



FAQ

How much does the program cost?

\$90 per term at Northern NSW Football facilitated hubs.

Each term consists of one 45-minute session per week for eight (8) weeks.

This fee also includes:

- Football Australia Sport Accident Insurance

What if I have never kicked a ball or played before?

No experience necessary! Whether you're a beginner or looking to get back into social football, this is a fantastic, casual option to learn the basic skills of football.

What do I wear?

Anything you feel comfortable in! Kick-On for Women is not a fashion show, you can wear anything you move easily in and is comfortable. We recommend wearing joggers, football boots or other closed-in footwear so you can kick the ball.

I'm nervous, I'm not very fit, should I join?

Kick-On for Women is designed for women of all shapes, sizes and fitness levels to be involved.

Does it matter I have never played team sport before?

Of course not! This program is perfect for you. You join as an individual and we teach you how to participate and play small-sided fun games of football in a fun, non-judgemental team environment.

Can I join as an individual?

Kick-On for Women only takes individual registrations. Click on the link to join your closest hub - www.kickonforwomen.com.au. Spaces are limited, so register early to avoid disappointment!



Nobody in my family plays at a football/soccer, can I join?

Yes! You don't have to be associated with a club to participate.

I can't attend all sessions, can I join?

Yes, the program has been designed so that each week focuses on a different aspect. Missing a week will not affect the overall running and benefit of the program to you.

However, we ask that you please notify your Hub Coordinator when you can't attend.

Who will be conducting the sessions?

Our Hub Coordinators and Facilitators have completed specific training to ensure you have the best experience.

They will offer a fun, non-judgemental and inclusive experience.

Can I use my Active Kids Voucher?

If you're aged 16- 18, you certainly can! When you join online, it will ask you for your voucher number, so make sure you claim your voucher from [Service NSW](#) before signing up.

Unfortunately, we cannot accept or refund the vouchers after you join. You may also only use your voucher once, so if you join for another term, you will need to pay for it.

Can I get a refund?

Northern NSW Football Facilitated Hubs

If you require a refund you must notify Northern NSW Football's Kick-On for Women Project Officer in writing no later than 14 days prior to the start of the program.

You acknowledge and agree that Northern NSW Football are not required to refund the registration fee in full if you have not provided the aforementioned notice. Following the cancellation, you will have no entitlement to participate in the program.

If you are seeking a refund after the above period, extenuating circumstances will be judged on their own merit and refunds paid at the discretion of Northern NSW Football. Refunds will not be given for change of mind once you have participated in the program.

What time should I arrive?

Arrive at the centre five (5) minutes before the program is scheduled to start, this will ensure maximum time participating in program activities.



If I miss one session, can I attend another in my area on another day of the week?

No. You can only attend at the hub location that you have registered for.

How long do the sessions run for?

The weekly sessions are delivered over 45-minutes.

Are my children welcome?

Yes, children are welcome to attend however involvement in the sessions is for the registered participants only. Supervision of your children is your responsibility.

What happens in the event of wet weather, extreme heat or cancelled sessions?

A Kick-On for Women session may be cancelled for the below reasons. In all instances, you will be contacted via Team App to notify you of the session being cancelled, however, in some cases, the session may be cancelled at the start of or during the session if deemed unsafe.

Please note there are no refunds for the missed session due to the below natural occurrences. However, we will aim to provide a catch-up session where time is available or increase the delivery time of the following 3 session by 15-minutes.

Council ground closure due to heavy or constant rain

In the event persistent or heavy rain which has caused council to determine grounds to be unfit for use, you will be contacted via Team App. Please note some council close their grounds as late as 3.30/4pm. We will endeavour to notify you as early as possible if the session has been cancelled. If you are unsure please contact your local council's wet weather hotline or check their wet weather webpage.

Excessive heat over 34 degrees at the commencement of the session

In accordance with Northern NSW Footballs Heat Policy, all Kick-On for Women programs will be cancelled if the temperature at the commencement of the program is over 34 degrees. With higher temperatures now occurring more frequently consideration must be given to the effects of heat and humidity on elite and amateur athletes in football activities.

[HOT WEATHER POLICY](#)

Lightning within a 70k radius of the venue

In accordance with Northern NSW Football Lightning Policy, if a thunderstorm occurs, the hub coordinator will use the '30-30' rule to determine the distance of the storm and take appropriate action to suspend activity if less than 10km away. In the first instance, the program will be suspended for half an hour, after which a reassessment of the distance using the '30-30' rule will take place. If the rule cannot be satisfied on the second occasion the program will



be cancelled. Unless determined by the hub coordinator to end the program due to the inherent risk at the first sign of danger.

[LIGHTNING POLICY](#)

What is TeamApp and why do I need it?

Team App is a hub for information and communication needs, sending instant push notifications to your smartphone or tablet, information can also be accessed via your home computer.

Kick-On for Women programs that are facilitated by Northern NSW Football utilise Team App for **all** our communication needs such as wet weather notifications.

Once you have joined the program, please download Team App on your smart phone, or create an account on your computer and search for ***Kick-On for Women - NNSWF***.

You can then request access to the local Kick-On for Women Program that you are involved in, to keep updated on any changes or information.

Further information about using Team App will be provided in your welcome email once you are registered.

Click here to find out **How to download and use Team App**.