

COMMUNICATION POLICY

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| Policy Title: | Communication |
| Policy Type: | Risk Management |

COMMUNICATION QUICK GUIDE

Keep It Respectful

- Communicate respectfully at all times—whether in person, email, WhatsApp, or social media.
 - Follow the club’s code of conduct (behaviour) in all interactions (training, matches, and beyond).
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Send to the Right People

- Only include people who need to know—avoid unnecessary “Reply All.”
 - Use the club contact list to choose the right recipient.
 - The Secretary usually handles and forwards external communication.
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Choose the Right Method

- **Email:** For formal communication, decisions, or anything that needs a record.
 - **Phone/In person:** Best for quick, sensitive, or complex discussions.
 - **WhatsApp:** For quick updates or questions only (not for decisions).
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Email Tips

- Use club role-based email addresses where possible.
 - Keep messages clear and to the point.
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WhatsApp Guidelines

- Used for quick, informal communication only.
 - Not for decision-making.
 - Be mindful of message volume—keep it relevant.
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Management Committee

- Use **email** for decisions (e.g. spending, reimbursements, input needed).
 - Use **WhatsApp** for quick, non-decision communication.
 - Store important decisions and documents in the shared drive.
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Website & Social Media

- **Webmaster:** Responsible for website content.
 - **Social Media Admin:** Manages club social media channels.
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Need Help?

- Contact the **Secretary** for advice on communication or club processes.
- When unsure, a quick phone call is often the fastest solution.