Communication Policy

January 2023

1. Goals & Objectives

The Rosemore Calisthenics Dance College Committee has been reviewing communication channels across club activities and determining the best form of communication within the club. We acknowledge that not everyone has email linked to their smart phones, and not everyone is a member of the Facebook community. However, we often need to get information to you quickly and ensure that we all have access to various details (e.g. about competitions) when 'out and about'.

Therefore, this policy has been developed to clearly outline the channels of communication the club will use and for different purposes.

2. Team App

Stack Team App is a platform that allows teams and social groups to improve communication by creating their very own customisable smartphone app. The app is free to download and information within the Rosemore app is private to Rosemore members and families.

Team App is the primary form of communication for the club. It is **expected that all club families are signed up to Team App** as soon as practical after registering with the club. If families are not signed up to Team App, they risk missing important updates and information. It is also recommended that families have the notifications enabled on the app, to ensure they do not miss seeing important updates.

The club will use Team App for the following communications

1. Calendar, including practice schedules, competition dates, other club events
2. Updates regarding the change to practice schedules or location
    a. Ideally at least 24 hours notice will be provided for any changes to practice times or locations. Where the notice is less than 24 hours, the team manager will ensure each applicable family is aware of the change.
3. Reminders and updates from team managers
4. Reminders and updates from costume coordinators
5. Reminders and updates from coaches
6. Uniform information
7. Information and reminders regarding competitions
8. Information and reminders regarding other Rosemore events
9. Any other information or updates the coaching team or committee needs to provide to members and families

While some of this information may also be duplicated within the Facebook Groups, Team App will be the source of all critical club information.

See section 4 for how to set up Team App and section 5 for how to sync the calendar.

3. Facebook groups

Facebook groups are established for each age group (tinies, subbies etc) at the beginning of each year. The primary purpose of the facebook group is for coaches to share practice videos to assist the members with their at home practicing.

The team managers may use the facebook group if they need to send a poll to the members and families.

Updates from Team App may be duplicated in the Facebook Groups by the team managers, however, please ensure you are referring to Team App for all critical information and updates.
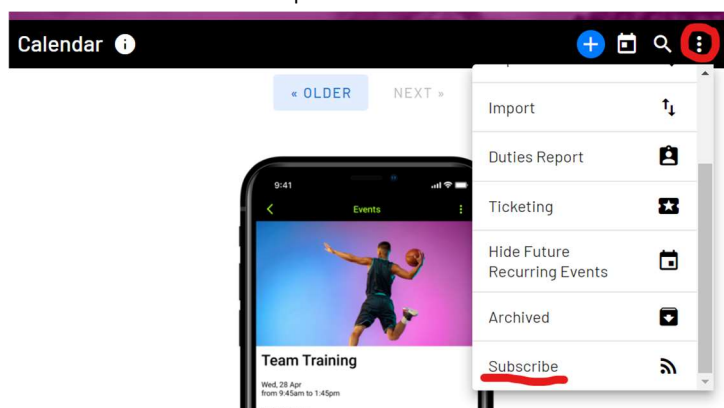
4. Setting up Team App

4.1. In the app store search for Stack Team App and download
4.2. Sign up to Team App (it is free)
4.3. Once in the app, select the find your Team/Club option and search for Rosemore
4.4. Choose the applicable access group/s – this will be your/your child's team, and any other group/s that is/are appropriate

5. Syncing the Team App calendar

Team app has a feature where you can sync the relevant calendars to your own calendar. In doing so, any updates made to the calendar on Team App will be updated in your own calendar. We encourage members and families to sync the calendar as it saves you needing to manually input the dates in your calendar and you will always have the most up to date information.

5.1. Click on the Calendar icon
5.2. Click on the team you want to sync the calendar for (note, club wide events will appear in the calendar for each team, where applicable)
5.3. Click on the three dots
5.4. Select the Subscribe option

5.5. Select the relevant calendar option and then follow the prompts