



N LILYDALE JUNIOR FOOTBALL CLUB

Coaches & Parents Communication Policy

Purpose

The purpose of this policy is to establish clear and respectful communication protocols between coaches and parents to ensure a positive and well-organised environment for all players at Lilydale Junior Football Club (LJFC). Communication is essential to the successful running of our teams, the development of players, and overall club culture.

Heja App as Communication Tool

All formal communication between coaches and parents must be done via the Heja app. The Heja app is a free platform that provides a centralised, secure and easily accessible location for all communication regarding team activities, schedules, training, and match day logistics.

Players may access Heja at an age determined by their parents/guardians, but the club strongly recommends this not be before Under 13s (when players enter high school).

Minimum Expectations

- Coaches, Assistant Coaches and Team Managers must use Heja as the exclusive communication channel.
- Parents are expected to check Heja regularly to stay updated.
- If a parent is unable to access Heja, they must source the information from a Coach, Team Manager or Other Parents.
- The President, Vice President, Secretary and our Child Safety and Wellbeing Managers are to be included in every LJFC Heja group to ensure transparency and be available for oversight.
- Any email communication from the club to families must be sent using BCC (Blind Carbon Copy) function to protect privacy.

In-Person Communication & Complaints

At Lilydale Junior Football Club (LJFC), respectful, in-person communication is a fundamental expectation between all coaches, parents, and guardians. All conversations should be conducted in a manner that is calm, respectful, and focused on positive outcomes for players and the wider club community. It is expected that all people connected to LJFC abide by the Club's Constitution, Bylaws, Codes of Conducts & Policies.

Confrontations, raised voices, or aggressive behaviours are not acceptable and will not be tolerated. If a parent wishes to speak to a coach or team manager, we ask that they approach them either before or



after training/matches at an appropriate time or request a suitable time for a more detailed discussion.

Should any concerns or complaints arise, they must be raised through the correct channels and in accordance with the club's Constitution.

This includes:

- Raising the issue respectfully with the coach or team manager in the first instance, if appropriate.
- If unresolved, escalating the issue to the Football operations Manager.
- Submitting a formal complaint in writing if further action is required.

The LJFC Committee is committed to addressing all concerns fairly, transparently, and in line with our Constitution.

Summary

LJFC aims to maintain a safe, inclusive and respectful culture for players, families and volunteers. All communication must reflect these values. Coaches and parents share responsibility in fostering this environment through timely, respectful and centralised communication. The use of other platforms such as WhatsApp, Messenger or Facebook groups by teams is not supported or endorsed by the club.

Policy last reviewed	October 2025
Consultation	September 2025 Travis Switzer - Culture Vate
Approved by	LJFC Committee
Next Review Schedule date (2 years)	October 2027