



ALL ABILITIES CHEER AND DANCE

Communication Policy

Endorsed by Australian Cheer Sport Alliance (ACSA)

Our Studio's Commitment

Electronic communication has many positive benefits and can be essential for sharing news, travel, training or competition schedules and administrative concerns between our coaches' administrators, participants, and their families. However, with increased accessibility we must address the possibility of improprieties and misunderstandings and the accessibility of potential offenders to gain inappropriate access to minors.

Adherence to this policy helps reduce these potential risks as well as placing the utmost importance on protecting minor participants, their rights of privacy and their physical and emotional safety.

This communication policy has been created by All Abilities Cheer and Dance (AACD) to establish clear boundaries and written expectations about using electronic communications. **Remember, communication should always be timely, appropriate, productive and transparent.**

Definitions

Adults are considered any person 18 years of age or older affiliated with AACD that have a role within our studio that does or could interact with participants, or any adult participants that are members of AACD that may train within the program or be a member of a team.

This includes but is not limited to program owners, coaches, choreographers, photographers, team parent's/guardians/support workers, adult age participants and employees (which from this point onwards in this policy will all be referred to as adults). Minors are children and young people under the age of 18.

What Our Studio Will Do

We use a range of electronic tools to communicate with everyone involved with AACD.

Miss Alana will be appointed to provide accountability and control over material published on our studio's website and any related discussion groups or social media websites, such as Facebook or Instagram.

We have developed a separate Social Media Policy to address the specific issues arising from the use of social media. Our social media policy will be emailed to you.

Our Communication Policy is designed to protect members' privacy, maintain clear boundaries and ensure that bullying and harassment does not occur.

Website

- Our website will include current and relevant information about coaches, classes, timetables, enrolment information, FAQs, events, NDIS and news.
- No offensive content or photos will be published.
- If we intend to publish a photo of a child, we will first seek permission from their parents/guardians and take care not to provide identifying information.

SMS and email

AACD will use email to provide information about competitions, training, studio social events and other studio or event matters. Wherever possible we will use the email address: support@allabilitiescheeranddance.com

AACD will use SMS to provide class cancellation information or any other urgent matters.

However:

- Communications must be non-personal in nature
- SMS messages should be short and about studio matters
- Email communication will be used when more information is required
- We will follow common sense guidelines regarding the volume and time of day of any allowed electronic communication.

Social media websites (for more detailed information refer to AACD social media policy)

- We treat all social media posts, status updates and videos as public 'comment'.
- Posts (written, photos or videos) will be family-friendly and feature positive studio news and events.
- No personal information about our members will be disclosed;
 - We will avoid naming athletes, or if we do use their name, we will avoid using the athletes full name.
 - We will not display personal information such as residential address, email address or telephone numbers if images are being posted on websites or distributed in publications.
- No statements will be made that are misleading, false or likely to injure a person's reputation.
- No statements will be made that might bring our studio into disrepute.

- Abusive, discriminatory, intimidating or offensive statements will not be tolerated. Offending posts will be removed and those responsible will be blocked from the site.
- **Parents and Athletes will not be messaged via their personal social media or be allowed to “friend, follow or join” an AACD coach or staff’s private social media page.**
- Only the official AACD page or team pages will be used for studio officials to communicate to parents or participants and post routine training videos.

Communication Between Adults and Minors

- AACD will ensure that communications involving any participant and especially minors should appropriate, productive and transparent.
- Communication involving minors will be directed through their parents/guardians or if directly communicating with a participant then the participants parents/guardians will be copied in.
- All electronic communication between any adult and participant will be limited to the purpose of communicating information about AACD or team activities.
- All content between adults involved with AACD and participants should be readily available to share with the public or families of the participant or adult. If the participant is under the age of 18, any email, text social media interaction or similar communication must also copy or include the participants parents.
- Request to discontinue all electronic communications or imagery with athlete
 - Following receipt of a written request by the parents/guardians of a minor participant involved with AACD, that their child is not to be contacted through any form of electronic communication by adults at AACD, and any images of the athlete are no longer used by AACD, all adults will immediately comply with such request without any repercussions for such request.
- When sharing images and videos of minors via official studio pages on social media AACD will follow the law as well as these guidelines from Play By the Rules <https://www.playbytherules.net.au/got-an-issue/child-safe-sport/taking-images-of-children>

What We Ask You To Do

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 the studio. We also expect members to follow our studio’s social media policy in conjunction with these communication guidelines.

Electronic communication:

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

Non-compliance

AACD 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 social media policy, member protection policy and code of conduct.

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 or AACD in the public domain (e.g., Facebook, Instagram) may be liable for defamation.