



RCC Guidelines - Communication Matters

(endorsed at Committee meeting July 2021)

Purpose:

To provide clarity for members and a consistent experience with the use of different communication channels.

General

- **To recognise that all members are volunteers - we ask that people respect this.**
- **The club expects all communications to be respectful.** We have a code of behaviour in place.
- The club values equally all forms of paddling - no one form of paddling is superior to another.
- The committee seeks to represent and balance a range of diverse interests - trying to keep everybody happy. We ask that all members respect the role of the committee - positively contributing feedback, ideas etc.

1. Contact details for the committee members.

- **Individual profiles/email addresses** - We encourage all committee members to maintain a profile on the website, with an associated club issued email address. This enables members to know who committee members are and how to get in touch. That said, they remain volunteers - please respect this. It is also important that everybody in the broader club community 'chips in' and 'does their bit'.
- **For getting in touch with the whole committee** - a mailing list has been established for the whole committee. The email address is committee@rivercanoeclub.org.au

2. Trip planning/documents.

- **For seeking approval from the committee for the planning of trip/activity** - please use committee@rivercanoeclub.org.au
- **Trip documents** (float plans/risk assessments) should be sent to committee@rivercanoeclub.org.au
- **Encouraged early** - to give everybody enough notice to participate and for the committee to consider request, generally the earlier the better. That said, we also respect that sometimes last minute opportunities arise (particularly with whitewater) - the committee shall do its best to turn around requests as quickly as possible.

3. Club Mailing list

- This is intended for **announcements** to all club members and is accessible to all current members (approx 200). New members will be automatically added.
- To send an email out, please use rivers@rivercanoeclub.org.au
- Potential club trips/activities should be circulated to the committee (per above) prior to posting to the full club community.
- The mailing list is not a discussion forum as such by virtue of its email format and number of people attached.



4. Club website calendar

- The club shall maintain an e-calendar on its website.
- Items should be cleared with the committee first before posting to the calendar - this will enable consideration of potential dates, identifying where gear coordination is required to facilitate multiple activities happening at the same time etc.
- Per the Club's guidelines for trips/activities, inclusion of an item on the calendar does not automatically mean that an activity is a 'club sanctioned' activity. Written (email) agreement from the committee (or convenor) remains required.
- All committee members shall be provided with e-access to the calendar.

5. Requests for website updates.

- The club's website content is intended to be continually developed
- All members are welcome and encouraged to contribute.
- If there is a policy/strategic decision required, content may be sent to committee first for review.
- Requests for website updates are to be made to **webmaster@rivercanoeclub.org.au**
- The webmaster shall establish a tracking system/register of requests.
- We are a volunteer club - so we don't have unlimited resources available. Prioritisation shall be determined through the committee as needed.

6. Website banner images

- **The** club generally has 5 or so key banner images on its website - these are prominent.
- **To** recognise and promote the value of **all forms** of paddling and the diversity that the club offers, the banners will ideally consist of one image each for:
 - a. **A major upcoming club trip, activity or initiative**
(eg major trip, beginner program, community event)
 - b. **An expedition length trip or activity**
 - c. **A whitewater trip or activity**
 - d. **An open water trip or activity.**
 - e. **A local/regular activity**

Requests for banner images should be made to webmaster@rivercanoeclub.org.au

7. Contact details/arrangements for committee meetings

- All members are encouraged to contribute to paddling activities, club policy development and items being considered by the committee.
- Requests should be made to secretary.rivercanoeclub@gmail.com with enough summary information to enable the matter to be considered. Concise is good.
- Ideally requests for items on committee agendas should be submitted 1-week plus out from a committee meeting - to enable proper review/consideration.

8. Use of facebook

- Facebook is a form of social media - it's totally up to members whether to join or not.
- We actively encourage the sharing the photos from club trips/activities - helping inspire others.
- It can also be a good forum for sharing/seeking ideas - what gear to buy etc. Everybody can contribute.
- The facebook page may also be used to raise awareness of a club activity/trip. This is however is **not** a substitute for organising and communicating activities through formal channels - ie. by email.
- Unless invited to do so, members are encouraged to not private message/'PM'.



9. **Splash! newsletters.**

- Both members and non-members can sign up for inclusion on the Splash! Distribution list.
- Everybody is encouraged to contribute content.
- Contributions should be sent through to splash@rivercanoeclub.org.au
- Typical frequency of Spash! Newsletters are typically circulated every 2-3 months and then linked to the Club's website for on-going access.

10. **Virtual whiteboard**

- With 10-15 committee members, 200 club members and 1000+ following the club it makes absolute sense to encourage the involvement of everybody with both paddling activities and generally getting stuff done (both on and off the water)
- A 'virtual whiteboard' shall be set up and linked to the club's website identifying practical ways for everybody to get involved and generally 'give back' to the club.

11. **Use of WhatsApp groups or similar (Chat Forums)**

- For a specific trip/activity, there may be a chat forum established on a platform such as WhatsApp. This may be done to enable chats and regular updates, particularly when the trip is underway. In the interests of clarity, consistency and avoiding any misunderstandings, it is recommended:
 - That trip planning communications remains primarily on email until the final few days;
 - There is a clear 'switchover point'.

12. **Chat forum - trip organising and leading**

- The Club is currently trialling (as of May 2021) a WhatsApp based chat forum for those members specifically keen to initially explore ideas for organising and see who may be in a position to help co-leading the trip - before launching them through the normal club channels.
- If you'd like to be added to the chat forum, please contact any of the club's committee members for details.

13. **General matter - Club to remain non-political.**

- The club is not aligned with any political parties.
- Members are more than welcome to participate in political activities - they do so however in a private/personal capacity and should not present views/potential representation on behalf of the club without consideration by the committee first.
- We do exist in a political environment - with local, state and federal representatives. Engaging with representatives, such as keeping them updated, seeking grant fundings, inviting to events - all fine and part of normal business.