

Communication Policy and Guidelines

This Policy and Guidelines have been created to establish clear boundaries and written expectations around using electronic communications at our Gym/Studio. This is designed to protect our members' privacy, maintain clear boundaries and ensure that bullying and harassment does not occur.

Please refer to the full version of our Communication Policy and Guidelines for more information.

Remember, communication should always be timely, appropriate, productive and transparent.

WHAT WE WILL DO

- We will use a range of electronic tools to communicate with everyone involved with our Gym/Studio.

WEBSITE

- Our website will include current and relevant information.
- 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 our website.

SMS AND EMAIL

- We will use Email and may use SMS to communicate relevant information. When using Email and/or SMS we will ensure that:
- Communications are non-personal in nature
- SMS messages are short and directly relate to our Gym/Studio
- Email communication is used when more information is required
- We will follow common sense guidelines regarding the volume and time of day of any allowed electronic communication.

SOCIAL MEDIA PLATFORMS:

(for more detailed information refer to our Social Media Policy and Guidelines)

- We will treat all social media posts, blogs, status updates and tweets as public 'comment'.
- Posts (written, photos or videos) will be family-friendly and feature positive Gym/Studio news and events.
- No personal information about our members will be disclosed.
- If we use an athlete name, we will avoid using the athlete's full name.
- We will not publicly publish personal information such as residential address, email address or telephone numbers.
- 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 Gym/Studio 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.
- Parents and athletes will not be private or instant messaged via a personal social media site.
- We will avoid having parents and athletes "friend, follow or join" a coach or staff's private social media page.
- Only our official Gym/Studio page or team pages will be used for staff to communicate to parents or athletes.

WHAT WE ASK YOU TO DO

- We expect our athletes and their families to conduct themselves appropriately when using electronic communication to share information with other members or when posting material on public websites connected to the Gym/Studio. We also expect members to follow our Social Media Policy in conjunction with these Communication Guidelines.

ELECTRONIC COMMUNICATION:

- should be restricted to Gym/Studio matters
- must not offend, intimidate, humiliate or bully another person
- must not be misleading, false or injure the reputation of another person or our Gym/Studio
- should respect and maintain the privacy of members
- must not bring our Gym/Studio into disrepute
- Communication Between Staff/Coaches and Athletes
- Our Gym/Studio will ensure that communications involving any participant and especially minors should be appropriate, productive and transparent.
- Communication involving minors will be directed through their parents or if directly communicating with a participant under the age of 18, then the athletes' parents will be copied in.
- All electronic communication between staff/coaches and athletes will be limited to the purpose of communicating information about our Gym/Studio and our activities.
- Request To Discontinue All Electronic Communications Or Imagery With Athlete
- Following receipt of a written request by the parents of a minor athlete involved with our Gym/Studio that their child not be contacted through any form of electronic communication by adults at our Gym/Studio and any images of the athlete are no longer used by our Gym/Studio all adults will immediately comply with such request without any repercussions for such request.
- When sharing images and videos of minors via official Gym/Studio pages on social we will follow the law as well as these guidelines from Play By the Rules (<https://www.playbytherules.net.au/got-an-issue/child-safe-sport/taking-images-of-children>)