

WhatsApp / Heja / Dribl Policy



1. Purpose

This policy outlines the acceptable use of WhatsApp, Heja, or Dribl as communication tools for the Bacchus Marsh Soccer Club. It ensures communication is clear, appropriate, and in line with safeguarding standards, especially where children and young people are involved.

2. Scope

This policy applies to all club officials, coaches, volunteers, players over the age of 16, and parents/guardians of players under 18.

3. Key Principles

- WhatsApp, Heja, or Dribl may only be used for club-related communications.
- Communication must be respectful, inclusive, and safeguarding-compliant.
- Group chats must have a clear purpose and be moderated by a designated administrator.
- WhatsApp, Dribl, or Heja must not be used to share sensitive personal information or for disciplinary discussions.

4. Group Setup & Management

- Groups should be created and managed by a club official or coach.
- Only parents/guardians should be included for players under 16.
- Players aged 16–17 may be included with parental consent and if a club official is also present in the group.
- Each group must have at least two adult administrators, one of whom should be a Team Manager or coach.
- Groups must not have people who do not fit into the following categories.
 - A player
 - A player's parent, or guardian.
 - Coaches & Team Managers
 - BMSC Committee Members

5. Appropriate Use

WhatsApp / Heja / Dribl may be used for:

- Sharing match/training updates
- Scheduling changes
- Travel arrangements
- Last-minute notices (e.g. weather cancellations)
- Using WhatsApp Polls to plan attendance for training sessions, matches, or social events

WhatsApp / Heja / Dribl must not be used for:

- One-to-one communication between adults and children (unless in an emergency and with parent copied)
- Sharing offensive, inappropriate, or non-football-related content
- Publicly criticising players, referees, or other clubs



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6. Use of WhatsApp / Dribl Polls

- Coaches and admins are encouraged to use the polls feature to plan and confirm attendance for training sessions, matches, or other events.
- Polls should be created with clear options and realistic deadlines for responses.
- Participants are expected to respond promptly to help with planning.
- Admins must monitor responses and follow up directly where needed (e.g., low response rate).
- Poll results must not be used to criticize or single out players or parents for non-response or lack of availability.

7. Use of Heja

- Whilst Heja Free lacks the poll function that WhatsApp, or Dribl provide. Admins can create one-time or recurring events, sync the schedule with personal calendars, and message team members directly.
- Schedules should be created with clear options and realistic deadlines for responses.
- Participants are expected to respond promptly to help with planning.
- Admins must monitor responses and follow up directly where needed (e.g., low response rate).
- Schedule responses must not be used to criticize or single out players or parents for non-response or lack of availability.

8. Safeguarding & Conduct

- Always be respectful and avoid excessive messaging, especially late at night or early morning.
- Admins must remove members or report concerns if behaviour is inappropriate or breaches safeguarding rules.
- Any safeguarding concern must be immediately reported to the Club Committee.

9. Record Keeping

- WhatsApp / Heja / Dribl should not be considered a formal communication archive.
- Critical club decisions must be recorded via email or through meeting minutes.

10. Breaches of Policy

Any breach of this policy will be addressed by the Club Committee and may result in removal from WhatsApp / Heja / Dribl groups and/or other disciplinary action in line with club policies.

10. Policy Review

This policy will be reviewed annually by the Club Committee or sooner if required due to changes in safeguarding or communication guidance.