



NORTHERN BMX

COMMUNICATION POLICY & PROCEDURE



1. POLICY OBJECTIVE

Northern BMX Club is committed to open, transparent, and effective communication with all members, participants, parents, volunteers, and the wider community. This policy outlines the communication channels and procedures used by the club to ensure that information is shared accurately, timely, and appropriately.

2. SCOPE

This policy applies to all communications between Northern BMX club members, volunteers, coaches, officials, parents, sponsors, and the broader community. This includes verbal, written, and digital communication methods.

3. PRINCIPALS OF COMMUNICATION

- **Transparency:** The club will strive to be transparent in its communication, providing clear and accurate information.
- **Timeliness:** Information will be shared in a timely manner to allow members and participants to make informed decisions.
- **Accessibility:** Communications will be accessible to all members, regardless of their age, ability, or background.
- **Confidentiality:** Confidential information will be handled with discretion and in accordance with the club's privacy policy.
- **Clarity and Respect:** All communication must be clear, respectful, inclusive, and align with the club's values and objectives.
- **Feedback:** Members should use appropriate channels for raising concerns or feedback, including established grievance procedures.

4. CHANNELS

The club will utilize the following communication channels:

- **Club Website:** The official website (www.nbmex.com.au) will be the primary source of information about the club, including news, events, policies, and contact details.
- **Social Media:** The club's official social media pages (Facebook, Instagram, etc.) will be used to share updates, and photos, and engage with members and the community.
- **Email:** Email will be used for formal communications, newsletters, event reminders, and important announcements.
- **Newsletter:** A regular newsletter will be distributed to members via email, providing updates on club activities, events, and important information.

4. CHANNELS (CONTINUED)

- **Club Notices:** Physical notices or posters may be used at the club's facility will be used to display announcements, upcoming events, and important information.
- **Face-to-Face Communication:** Regular meetings, coaching sessions, and social events will provide opportunities for face-to-face communication and interaction.
- **SMS Messaging:** SMS messaging may be used for urgent notifications or reminders.

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5. MEMBER COMMUNICATIONS

- **Appropriate Channels:** Members should direct inquiries or concerns to the relevant club officials or committee members through appropriate channels.
- **Respectful Conduct:** Communication with club representatives must be respectful, and constructive, and follow the club's grievance procedures for complaints.
- **Stay Informed:** Members are responsible for staying informed by regularly checking official club communication channels.

6. MEDIA AND PUBLIC RELATIONS

- **Authorized Spokesperson:** Only authorized committee members or appointed representatives may speak on behalf of the club in public or media interactions.
- **Media Inquiries:** Any media inquiries must be referred to the Club President or a designated spokesperson.
- **Publication Approval:** Press releases or public statements must be approved by the Directors before publication.

GLOSSARY

Accessibility: Ensuring that communications can be understood by all members, regardless of age, ability, or background.

Authorized Spokesperson: A designated individual(s) who can speak on behalf of the club in public or media interactions.

Clarity: Communication should be clear, concise, and easy to understand.

Club Notices: Physical or electronic notices used to display announcements, events, and important information.

Club Website: The official online platform for club information, news, events, policies, and contact details.

Communication Channels: The various methods used by the club to share information, including the club website, social media, email, newsletter, club notices, face-to-face communication, and SMS messaging.

Confidentiality: Protecting sensitive information and handling it with discretion according to the club's privacy policy.

Email: Electronic mail used for formal communications, newsletters, event reminders, and important announcements.

Face-to-Face Communication: Direct interaction at meetings, coaching sessions, and social events.

Feedback: Members' input or responses to club communications or initiatives.

Grievance Procedures: Established processes for members to raise concerns or complaints.

Media Inquiries: Requests for information from media outlets.

Newsletter: A regular publication distributed to members with updates on club activities, events, and important information.

Publication Approval: The process of getting content approved by the Directors before it is shared publicly.

GLOSSARY

(CONTINUED)

Respect: Communication should be courteous and considerate of others.

SMS Messaging: Short Message Service used for urgent notifications or reminders.

Social Media: Online platforms (Facebook, Instagram, etc.) used to share updates, photos, and engage with members and the community.

Timeliness: Information should be shared promptly so members can make informed decisions.

Transparency: Open and honest communication with clear and accurate information.

KEY CONTACTS

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Report a Policy Breach Matter:

<https://www.nbmex.com.au/reporting>



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