TEA TREE GULLY CITY SOCCER CLUB COMMUNICATION POLICY & PROCEDURE

Version 1.0, February 2022

1. OUR COMMITTMENT

The Tea Tree gully City Soccer Club's (TTGCSC) communication policy and procedure has been developed to assist parents, volunteers, members, Coaches, and the Committee in communicating effectively. Electronic communication is essential for sharing club news and information with our members. Our communication will be timely, appropriate, and related to club business

2. SCOPE

This policy applies to all Tea Tree Gully City Soccer Club members, players, club officials and volunteers.

3. GUILDELINES

The following principles can serve as guidelines to help parents and soccer staff (coaches, volunteers, and Committee members) to work effectively together.

Assume Good Intentions: We all care about the kids playing in our Club and share in the goal of providing these kids with a competitive soccer environment, whereby each of them can enjoy a fun, positive experience, whilst developing and playing soccer.

Build Positive Relationships: Showing appreciation when things are going well will go a long way toward creating good will. Build on this principle during games and training by encouraging team mates to recognise the contribution their teammates make.

Be Respectful When Communicating: Being respectful of time, feelings, and privacy in all of our interactions can lead to better communication. Consider how people like to be communicated with to ensure information is provided in the best possible way.

Solve Problems Effectively: Productive resolution of problems is possible when we focus on the player, share ideas and feelings only with those directly involved and remain focused, respectful, and honest.

Be a Role Model: Parents and Coaches who work together successfully can act as role models for our children and other players.

Be respectful when communicating
If you have an issue with another member of our Club, please try to approach them directly to discuss it and come to a resolution. Please do not involve other people (whether through gossip or sending Club or Team-wide emails) in what could potentially be a very personal issue.

Please be sensitive to the fact that before and after practices and games may not be the best time to have a conversation. Consider who may overhear your conversation as players may be present whilst waiting for a game or a ride.

Email can be an effective tool to use when either alerting someone to a concern or trying to set up a time to meet. However, you should avoid using email if the situation is very complex. Just as in face-to-face communication, in email you should focus on the concern you are trying to resolve. It should not be seen as an opportunity to blame or cause greater dispute.

The following are some reminders of strategies to use for respectful and productive discussions:

- Allow time for dialog and response. Some problems can't be addressed immediately. Schedule a time that is mutually convenient.

- Discuss your child – not others. Parents should frame their concerns and questions in terms of the effect on their child only. For example, saying, "I am really concerned about my son. He doesn't feel that he is getting much playing time. He feels that he works really hard in practice, but he doesn't get to show what he's learned in games" is a much more appropriate approach than, "Marcus and Andy show up to practice late every week, why are they getting more playing time than my son?"

- Use "I" messages that frame your concerns from your perspective. For example, you could say, "I am concerned that Amy is not enjoying practice" rather than, "Why are you yelling at Amy so much during practice?"

- Follow up with the coach or parent. If the person handles the problem well, take the time to thank him/her. If the problem is unresolved or resurfaces, communicate clearly and promptly to the appropriate people as described below.

4. COMMUNICATION PLAN

In all communications, please try to approach the person you are dealing with directly first. If that proves to be ineffective, then please refer to the steps listed below.
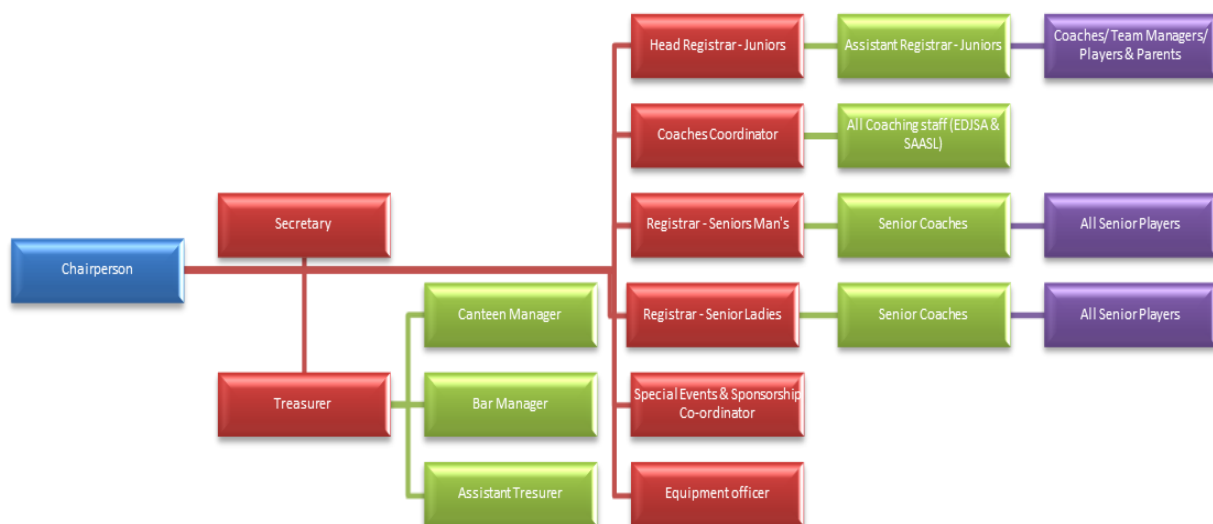
TEA TREE GULLY CITY SOCCER CLUB
COMMUNICATION POLICY & PROCEDURE

The TTGCSC uses 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.

Please refer to our Social Media Policy to address the issues arising from the use of social media.

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, or Twitter.

Website
Our website will include current information on competitions, social events, committees, policies, constitution, rules, and by-laws.

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 parent /guardian and take care not to provide identifying information.

We will seek feedback from members to improve the information available on the site.

SMS and email
Committee members, coaches and team managers may use SMS 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 involving children will be directed through their parents.

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.

All Club Important and Critical Messages will be sent out via:

- EDM
- Website Notice
- Social Media Post
- Social Media Story
- Coaches & Managers Email
- Sponsors Email
- Printed flyer where possible (handed out by Coaches and Managers)

All Club Important but not Critical Messages will be sent out via:

- Website Notice
- Social Media Post
- Social Media Story
- Coaches & Managers Email
- Included in next EDM

All Club Weekly Messages will be sent out via:

- Social Media Post
- Social Media Story
- Website Newsletter - Monthly
- Summary of this information included in next EDM

5. WE ASK YOU

We expect our members 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 children and young people must direct electronic communication through the child's parents

TEA TREE GULLY CITY SOCCER CLUB
COMMUNICATION POLICY & PROCEDURE

6. 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.

7. ADMINISTRATION

This policy is administered by the Tea Tree Gully City Soccer Club Committee and will be reviewed every two years and updated where applicable.

Version History

Version	Date	Description	Next Review Date
1.0	August 2022	Adopted and endorsed by Committee	July 2024