

Introduction

Effective communication is critical to the transparency and operation of Masters Swimming Australia (MSA). It is important that everyone within MSA is aware of and understands the protocol of communication set out in this policy

The Communications Policy is approved by Masters Swimming Australia and is in operation in respect of:

1. NBM and employees of MSA
2. Members of committees, subcommittees and commissions established by the MSA Board
3. Delegates and appointees of the Board, National representative members and other individual delegates and appointees

What is Communication

Communication brings the MSA community together by sharing news and information among the members. Communication is an important management function within MSA and bridges the gap between members, Branches, National Committees, the NBM and the National Office through flow of information.

Please refer to the MSA Social Media Policy to address the particular issues arising from the use of social media.

Our duty to maintain good communication

The National Office is responsible for the day-to-day operation and administration of Masters Swimming Australia, and its functions include the co-ordination of communications between the layers of the organisation. This includes the National Board of Management, the Branches (Administrators and Secretaries), the various National Committees and subcommittees, the National Championships organising committees and, more rarely, directly with the clubs or their individual members.

More formal communications from Masters Swimming Australia is usually delivered from the National Office via Circular to the National Board of Management, National Committees, Branch Administrators, Secretaries, Presidents and Life Members.

All members are free to contact the staff of the National Office, National Board member or National Committee member. Contact can be made through the National Office.

Communications to/from the National Organisation

1. Communications from the National Office

The routine distribution of information from the National Office will be to the Branch administrators and/or secretaries. This will include the dissemination of emails and circulars. Material will be distributed in hard copy where the volume or nature of the material requires this, such as General meeting reports.

The National Office will recommend to Branches when information should be shared with their clubs and/or members.

The National Office will distribute electronic communication which will include club news and relevant National information to members. Branches are to assist the National Office when required with current news articles of interest to the organisation.

2. Communication through SportsTG

The SportsTG database allows communication from the National Office to clubs and individual members directly. It is anticipated that this will be used to distribute electronic newsletters, uploading of sheets and forms and to assist with the processing of member registrations.

3. Communications from the National Committees

It is expected that the members of National Committees will communicate amongst themselves on a regular basis and circulate minutes from their Committee meetings to the General Manager and NBM.

4. Communications to the National Office

All communications to Masters Swimming Australia should be addressed to the National Office — the National Office's contact details are set out below.

All formal communications to the National Office from Branches should come from Administrators and/or Secretaries/Presidents especially if the communication is representative of their collective Branch. However, all members of any club affiliated with Masters Swimming Australia are welcome to contact the National Office. Specific queries may be referred to the relevant National Committee, Board member or any other officeholder.

Communications should not be sent or copied to members of the National Board or National Committees directly unless there has been some prior contact.

Electronic Communication

We expect our members to conduct themselves appropriately when using electronic communication to share information with other members or posting material on public websites connected to their club.

Electronic communication:

- should be restricted to club matters
- must not offend, intimidate, humiliate, or bully another person
- must not be misleading, false or injure the reputation of another person
- should respect and maintain the privacy of members
- must not bring the club and/or organization into disrepute.

Non-Compliance

Members may face disciplinary action for sending inappropriate electronic communication or posting online content or comments that harass, offend, intimidate, or humiliate another member, as outlined in our member protection policy. Under certain circumstances, cyber bullying (e.g. bullying that is carried out through an internet service such as email, a chat room, discussion group, instant messaging or website) is a criminal offence that can be reported to the police. In addition, members who publish false or misleading comments about another person in the public domain (e.g., Facebook, YouTube, or Twitter) may be liable for defamation.

Agenda Items and Matters for Discussion at Meetings

All agenda items or matters for discussion at General Meetings of Masters Swimming Australia or meetings of the National Board of Management should be submitted to National Office before the relevant deadline so that agendas can be drawn up and distributed on time.

The deadline for agenda items for a general meeting of Masters Swimming Australia is 60 days before the meeting, and the deadline for a Board meeting is 14 days before the meeting.

All agenda items and matters for discussion at general meetings of Masters Swimming Australia must be submitted by a Branch (through its Board or Committee) or by the National Board of Management.

Common Sense and Courtesy

Please remember that we are a national organisation that is essentially made up of volunteers with a few key employed staff members. This is relevant, for example, to the speed with which communications can be answered and questions addressed.

Please also remember that emails can be on-forwarded to anybody immediately. When preparing and forwarding emails, please bear in mind that anybody may be able to read them even if that is not what was intended.

National Office contact details

Level 2, 50-56 York Street

South Melbourne

Victoria 3205

Mobile: 0419 609 849

General Manager:

gm@mastersswimming.org.au

Administration Manager:

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