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## COMMUNICATION PLAN

The information presented below is a guide that explains where questions, queries, suggestions and complaints should be directed and how they will be processed. The purpose of the Hockey ACT (HACT) plan is to:

- improve communication channels across Club, Committee, Office and Board levels;
- assist members of the HACT community understand to whom issues should be raised, so that issues can be dealt with in an appropriate and timely manner;
- ensure that problems are addressed and do not 'slip through the cracks'; and
- assist HACT to track the frequency and seriousness of issues and prioritise and plan accordingly.

It is very important that the communication plan is followed and the matter is brought to the attention of the appropriate contact, as listed below. Escalating the issue before the matter has gone through the appropriate process or contacting the CEO, Board/ Committee members or other individuals will prevent the matter being handled in a timely matter and preoccupy another person's time. If a matter does need to be escalated it must be done so after going through the appropriate channels.

The HACT CEO should only be contacted by Club Presidents and Secretaries, and only if the matter falls outside those listed below. Other Club members should bring their issues to the attention of their Club delegate, who should raise it with HACT using the Communication Plan.

### Competition

- Ladders and draws
- Meetings
- Trophies and Brophy/McKay Medal
- Club Days
- Sporting Pulse
- Forfeits
- Disputes over transfers
- Unfinancial Club players
- Clearances
- Requests to regrade players
- Change the draw
- Standard/performance of umpires
- Abuse of umpires
- Allocation of umpires



## HOCKEY A.C.T.

Step	Personnel	Notes
1	Club Delegate	All issues must be communicated using the appropriate Club Delegate. Where a Club is seeking a variation to rules or by-laws due to an exceptional circumstance, the issue must be outlined in writing.
	↓	
2	HACT Competitions Coordinator	The Competitions Coordinator will consider the query. If the Club is seeking a variation to rules or by-laws or if the matter requires input from a committee, it shall be forward to the relevant committee. If the matter does not require committee input steps 3 and 4 will be missed.
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3	HACT Committee	The relevant committee will consider the matter and make a decision. The committee will also report relevant issues to the Competition Committee for their information and if necessary to the Board.
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4	HACT Competitions Coordinator	The Competitions Coordinator will forward to the Club Delegate the decision of the relevant committee.
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5	Club Delegate	If the Club feels that the matter has not dealt with appropriately by the Committee, they can Appeal the decision using the procedure outlined in the Competition By-laws. Any appeals should be in writing and be addressed to the HACT General Manager.

Escalating an issue: if an issue has gone through the process outlined above and the delegate wants the matter to be escalated they should contact the HACT General Manager by emailing [manager@hockeyact.org.au](mailto:manager@hockeyact.org.au) .

### Insurance

Step	Personnel	Notes
1	HACT member / Individual	Any individual wanting to access the insurance provided can download the form from the HACT website.
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2	Insurance provider	Individuals are to contact the insurance provider directly. HACT does not have any involvement in the process.
	↓	
3	HACT member / Individual	

## HOCKEY A.C.T.

### Disciplinary issues

- Issuing and processing of yellow and red cards

Step	Personnel	Notes
1	Umpire	The umpire is to record yellow and red cards issued, on the match card
	↓	
2	HACT Competitions Coordinator	The Competitions Coordinator will record card/s issued on the HACT database and send a formal letter/s to be forwarded to the offending player/s. They will also forward details to the Tribunal Chairperson.
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3	Club Delegate / Tribunal Chairperson	
	↓	
4	Player	The player will be forwarded a letter by their Club from HACT advising them of when and where they are to appear before a Tribunal.
5	Tribunal Chairperson	Following the Tribunal the Chairperson will inform the player of the decision of the Tribunal and send a report to the HACT Competitions General Manager.
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6	Player / HACT Competitions Coordinator	

## HOCKEY A.C.T.

### Representative Team Program

- Travel
- Accommodation
- Uniforms
- Invoices
- Questions and queries from players and parents
- Communication from Officials
- Trials and selection of players
- Disciplinary issues
- Complaints

Step	Personnel	Notes
1	Player or parent	
	↓	
2	Team Manager	Issues should be directed in the first instance to the Team manager. The Team Manager can speak to the Operations Coordinator if they require further information.
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3	HACT Operations Coordinator	If the matter is sensitive and the individual would rather keep the matter confidential it can be directed to the HACT Operations Coordinator by the player/parent, who will consider the issue and determine the appropriate course of action.
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4	HACT General Manager / EPC	If further clarification is required, the Operations Coordinator will speak to the HACT General Manager. If the matter falls under the Charter of the Elite Programs Committee (EPC) it will be directed to the EPC for their consideration.
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5	HACT Operations Coordinator	
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6	Team Manager	The Operations Coordinator will communicate all necessary information to the Manager, who will forward it to the player/parent.
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5	Player or parent	
	↓	

## HOCKEY A.C.T.

**Escalating an issue:** if an issue has gone through the process outlined above and the player/parent wants the matter to be escalated they should contact the HACT General Manager on emailing [manager@hockeyact.org.au](mailto:manager@hockeyact.org.au) .

### Facility issues




- Lost property
- Reporting damage to the HACT facilities at Tuggeranong or Lyneham
- Potential health and safety issues
- Training allocations

Step	Personnel	Notes
1	Player or Individual	Any individual reporting a potential health or safety issue or wanting to report damage can skip step 2.
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2	Club Delegate	Issues not relating to health or safety or damage to facilities (such as training allocations, lost property etc.) should come via the Club Delegate.
	↓	
3	HACT Facilities Manager	
	↓	
4	Club Delegate / player or individual	

## HOCKEY A.C.T.

### Financial issues

- Club invoicing and questions
- General suppliers and service providers
- Unfinancial Representative Team Program players

Step	Personnel
1	Club Treasurer / supplier / player
	
2	HACT Finance Officer
	
3	Club Treasurer
	

## HOCKEY A.C.T.

### Member protection

- Issues around harassment, discrimination or child abuse.
- Code of Behaviour issues
- Bullying
- Other inappropriate off-field behaviour

Step	Personnel	Notes
1	Player / Individual with the issues	In the first instance the player or individual with the issue should raise it with an MPIO.
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2	Member Protection Information Officer (MPIO)	All MPIOs have received training and can provide information to individuals dealing with member protection issues.
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3	CEO / External organisation	If necessary the MPIO will determine if the CEO should be informed or if the matter should be reported to an external agency. If there is no need to involve an external agency or the CEO this step will be skipped.
	↓	
4	MPIO	The MPIO will provide information back to the individual.
	↓	
5	Player / Individual with the issue	If the individual decides to make a complaint the process outlined in the Member Protection Policy is followed. The MPIO can continue to provide information and support to the individual during the process.

**Escalating an issue:** if an issue has gone through the process outlined above and the player/individual wants the matter to be escalated they should contact the HACT General Manager on emailing [manager@hockeyact.org.au](mailto:manager@hockeyact.org.au) . If the player/individual wishes to make a complaint the process outlined in the member protection policy will be followed.

**HOCKEY A.C.T.**