



| Policy Name:    | Communication Policy   |
|-----------------|------------------------|
| Approved by:    | General Committee      |
| Responsible:    | CEO, General Committee |
| Effective date: | August 2025            |
| Review Cycle:   | 3 years                |

### Our commitment

Communication is essential for sharing club news and information with our members. Our communication will be timely, appropriate and related to Club business.

At the Eltham Wildcats Basketball Club ('the Club') we use a range of tools to communicate with our members, including electronic communication. Our communication methods will protect members' privacy, maintain clear boundaries and aim at preventing bullying and harassment from occurring. Our communication and methods of communication will be consistent with Child Safety standards.

This policy aims to ensure that all communication practices between an adult and a young person (under 18 years of age) are open and transparent so that no misunderstandings occur. All communication must adhere to the following:

- should be restricted to Club/basketball matters.
- must not offend, intimidate, humiliate or bully.
- must not be misleading, false or injure the reputation of another person.
- should respect and maintain the privacy of all Club members.

### Communications with Young People

Wildcat's members, coaches and team managers may use **SMS** and **email** to provide information about competition, training, Club approved social events and other Club business, however all **communication involving a young person must be directed through their parents/guardians**. We strongly discourage direct communication through any methods between an adult and a young person. If there is to be direct communication between an adult and young person, written approval must be provided by the parents/guardians.

Administration staff and referee appointments are like workplace communication between an employer and employee.

Referee appointments and requests are to be made via Refbook, email or via the Stack Team application. In the case of last-minute allocations, text messages may be sent from the designated Referee Appointments phone number. Messages of this nature should only occur 3 hours (or less) before appointments.

Administration staff appointments are made utilising Club approved software. Rosters are posted every three weeks based on availability provided by staff. Game Day and Administration Supervisor staff may utilise messaging functionality to contact venue administrators for assistance covering shifts. All communications must be work related.

### **Other electronic communication**

Other electronic communication includes mediums, such as, text, instant messaging applications, social media platforms and any other communication applications.

To protect young people from the danger of abuse, all electronic and/or online communication between an adult and a young person must follow these rules:

- Do not send one-on-one messages between an adult and a young person **unless there is prior written approval from a parent/guardian for direct contact.**
- Any electronic and/or online communication sent by coaches and other adults involved with the Club to a young person must include a parent/guardian unless there is prior written approval from a parent/guardian for direct contact.
- All electronic and/or online communication that is sent by a coach, team manager or any other officials of the Club must ensure that the content is directly related to their official role.
- Teams should use sport specific communication apps (e.g. Stack App, Teams App) where directed by the Club to communicate with groups and teams for the purpose of their role.
- Adults must not add, friend, or follow young people on any social media apps unless there is prior written approval from a parent/guardian.
- Ensure parents/carers and young people are informed of the communication process to be implemented.
- If a young person contacts you outside of your official role, you must inform the parent/guardian and the Club and in a kind manner, remind the young person of the communication process.
- If the young person is contacting you due to difficulties they are experiencing in the home, and it is reasonable to suspect that a child or young person is or is at risk of, being abused or neglected, you must act and follow the *Reporting a Child Safety Allegation, Concern or Complaint* information as outlined in the Club's Child Safety and Wellbeing Policy.
- Abide by the Club's social media policy and Basketball Victoria's Codes of Conduct

### **Consequences for Breach of this Policy**

Members may face disciplinary action for inappropriate communication that breaches this policy or other related policies, including the Child Safety and Wellbeing Policy, Bullying and Harassment Policy, Social Media Policy, BV Member Protection document and/or Codes of Conduct (parents and coaches).

The Club may investigate any suspected breaches of this policy. In circumstances of a breach of this policy, the Club may:

- Issue a formal warning
- Take disciplinary action through the Wildcats Integrity Commission
- Report the breach to the Basketball Victoria Integrity team who may choose to independently investigate the matter
- Report the matter to Police

### **Escalation**

We encourage Members to report any inappropriate communication to the Club immediately through [integrity@elthamwildcats.net.au](mailto:integrity@elthamwildcats.net.au). Matters reported are treated as 'private & confidential'.