



# GREENWICH SPORTS CLUB

PO Box 5047, Greenwich NSW 2065 • 02 8005 0026  
[secretary@greenwichsportsclub.com.au](mailto:secretary@greenwichsportsclub.com.au) • [www.greenwichsportsclub.com.au](http://www.greenwichsportsclub.com.au)

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## Greenwich Sports Club Communications Policy

Greenwich Sports Club is a community club committed to:

- Enhancing the lives of all its members and the spirit of its community through participation in sport.
- Ensuring fairness in attitude, respect, equity in action and integrity.
- Providing friendship and enjoyment.

An important part of this is making sure the Club is made aware of and deals with concerns or issues its players (and their parents), volunteers and others associated with the club might have, in a timely and impartial way.

### What do I do if I have an issue or concern?

Depending on the nature and seriousness of the issue or concern, you may want to consider raising the matter directly with a:

- Coach (e.g. concerns about age appropriate training drills, the amount of game time a player receives, or breach of Coaches Code of Conduct);
- Manager (e.g. concerns about inappropriate “side line” coaching from team parents during games);
- Age Coordinator (for Football) or relevant Netball Convenor (e.g. queries about team formation or selection); or
- Club committee member (such as the President or Secretary).

Club contacts are clearly identified on the Club’s website so that you are able to get in touch with the person in the best position to assist you. This assistance may include providing you with the relevant policy and explaining how it works at the club.

Where possible, and in the appropriate circumstances, the Club strongly encourages people resolve any issues or concerns directly with the relevant person. If that does not resolve the situation, then issues about team management and coaching should be directed to the relevant Age Coordinator, Netball Convenor or Coaching Coordinator.

However:

- if you do not feel you can address the issue directly with the relevant person;
- it is not appropriate because of the seriousness or nature of the concern or complaint (e.g. racial discrimination or harassment);

- you want more information about possible complaint resolution options at the Club; or
- need someone to act as a sounding board

you can contact the Club's **Member Protection Information Officer (MPIO)**. The MPIO is the first point of call in the Club for any enquiries or concerns and complaints about harassment or abuse. Please contact the MPIO at **[mpio@greenwichsportsclub.com.au](mailto:mpio@greenwichsportsclub.com.au)**.

As part of this process the Club has adopted a **Member Protection Policy** which aims to:

- ensure our core values, good reputation and positive behaviours and attitudes are maintained;
- ensure that every person involved in our sport is treated with respect and dignity, is safe and protected from abuse;
- support our commitment to eliminate discrimination, harassment, child abuse and other forms of inappropriate behaviour from our sport.

The **Member Protection Policy** is available on our website at **[www.greenwichsportsclub.com.au](http://www.greenwichsportsclub.com.au)** and contains the club's complaint handling procedures and **Codes of Conduct**.

Greenwich Sports Club Committee