



Policy Manual

Communications Policy

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Policy Overview

1.0 Purpose

CSG is committed to providing clear and timely communication to its members through the relevant channels as outlined in this policy.

2.0 Communication Channels

2.1 Email

Email is generally our main form of communication. We aim to respond to all emails within one business day. We will directly email parents with important or urgent information such as timetable changes, fee increases, competition information, term dates and enrolment/re-enrolment information. Emails are sometimes sent via the Friendly Manager system (chchgymnastics@mail.friendlymanager.com).

2.2 Website & Parent Portal

General information and class information is found on our website www.chchgymnastics.com. Competition and event information is on the website, along with results uploaded as soon as possible. The website also features an anonymous "suggestion box". You can log on to your Parent Portal via the member login area of the website. Here you can view and pay accounts, edit your contact details, register gymnasts for future term classes and view class dates. Competition entries can also be managed here.

2.3 Newsletters

Competitive members will be subscribed to our e-FB newsletter. This is sent out regularly with news, updates, events, announcements, achievement celebrations, fundraising and volunteering opportunities etc. This newsletter contains important information, please ensure you are receiving and reading this. All club members will receive the mid-term newsletter via email each term. Hard copies are also available at reception.

2.4 Phone App

The Christchurch School of Gymnastics App is available for free download via Google Play or the App Store. You can sign up to receive alerts relevant to your type of membership. We use the app alerts to send reminders, urgent information and general important updates. You can use the app to report gymnast absence. Other information available on the app includes contact information, term dates, e-FB newsletters and links to important website pages.

2.5 Liaison Parents

Each competitive squad is assigned a liaison parent. Liaison parents are pivotal for collating information such as uniform requirements and to facilitate communication between the admin, coaches and parents. You are encouraged to speak to your liaison parent first if you have general questions about car-pooling, training times, competition procedure, etc. If you have questions that cannot be answered elsewhere, please come straight to us. If you have specific concerns, please refer to the Concerns Brochure.

2.6 Facebook

CSG has a Facebook page. This is a public platform, so we use it to share exciting news, happenings in the gym, celebrating athlete achievements and club successes as well as reminding current and prospective members about enrolment and new classes.

3.0 Competitions

Invitations to enter competitions are sent out via Friendly Manager once the Head Coach / Manager has confirmed the gymnast should compete. Parents must select to “accept” or “decline” the invitation on the received email. Invoices are automatically generated upon acceptance. Information on the venue, levels, timetable etc. will be on the website, results will be posted on the website as soon as CSG receive them. Communication about volunteers will be sent out via Sign-Up Genius and our volunteer co-ordinator.

4.0 Gymnast Progress or Behaviour Concerns

Coaches who have concerns about aspects of a gymnast’s progress or attitude will arrange for parents to come into the gymnasium, to discuss possible courses of action that might help to solve the problem.

5.0 Timing

Due to the nature of the sport of gymnastics information such as competition timetables, training times, and coach availability is not always available very far ahead of time. We endeavour to communicate this information to members via the appropriate channels as soon as we have it.

6.0 Meetings, Interviews and Report Cards

CSG has a Competitive Member Communication Plan to provide more personalised information for parents. This plan focuses on individual gymnast progress, learning objectives, expectations and insight into how improvements can be made. Please refer to the Competitive Member Communication plan for an outline of when meetings, interviews and reports are scheduled annually. Coach/parent meetings can be scheduled outside of this timeline at any stage by request.

7.0 Competitive Team Handbook

The Competitive Team Handbook will be available to all gymnasts in the competitive team programme. This should be read by parents every season and used as a continual source of reference.

8.0 Related Policies and documents

- Social Media & Internet Policy
- Concerns Policy and Concerns Procedure
- Competitive Member Communication Plan
- Competitive Team Handbook