

Coolum Beach SLSC Policy	Issue date: 21/11/2019
Communications	Review date: 21/11/2020
Approved by – Coolum Beach SLSC Management Committee	

Objective

The objective of this policy is to identify the various channels of communication within Coolum Beach Surf Life Saving Club, their intended purpose and the roles and responsibilities of Staff, Management Committee and Members in accessing and using them.

Policy Statement

The Coolum Beach Surf Life Saving Club (the Club) has the objective to;

- Enhance and streamline internal communications to reinforce the Club's vision and strategic priorities, and
- Ensure that information disseminated to members is relevant, easy to access, accurate, and appropriate in both content and quantity.

Users of these and other Club communication channels are required to;

- Use them for approved club communication purposes only and comply with this policy in doing so.

Scope

This policy applies to all the CBSLSC Administration Staff (Admin) and CBSLSC Members (Members).

Communication Channels

The Club has a number of existing internal and external communication channels, including:

Channel	Purpose	Responsibilities	Authority levels
Team App Club News	Primary method for dissemination of information which is important and relevant to their Access Groups (including training, awards, patrols, surf sports, youth and cadet, events, fundraising and other significant announcements) from SLSQ and the Clubs Management Committee via the admin, to members as required	All item will be published within 48hrs of request unless there are extenuating circumstances which will be communicated to the relevant Management Committee member. Surf Life Saving Queensland and Surf Life Saving Australia Circulars intended for all members will be published to Team App automatically by admin to ensure that information is being disseminated as it is released. It is expected that Club Officers and Management Committee members will provide appropriate content regarding club activities and events for publication to Team App by admin.	Admin is authorised to publicise all Team App News and Calendar items as directed by a Management Committee member. Management Committee members must approve all contributions by their sections prior to publication. This is to ensure that communication processes are streamlined, and that publication of information is line with the club's Strategic Plan and has undergone the required committee endorsement to ensure appropriate risk management implications are considered.
Team App / Website Calendar	Primary method for scheduling, advertising and collation of RSVP's for all club events including training and awards, patrols, surf sports training and carnivals, fundraising events and club social events. The Clubs Team App calendar is replicated on the Club's website as a central reference point.	It is the responsibility of each member to ensure they request access to the relevant group, it is the responsibility of the admin to approve access requests as appropriate. Admin is predominantly responsible for local updates to Team App to ensure that policies and guidelines are published as they are updated.	
Team App Documents	Used as a repository of key documents, policies and guidelines as agreed by the Clubs Management Committee.		
Team App Chats	Each 'Access Group' has access to a Chat to support direct member to member communication in conjunction with the Club News which is managed by the admin.	Chat groups have been set up for each access group, members are responsible to ensure that no inappropriate content is posted within chat groups. Inappropriate content may be removed without notice and the responsible member may face disciplinary action.	Any Club member can post content on a chat room.
The Clubs Website	Used as a marketing and recruitment tool for the Club	The Management Committee will review and update the website as required.	Admin is authorised to add, amend or delete website content as directed by a Management Committee member.
Email	The Team App 'also send email' function is utilised for key messages as approved by the Management Committee. Club related emails are also sent via Surfguard as the primary method of communication to Past-Active Members and non-patrolling Life and Long Service Members.	As per Team App Club News 'Roles and Responsibilities'	Admin is authorised to send email to Club member/member groups as directed by a Management Committee member.

Channel	Purpose	Responsibilities	Authority levels
Noticeboards	<p>Primary purpose is for internal promotion of key activities and upcoming events.</p> <p>Utilised to advertise key contact details and internal communication not suitable for wider publication.</p>	<p>It is the responsibility of admin to maintain up to date information on club noticeboards at the direction of Management Committee members.</p> <p>The Noticeboard Calendar will be populated as much as possible at the commencement of the season with updates to be made as required.</p>	<p>Admin is authorised to add, amend or delete noticeboard content as directed by a Management Committee member.</p>
Noticeboard Calendar	<p>Replicate of the Team App / Website Calendar.</p>		
Surfguard SMS	<p>Patrol reminder SMS to be sent from the Clubs Admin Team to patrolling members via Surfguard weekly.</p>	<p>It is the responsibility of the admin to maintain accurate data entry within Surfguard, noting that members have the option to elect not to receive SMS.</p>	<p>Admin is authorised to send Surfguard SMS messages as per the agreed patrol roster.</p>
Members Portal	<p>Patrol Swap Request</p>	<p>It is the responsibility of the member to log a patrol swap request via their Members Portal account and advise both Admin and their PC of any substitutes for their patrol</p>	<p>NA</p>

Note: Team App publications to access groups will **not** occur without Management Committee approval and members who request this will be directed to the relevant Management Committee member.

Club members are encouraged to pass on communications items for wider publication that they think may benefit other club member and may draft content for publication. However, they must be submitted to admin via the relevant Management Committee member with approval to post.

Team App access groups and responsible Management Committee member emails are below:

Access Group	Contact
All Active Members	Secretary: secretary@coolumsurfclub.com.au or Member Officer: memberofficer@coolumsurfclub.com.au
Cadet / Youth	Youth and Cadet Officer: youth@coolumsurfclub.com.au
IRB Award Holders	Club Captain: clubcaptain@coolumsurfclub.com.au
Patrol Captains	
Patrol Teams	
Surf Sports – General and Teams	Surf Sports Officer: surfsports@coolumsurfclub.com.au
Trainers, Assessors and Facilitators	Chief Training Officer: training@coolumsurfclub.com.au
Training	

Policy review

This policy will be reviewed and updated at least every 12 months from the approval date, or more frequently if appropriate.

Further assistance

Enquiries about this policy should be directed to the Member Officer via email to memberofficer@coolumsurfclub.com.au