



## COMMUNICATION PROTOCOLS

The purpose of this document is to outline processes for effective communication which encourages the ongoing development of a supportive, positive club culture. The history of the formation of the club is central to the culture and promotes the sport of dragon boating in alignment with the principles and values described in SA Dragons Abreast Inc. and Dragon Boat SA Constitutions.

### **Internal Club Communication**

Members will be kept informed of club matters through a range of methods: email; SMS texts; Team App; verbal communication; Facebook. Email information for circulation to all members is to be sent to the Secretary (with a cc to the President).

The elected Committee is responsible for administration of the club and members are invited to contribute agenda items or issues for discussion in writing to the Secretary (with cc to the President) for scheduled monthly Committee meetings. Members are also welcome to attend meetings to present agenda items. Key outcomes from Committee discussions will be circulated via an email from the President.

### **On Water Communication**

To maximize benefits from training sessions it is essential that directions, coaching advice and conversations are strictly limited to the Sweep, Coach or Boat Captain(s) and designated 'buddies' supporting new paddlers. During races the Sweep controls the boat and calls may be relayed by the drummer. Comments to fellow paddlers should at all times demonstrate inclusivity, recognise varying levels of experience and ability, and build confidence through positive reinforcement.

All on-water issues or questions about paddling technique should be directed to the appointed Senior Coach or Boat Captain(s).

### **Club Documents and Publications**

A range of approved documents which outline club operations will be stored electronically and be accessible to members through the Admin section on the website or from the Secretary. All documents will be reviewed and approved by the Committee before circulation, or printing, to ensure that appropriate quality and standards are maintained. Working group(s) may be appointed to develop, review and edit club documents for Committee approval.

Promotional and advertising material e.g. brochures, flyers, advertising materials and invitations are to be approved by the Committee before circulation. Recruitment and promotional brochures may include: an all-purpose version; and a Breast Cancer (BC) specific option for circulation through Medical Centres and at BC Awareness events.

### **Website**

The Committee will identify and appoint one or more people with appropriate IT skills to be responsible for updating the website with approved information. A website advisory group may be appointed for major reviews, proof reading or redesign of the site.

### **Social Media**

The use of social media channels (Facebook, Twitter, and YouTube) will be governed by the Australian Dragon Boat Federation (AUSDBF) Social Media Policy guiding principles. The Committee may appoint a person, or group, to have formal access to post, monitor and review Facebook content, usage and member's personal posts tagged/linked to the club site.