



# GUIDE

## COMMUNICATION TEMPLATES

These templates are provided as guidance only and may not be suitable in all circumstances or sporting organisations. Prior to using these templates, it is highly recommended that communication should only be sent out following consultation with relevant professionals, leaders, and key stakeholders – including the individuals involved. In matters pertaining to allegations or evidence of inappropriate conduct it is also strongly advised to specifically consult with legal counsel before disclosing any information.

Furthermore, whilst templates are provided to assist organisations in creating their own communication tools for leadership, team members and significant others and the broader community, it is important that a high degree of discretion is used depending on the purpose of the communication and the specific circumstances involved.

**For example, it may not be appropriate that communication is provided to those outside of relevant leadership and internal key stakeholders.**

At no times should communication relating to death, serious injury, or allegations or evidence of inappropriate conduct, either within a sporting organisation or to an external agency, serve as a source of general information sharing. Instead, the primary purpose should be to:

- Protect the mental health and wellbeing of anyone involved or affected by the incident.
- Assist and act in the best interest of both the individual(s) involved and the organisation.
- Remind others of the importance of maintaining privacy and confidentiality in respect of both legal and ethical obligations.
- Ensure deeply personal and private matters are respected.
- Diffuse gossip and conjecture that is having a negative impact.
- Manage external relations such as media enquiries.

DISCLAIMER THE INFORMATION IN THIS PUBLICATION IS GENERAL IN NATURE AND DOES NOT CONSTITUTE MEDICAL, LEGAL OR PROFESSIONAL ADVICE (INCLUDING MENTAL HEALTH ADVICE). SPORTWEST IS NOT LIABLE TO USERS FOR ANY LOSS RESULTING FROM THE USE OF THIS PUBLICATION AND ACCEPTS NO RESPONSIBILITY FOR THE ACCURACY OF THE INFORMATION OR YOUR RELIANCE ON IT. SPORTWEST RECOMMENDS USERS SEEK INDEPENDENT ADVICE AS NECESSARY. SEE [HERE](#) FOR THE FULL SPORTWEST MENTAL HEALTH PUBLICATION DISCLAIMER.

**In an Emergency Dial 000**  
**For support call Lifeline 13 11 14**  
or visit **True Sport – Community Links** for more services.