



COMMUNICATION POLICY

POLICY OVERVIEW & PURPOSE

The Mt Gravatt AFC acknowledges communication is essential for sharing information with players and parents. This policy is designed to provide a framework for electronic communication. All communication should be timely, accurate and related to team or club business.

The Club's Board uses Email, Spond, Facebook (@mtgravattafc) and Instagram (@mtgravattafc) to communicate with members. At all times communication will protect members' privacy, maintain clear boundaries and ensure bullying, and harassment do not occur. It is expected all members' communication will be the same.

The Club also maintains a website (mtgafc.com) for members and guests to find information.

SPOND

The club uses SPOND as the Club Management App for all internal communication with current players and their families. Spond is used to simplify club communications, manage teams and manage events.

Teams are requested not to use any other Apps e.g. WhatsApp etc.

The Registrar will add players to the appropriate SPOND group as part of the registration process.

It is important that families join SPOND correctly. When a minor (player) joins SPOND or a parent/guardian of a minor joins SPOND, the account should be setup in the minors (players) name, and the parent/guardian is listed as the Guardian. It is important to be setup this way, so the players name is the one listed in the team (not the parent/guardian). It is vital that the parent/guardian is listed in the minors (players) account, with email and mobile number, so all correspondence regarding the players program is received. This is a Child Safety process to ensure that parent/guardians are aware of the information being shared and communications being had with their minor (player).

We also request that both parents/guardians are listed on the one player's account and that two accounts for one player are not set up.

EMAIL

To ensure the privacy of members Bcc (Blind Carbon Copy) should be used in all email.



COMMUNICATION GUIDELINES

Communications should:

- Be restricted to club matters
- Not offend, intimidate, humiliate, or bully another person
- Not be misleading, false or tarnish the reputation of another person
- Respect and maintain the privacy of members
- Not bring the club into disrepute

NON-COMPLIANCE

Members may face disciplinary action for sending inappropriate electronic communication or posting online content or comments which harass, offend, intimidate, or humiliate another member or bring the Club into disrepute.

Under certain circumstances, cyber bullying (e.g., bullying which is carried out through an internet service such as email, SPOND, chat rooms, discussion groups, or other social media platforms) is a criminal offence which can be reported to Police.

Address

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Upper Mt Gravatt, 4122

Email

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Web

mtgafc.com