



COMMUNICATION PROTOCOLS POLICY

PREAMBLE:

Rather than limit communication between Bowls North West (BNW), its affiliated clubs and BNW registered players, the purpose of the Bowls North West Communication Protocols is to define the roles and responsibilities of the various parties in regard to communication within the North West Tasmanian bowls community.

DEFINITIONS:

Official communication within the BNW region is defined as written correspondence, on official letterhead with a signature block bearing the communicant's name and official position (either of BNW or the affiliated club) and forwarded by Australia Post, or as an attachment to an email message.

An official communication may also be in the form of an email, which bears a signature block containing the name and official position of the communicant.

Registered players would not usually communicate with BNW using their club's letterhead stationery, unless authorised to do so by their club's executive. Any communication from registered players to BNW, either via Australia Post or email, will bear a signature block containing their name and the club of which he/she is a member.

Verbal communications, either by telephone or face to face interaction, would not constitute an official communication unless confirmed by a subsequent written communication as defined above.

THE PROTOCOLS

- Official communications between BNW and its affiliated clubs, and vice versa, will normally occur CEO to secretary, but other office bearers, at BNW and club level, may communicate directly where their role on the BNW Board or at club level (i.e. Bowls Secretary, Match Committee Chair) requires such communication, and such direct communication is authorised by their respective boards. The use of official letterhead would indicate that such authorisation has been granted.
- A copy of any communication forwarded on behalf of either BNW or an affiliated club, and any subsequent response, should be given to the relevant secretary for inclusion in the official correspondence of the organisation on behalf of which the communication was generated.
- BNW affiliated clubs should forward to BNW any matters of concern in regard to the Laws of the Game of Lawn Bowls, BNW and Bowls Tasmania (BTAS) Conditions of Play, for the consideration of the BNW Board in regard to any further action that should be taken on the matter. BNW will convey its response, and the detail of any further action to be taken, to the club (or clubs) which initiated the matter/s.
- Except where BNW affiliated clubs are in direct engagement with BTAS (i.e. hosting a BTAS event) all communication between the North West Tasmanian bowls region and BTAS is the responsibility of BNW. When individual BNW affiliated clubs are required to communicate directly with BTAS a copy of that correspondence, and any previous or subsequent BTAS correspondence, should be forwarded to BNW for inclusion in BNW official correspondence.
- BNW registered players should confine their communications with BNW to responses to BNW correspondence from BNW addressed to them, personally. Such matters could include the need to respond to an allegation of an infringement of the Laws of the Game of Lawn Bowls, BNW Code of Conduct, or BNW Conditions of Play (i.e. smoking on the green, inappropriate use of a mobile phone).
- BNW registered players are entitled to communicate directly with BNW, and strongly encouraged to do so, whenever they are concerned with the behaviour and/or conduct of any other BNW registered player during any BNW endorsed official event.
- Whenever a BNW registered player communicates with BNW, either in response to a BNW communication to him/her or when initiating BNW action as described above, a copy of such communication/s should be forwarded to his/her club secretary for club records. Whenever BNW communicates directly to a BNW registered player a copy of that

correspondence will be forwarded to the secretary of the player's club.

- Whenever a BNW registered player has a concern in regard to any other matter in regard to the organisation of bowls in the North West Tasmanian bowls region he/she should forward such concerns to the secretary of his/her club, for consideration of his/her club board. If the club board believes the matter has merit the club board will forward it to BNW for further consideration and further action.
 - If such matters are forwarded directly to BNW, by the BNW registered player, the BNW CEO will forward it to BNW registered player's club secretary, for action by that club's board. Such action will be taken by the BNW CEO because it is not an authorised communication, nor is it a matter about which BNW registered players are entitled to engage in with BNW. Furthermore, it may be a matter dealt with by the BNW registered player's club board, already. By forwarding the matter on to the club secretary valuable time is saved but, also, an important matter may be resolved efficiently at club board level.
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