attend training/games?

Anyone presenting to training unwell, will be instructed to leave. The current advice is that if anyone is unwell, however mild the illness, they should be staying home and should discuss Covid-19 testing with their GP.

Will players be insured during this revised return to training guidelines?

Yes. As was the case with the insurance policy that was in place last season, registered players will be insured for bodily injury during club-sanctioned training reasonably undertaken to prepare for the football season. This is subject to the normal policy terms and conditions and on the basis that the training was conducted in line with Return to Training Conditions.

Does the National Insurance Program provide cover if you catch COVID 19?

No. COVID-19 is not a bodily injury as defined under the policy. In the same way the policy would not previously cover people if they caught the 'flu.

What happens if we experience an outbreak?

In the event of a confirmed or suspected case of COVID-19 at our Club:

- The Club will take a highly conservative approach by suspending training for all players in as many squads as we deem appropriate for as long as we are advised to by the authorities
- We will engage with all relevant authorities to inform them about the confirmed or potential existence of COVID-19 at our Club. The department of health will then investigate and instigate their contact tracing investigation process.
- We will keep sign in records for attendance at training, for contact tracing purposes
- We will follow the instructions of all relevant authorities

Other clubs started training last week, what has been the hold up with Boroondara Eagles?

- Unlike other clubs, The Eagles have taken a very measured approach to return to football primarily driven by our desire to ensure the safety of our members and the community comes first. For this reason we wanted to ensure we exceeded all standards and conditions set by relevant authorities in the interest of member safety and are taking additional precautions. Boroondara area has also been identified by authorities as a region having shown high levels of COVID cases historically adding a further dimension to the necessary steps and requirements to ensure everyone's safety. We have now satisfied ourselves of this but will continue to take a steady and progressive approach to return to football.