

Communications Policy

This Communications Policy covers the use of communication devices and the manner in which they are used.

Participants Personal Phones

In the event of a participant showing a coach a text message, image or email that is considered to be inappropriate for a child to have, the coach will inform the Club Welfare Officer, where further action will be taken to safeguard.

Coaches Personal Phones

Coaches are not permitted to use or check their personal phones during their time at work, unless in the case of an emergency.

Communication between coaches and participants

It is not appropriate or permitted for a coach to be in contact with a participant. All communications must be made directly to their parent/guardian.

Communication between coaches and parents/guardians

Unless permission from the club manager has been given beforehand, it is not appropriate for a participant's parent/guardian and the coach to communicate with each other using the coach's personal phone number, and/or personal social media networking accounts.

All communication with a participant's parent/guardian must be made via the club's contact number, club's email address and club's official social media networking sites.

The gymnasium work phone must be used if communication is required with a participant's parent/guardian.

Use of social networking sites for communication

Parents, guardians, participants, volunteers and coaches should not post or discuss unfavourable comments about other parents, guardians, participants, volunteers and coaches on any social media networking sites. Coaches must read the club Social Networking Policy and Guidance for further information.

Communication between coaches

If it is necessary for a coach to make contact with another coach under 18 years old via email or text message as part of a club communication, then this involves several adults, the child's parent/guardian and the Club Welfare Officer.