



*"Our vision is to create a positive, healthy, life enhancing sporting experience"*

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# COMMUNICATION POLICY

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## Our commitment

Electronic communication is essential for sharing club news and information with our members. Our communication will be timely, appropriate and related to club business.

## What we will do

We use a range of electronic tools to communicate with our members.

Our communication will protect members' privacy, maintain clear boundaries and ensure that bullying and harassment does not occur.

A **webmaster** will be appointed to provide accountability and control over material published on our club's website and any related discussion groups or social media websites, such as Facebook, YouTube Instagram or Twitter.

## Website

- Our website will include current information on competitions, recreation programs, sporting schools information, party and school holiday program details, social events, committees, policies, constitution, rules and by-laws.
- The website will facilitate booking for ALL programs.
- No offensive content or photos will be published.
- If we intend to publish a photo of a child, we will first seek permission from his or her parents and take care not to provide identifying information.
- We will seek feedback from members to improve the information available on the site.
- The Peak Trampoline website was updated and launched in February 2020 by Ampersand Collective, Subiaco.

## SMS and email

Committee members, coaches and team managers may use SMS, Whatsapp and email to provide information about competition, training, club-sanctioned social events and other club business, however:

- SMS messages should be short and about club/team matters
- Email communication will be used when more information is required.
- Communication to coaches and Administration from the Club Manager or Board members will be sent by email or SMS at any point throughout the week. Coaches must respond to this email within 48 hours. If the email is sent between 4pm Saturday and 9am Monday



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then the response must be within 48 hours of 9am Monday. (See further information in policy Coach's Roles and Responsibilities )

- Communication involving children under the age of 14 years will be directed through their parents.
- Where Whatsapp groups are created parents must be part of the group until the athlete reaches the age of 18. A parent may request that their athlete is added to the group from the age of 14 years

### **Social media websites**

- We treat all social media postings, blogs, status updates and tweets as public 'comment'.
- Postings (written, photos or videos) will be family-friendly and feature positive club news and events.
- No personal information about our members will be disclosed.
- No statements will be made that are misleading, false or likely to injure a person's reputation.
- No statements will be made that might bring our club into disrepute.
- Abusive, discriminatory, intimidating or offensive statements will not be tolerated. Offending posts will be removed and those responsible will be blocked from the site.
- Athletes must under the age of 18 years must not add or follow their coaches personal social media sites.

### **What we ask you to do**

We expect our members, athletes, coaches, parents and carers to conduct themselves appropriately when using electronic communication to share information with other members or posting material on public websites connected to the club.

Electronic communication:

- should be restricted to club matters
- must not offend, intimidate, humiliate or bully another person
- must not be misleading, false or injure the reputation of another person
- should respect and maintain the privacy of members
- must not bring the club into disrepute.

Coaches and others who work with athletes at Peak Trampoline must direct electronic communication through the athletes parents.



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## **Non-compliance**

Members may face disciplinary action for sending inappropriate electronic communication or posting online content or comments that harass, offend, intimidate or humiliate another member, as outlined in our member protection policy or code of conduct.

Under certain circumstances, cyber bullying (e.g. bullying that is carried out through an internet service such as email, a chat room, discussion group, instant messaging or website) is a criminal offence that can be reported to the police.

In addition, members who publish false or misleading comments about another person in the public domain (e.g., Facebook, YouTube or Twitter) may be liable for defamation.

Reviewed – January 2016

Reviewed – December 2016

Reviewed – January 2018

Reviewed – December 2018

Reviewed – December 2019

Reviewed – January 2021

Reviewed by – Nicola Wood. Senior Coach/ Club Manager