



# North Epping Rangers Sports Club

Football Netball Tennis

## COMMUNICATIONS POLICY

### PURPOSE

To guide safe, respectful, and consistent communication across the club.

### POLICY STATEMENTS

#### SCOPE

All players, parents, volunteers, coaches, managers, and committee members.

#### GENERAL PRINCIPLES

- We use communication tools to share club news, schedules, and updates.
- Communication must be respectful, inclusive, and protect privacy.
- All communications represent NERSC values.

#### AUTHORISED COMMUNICATIONS

Only the Club Communications Officer or appointed section representatives may:

- Create and distribute official club-wide messages.
- Submit or request website and social media content.

Team managers and coaches may:

- Use tools like email, messaging apps, and team management apps for team updates only.
- Share, but not alter or originate, official club-wide messages.

#### CHILD SAFETY IN COMMUNICATION

- Parents / guardians must be included in communications involving players under 18.
- No one-on-one messages between adults and underage players.

- Group chats with minors must include another adult (e.g., team manager, assistant coach, parent, guardian).
- If a player messages an adult privately, respond with the parent / guardian included.

## **TOOL USE GUIDELINES**

Different tools serve different purposes. Here's how to use them appropriately:

- Email: For detailed team/club matters.
- SMS: For short, time-sensitive info.
- WhatsApp / Team Apps: Can be used for team chat, scheduling and updates.
- Social Media: Only positive, public-facing info. Do not post images of individuals - especially children - without their (or their parent / guardian's) consent. No personal or harmful posts.
- Phone: Use respectfully during reasonable hours. Follow up important phone calls with a written summary (email or message) if needed.

## **INAPPROPRIATE USE**

- Inappropriate or harmful online conduct (e.g. bullying, misleading posts) may lead to disciplinary action or legal consequences, as per the Member Protection Policy.