

COMMUNICATION POLICY

The purpose of this Policy is to establish clear communication protocols between trainers and Club staff to ensure requests, concerns, and operational matters are managed efficiently, consistently, and appropriately documented. Effective communication is essential to maintaining a safe training environment, ensuring operational efficiency, and providing a clear record of requests, decisions, and actions.

Communication Principles

The Club is committed to providing professional and responsive communication. In return, trainers are expected to utilise the communication channels outlined in this Policy.

Proper communication processes are necessary to:

- Ensure requests are received and actioned appropriately.
- Maintain accurate records of requests, concerns, and decisions.
- Avoid misunderstandings and conflicting information.
- Ensure fairness and consistency for all trainers.
- Support workplace health and safety obligations.
- Allow staff to prioritise and manage operational requirements effectively.

Primary Point of Contact

The first point of contact for all operational matters relating to the training facilities is Club staff.

This includes, but is not limited to:

- Track conditions and maintenance
- Facility maintenance requests
- Safety concerns
- Access to facilities
- Operational enquiries
- General feedback and requests

Committee members are not responsible for the day-to-day management of the training facilities and should not be considered the primary contact for operational matters.

Written Communication

To ensure appropriate record keeping and follow-up, all requests, concerns, complaints, maintenance requests, and safety matters must be submitted in writing.

Acceptable forms of written communication include:

- Email
- Online form submissions via the clubs approved online application forms.

Written communication assists the Club in:

- Maintaining accurate records
- Tracking actions and outcomes
- Prioritising works and maintenance
- Ensuring accountability and consistency

Verbal conversations may be used for discussion; however, matters requiring action should be confirmed in writing.

Staff Working Hours

Unless otherwise advised, the Club's administrative staff are available during the following hours: Monday to Friday 8:30am to 4:30pm

Requests received outside these hours will be responded to as soon as practicable during the next business period.

For trackwork-related enquiries, the Trackwork Supervisor is the primary point of contact between: Monday to Saturday 4:30am and 9:30am

Trainers should take these operating hours into consideration when expecting a response to communication.

Mobile Phone Communication

The use of staff mobile phones should be limited to urgent operational matters and emergencies.

Routine requests, maintenance matters, and general enquiries should be submitted in writing during normal business hours.

Repeated calls or messages regarding non-urgent matters may impact staff's ability to perform their duties and respond to other operational priorities.

Track Staff Availability

Track staff regularly operate heavy machinery and equipment as part of their duties.

For safety reasons, staff will not stop machinery or equipment operation to answer phone calls, read text messages, or respond to communications.

Trainers should allow reasonable time for responses and understand that immediate replies may not always be possible during operational activities.

The safety of staff, contractors, trainers, and horses will always take priority over responding to communications.

Escalation of Concerns

The Club encourages trainers to work directly with staff to resolve concerns and operational matters.

If a trainer believes that a matter has not been appropriately addressed through normal communication channels, the trainer may raise the matter with the Chairperson of the Club.

Prior to escalation, trainers should ensure the matter has first been communicated to staff and that a reasonable opportunity has been provided for the issue to be considered and addressed.

Approved By: Gawler & Barossa Jockey Club Committee

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