

POLICY DOCUMENT

By way of affiliation, Knox Gymnastics is required to accept, comply and adhere with the policies of Gymnastics Australia and Gymnastics Victoria

Team App Policy

Approval Date	Next Review	Author/Modifier
06/05/2025	December 2026	Jo Salter – Accounts & Administration Manager

Policy Purpose and Scope

Effective Communication on Competition Days

At Knox Gymnastics, we are committed to ensuring smooth and effective communication on competition days. To support this, we use **Team App** as the official platform for parents and guardians to contact their child's coach in the event of **urgent matters on competition day only**.

Terms and Conditions;

Accessing Team App

You will receive an invitation to join Knox Gymnastics on Team App via email. Once you have created an account, you will be added to the relevant group based on your child's stream and level.

Each group will have a **chat function** available for communication with the coaching team. Please note this is a **group chat only** — direct messaging to individual coaches is **not permitted**.

Appropriate Use of Team App

Team App is strictly for use **on competition days only** and should be used **for urgent communication** such as:

- Notifying your child's coach that you are running late
- Informing the coach if your child is unwell and unable to attend

Additionally, your child's **competition schedules** will be published on Team App to support easy access to key information.

Inappropriate Use of Team App

Please do **not** use Team App for the following:

- **Direct messaging** coaches
- Discussing coaching, programming, or club-related concerns
- Requesting absences, querying fees, or raising complaints

Any communication that falls under the above must be directed to our **Customer Service team** or the **Leadership Team** via email as per our regular communication pathways.

All Team App communications are monitored by Knox Gymnastics leadership. Breaches of this policy may result in the removal from the platform.

Thank you for supporting our commitment to clear and respectful communication.