



COMMUNICATION PROTOCOL

The following protocols outline Northern Inland Football and Member Clubs commitment to communicate effectively and respectfully.

Northern Inland Football commits to:

1. Establish an annual calendar of key activities complemented by a monthly communication, which identifies key activities and requirements for the ensuing month;
2. Acknowledge receipt of an email enquiry from a Member Club, received in normal business hours within 48 hours indicating who is addressing the enquiry and when a response can be expected;
3. Introducing a centralised, numbered memo system, which will be utilised by Northern Inland Football to communicate matters which are relevant to all Member Clubs. The standard memo will clearly indicate when a response is required;
4. Conduct a minimum of 3 Council of Club meetings annually;
5. Communicate directly with the nominated Member Club contact;
6. Include nominated Member Club contact in replies on significant issues.
7. Use best endeavours to inform Member Clubs about significant issues ahead of the media;
8. Access club contact details from playfootball.com.au;
9. Consult appropriately with clubs on any major regulatory or structural change to Northern Inland Football Competitions;
10. Review compliance regularly;
11. Review effectiveness and relevance of protocols annually; and
12. Respect this protocol.



Member Clubs commit to:

1. Ensuring all communication to Northern Inland Football is made through the key club contact where possible;
2. Use best endeavours to respond to Northern Inland Football's requests within the prescribed timeframe;
3. Inform Northern Inland Football if the Member Club is unable to meet the prescribed timeframe;
4. Acknowledge receipt of an email enquiry from Northern Inland Football, received in normal business hours within 48 hours, when any actions are required.
5. Communicate specific issues through the prescribed forms, within the timeframes required;
6. Communicate directly with NIF's most relevant member of staff member on any other issues;
7. Use best endeavours to attend all Council of Clubs and other club meetings;
8. Ensuring club contact details in playfootball.com.au are current;
9. Take responsibility for effective internal communication within your club to ensure the appropriate people are aware of the communication from Northern Inland Football and are aware of Northern Inland Football's activities;
10. Address concerns directly with the relevant Northern Inland Football staff member ahead of involving other Member Clubs; and
11. Respect this protocol.