



## COMMUNICATION POLICY

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## **BACKGROUND**

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Table Tennis Queensland (TTQ) employs an open style of management, with communication between stakeholders considered an essential element to the success of the organisation.

The operations of TTQ encompass all of Queensland and the TTQ members of clubs in this region. TTQ will service all individuals and groups interested in the sport of table tennis in this region. TTQ is responsible for providing leadership for all stakeholders in the promotion, development and administration of Table Tennis in Queensland. In order to fulfil this duty TTQ will implement the Communication Strategy to ensure effective communication occurs between all stakeholders.

### **Audience**

TTQ wishes to communicate with individuals and groups who play or are interested in table tennis in Queensland, and with other state, national and international table tennis bodies. In addition TTQ wishes to communicate with stakeholders external to table tennis, including government and non – government bodies, other sporting organisations and interested commercial parties, such as sponsoring organisations.

### **Jurisdiction of this Policy**

This policy applies to paid and voluntary staff of TTQ, member organisations and individual members of TTQ. All member organisations have received a copy of this policy and the policy is available to the public through the TTQ website and by request.

## **AIMS**

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This policy aims to:

- 1.1 Outline the commitment of TTQ, to ensure all member organisations and their individual members have access to timely information delivered in a cost effective manner from TTQ, and to ensure unaffiliated organisations receive information about the services of TTQ as relevant;
- 1.2 Outline the avenues through which organisations and individuals can approach TTQ to communicate needs and ideas.

## **TTQ's COMMITMENT**

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TTQ undertakes to:

- 2.1 make available to all affiliated organisations all current and relevant information;
- 2.2 ensure wherever possible, requests requiring committee action are considered at the next meeting of the relevant committee and resolved in a timely manner;
- 2.3 communicate to all stakeholders within the framework of the Communications Strategy;
- 2.4 ensure requests received in its office by telephone, mail or email are replied to in a courteous and timely manner;
- 2.5 communicate with, and gather information from external organisations through the attendance of a staff member at all possible seminars, meetings, workshops, and other information sharing opportunities;
- 2.6 gather information on unaffiliated organisations and communicate with all known unaffiliated organisations, to inform these clubs of the services of TTQ;
- 2.7 develop and maintain a website to provide information to members and promote table tennis to the public.

## **OBLIGATIONS OF OTHER PARTIES**

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- 3.1 Member organisations will attempt to meet timeframes requested in communication and will provide feedback when requested;
- 3.2 Individual members of TTQ should contact the TTQ office by telephone for general enquiries only; formal complaints and/or requests should be put in writing and sent to TTQ by mail or email.
- 3.3 Individual Members and representatives of Member Organisations should be courteous in their communications with other stakeholders.

## **SOCIAL MEDIA**

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- 4.1 TTQ welcomes all comments on our social media platforms wall. All are welcome to express your views, comments, ideas and insights about TTQ.
- 4.2 All should show courtesy and respect to others and must not use the TTQ social media platforms to abuse others, expose others to offensive or inappropriate content, or for any illegal purpose.
- 4.3 TTQ reserves the right to enforce this Acceptable Use Policy at its discretion. TTQ may remove any items posted on the TTQ messages that it considers to be in breach of the Policy or to block users in breach of this Policy.
- 4.4 Please refer to the TTQ Social Media Policy (Bylaw Appendix 20) for more information.