



COMMUNICATION POLICY

Approved by: TGCFD Management Committee
Effective Date - July 2018
Revision Date - August 2023
Revision Number: 2

1 PURPOSE

This policy aims to provide guidance regarding official internal & external club communication.

2 POLICY STATEMENT

The Tweed-Gold Coast Freediving Club Inc (TGCFD) understands communication is critical to create a cohesive, inclusive and supportive club environment. TGCFD is committed to building a club that represents professionalism, inclusivity and sporting excellence.

3 SCOPE

The policy applies to all members of the TGCFD its Committee/s, Competition directors, club officials or anyone communicating on behalf of the Tweed-Gold Coast Freedivers Inc. (TGCFD).

4 TYPES OF COMMUNICATION

The following are examples of information that may need to be communicated;

- Fixtures (opponents, venues, dates, match start times, club departures and possible arrival times, special instructions).
- Team selections (including reasons for promotion / demotion).
- Match results, Competition results, reports and pictures.
- Training arrangements.
- Subscriptions and match fees (and method of payment).
- Club policies, constitution and rules.
- Forms for reply (e.g. Parental Consent Forms, Members Details).
- Club officers and contact points.
- Meetings; Management, Committee & Annual General (dates and minutes).
- External Meetings; Sponsors, Media, Local Council, Government Departments, Suppliers of goods and services outside the Club and the wider community in general.
- Events (Pre-event details and post-event reports and pictures).
- Publicity (e.g. posters, press articles, adverts).
- Courses (e.g. Umpires, Coaches, First Aid).
- Members' news (e.g. Weddings, Births).
- Disciplinary measures.
- All Tweed-Gold Coast Freedivers matters (impacting on Club).



5 FORMS OF COMMUNICATION

The following are examples of how information may be communicated:

- Electronically (e.g. phone, text, e-mail, website or internet e.g. "face book").
- Club Newsletter.
- Word of mouth (e.g. Captain to team members).
- Meetings Minutes (e.g. Committee, AGM, EGM, Pool Management, Local Councils).
- Internal club manuals.

6 CLUB COMMITMENT

We are committed to communication being appropriate and related to club business.

The following communications will be made regularly by the TGCFD;

- Competition / Game Schedules (annually at the start of the year).
- Match details to all selected members (weekly following selection meeting.)
- Results and reports of Competitions / Games
- Event notifications (as necessary).
- The Club Website (keep up to date where appropriate).

7 CLUB CORRESPONDENCE

All members of the TGCFD are expected to use email and electronic communication responsibly when communicating about Club-related matters.

If members are communicating with executive committee an acceptable period of time must be given for a response. An acceptable period of time could be from 24 hours to 2 weeks depending on the urgency of the matter.

8 RESPONSIBILITIES

All TGCFD Management, Subcommittee members, Competition directors, club officials or anyone communicating on behalf of the Tweed-Gold Coast Freedivers Inc. is a "communicator", who creates an image of our club.

The club secretary is responsible for coordination of communication and correspondence of the club.

Everyone is responsible to submit relevant information to the club secretary and to communicate according to values of our club.

9 COMMUNICATION RULES

In order to ensure that communications are done in a responsible manner the following rules are to be followed:



- External communication, meetings or contact with the media, Pool Management, Local Councils and State Government Bodies on behalf of the association will be limited to persons approved by the Management committee.
- When appropriate, general club group emails should use BCC function to discourage 'reply-all' emails that can create nuisance email traffic.
- A person wanting to communicate will select the most appropriate method given the nature of the communication, its target audience and any other considerations (e.g. timeliness & confidentiality)
- All external communications (content and form) from the club must be in writing or email from the Club Secretary or authorised person using the clubs official email address; tweedgoldcoastfreedivers@hotmail.com
- All external communications from subcommittees (content and form) will be check and approved by at least one subcommittee member (excluding the author of the communication) before being forwarded to the Club Secretary for dispatch.
- All correspondence to the Club should be addressed to the Club Secretary or appropriately authorised person.
- Subcommittee members, Competition/Event directors & Club officials are responsible for internal communications of club activities i.e. club sanctioned competitions & events, results etc. to the clubs members.

10 DEFINITIONS

TCGF	Tweed-Gold Coast Freedivers Inc.
Club	Refers to the Tweed-Gold Coast Freedivers Inc.
Management Committee	Means the management committee of the association consisting of a President, Vice President, Secretary, Treasurer and any other members the association members elect at an annual general meeting
Sub Committee	Means a Sub Committee (Spearfishing or Underwater Hockey) of the Club, as appointed under the Club's rules and constitution
Internal communication or meetings	Internal communication is the transmission of information between club members or parts of the club.
External communication or meetings	External communication is communicating with Sponsors, Media, Local Council, Government Departments, Suppliers of goods and services outside the Club and the wider community in general.