

Illawarra District Netball Association

2026

COMMUNICATION PLAN FOR NETBALL ILLAWARRA



1 INTRODUCTION

The 2026 Communication Plan is an update of the previous plan to provide operational procedures for the communication of information throughout the IDNA, its affiliated Clubs, members, and the broader Illawarra Netball community. The Communication Plan will assist in advancing the objects of the Association, as presented in the Netball Illawarra Constitution, which includes, but is not limited to:

- conduct, encourage, promote, administer, and advance netball within the boundaries of the Association.
- ensure the maintenance and enhancement of the Association, along with its standards, quality, and reputation for the benefit of the members and netball;
- promote the economic and community service success, strength and stability of the Association, its members, and netball.
- At all times act on behalf of, and in the interest of, the members and netball;
- use and protect the Intellectual Property of the Association and Netball NSW.
- advance the operations and activities of the Association.
- regulate, organise, and manage examinations, competitions, displays and other activities.
- review and/or determine any matters relating to netball which may arise, or be referred to it, by a member.
- pursue such commercial arrangements, including sponsorship and marketing opportunities as are appropriate to further its interests.
- represent the interests of its members and netball in any appropriate forum.
- promote the health and safety of members and all other participants in netball.
- to select and manage the Association's representative teams.
- undertake and or do all such things or activities which are necessary, incidental, or conducive to the advancement of the Objects of the Association.

2 GOALS OF THE COMMUNICATION PLAN

- Support and improve relationships between the Board and the Association's stakeholders.
- Improve communications and the sharing of information between the Board and the Association's stakeholders.
- Improve effectiveness, efficiency and accuracy of information provided to the Association's stakeholders.
- Improve the operational effectiveness of the Board and the Association's affiliated Clubs.
- Set measurable results to allow accurate reflection of the success of the Board's communication with stakeholders.

3 STAKEHOLDERS

The following have been identified as key stakeholders for the IDNA throughout a netball season:

- IDNA Directors
- IDNA Clubs
- Club presidents
- Club secretaries
- Representative coaches
- Representative players
- Representative player's parents
- IDNA Umpiring Committee
- IDNA life members
- IDNA members
- IDNA Sports Administrator
- IDNA representative umpires
- Association Sponsors

Other bodies, organisations, groups, and individuals impacted by the Communication Plan, including the following:

- South Coast Blaze
- Wollongong City Council
- Shellharbour City Council
- Illawarra Academy of Sport
- Netball NSW
- General Public
- State Members of Parliament
- Federal Members of Parliament
- WIN News
- Prime News
- Illawarra Mercury
- Local Radio Stations

4 TYPES OF COMMUNICATION

The following methods of communication have been approved as an appropriate delivery of information between Netball Illawarra and its affiliated Clubs and members.

- Email
- Social media
- Text message
- Face to face
- IDNA and Club representative group chat
- Written complaints
- Formal Written Correspondence

5 COMMUNICATION SPREADSHEET

The table at Attachment A provides a plan for Netball Illawarra and expectations from stakeholders on the type, method and frequency of communication and information sharing.

6 STAKEHOLDER COMMUNICATION

Stakeholders Initiating Communication with Netball Illawarra

When stakeholders are communicating with the Association there is an expectation that questions, concerns, or issues are communicated either as an email or formal letter, to the relevant portfolio whilst also including the IDNA Secretary and the IDNA President (using discretion).

Where communication comes from an individual member, their Club Secretary should also be included as a recipient of the correspondence so that the club is aware of the communication.

If it is a question, concern or issue which involves multiple or all Clubs, the stakeholder should include relevant/all Club Secretary contacts in the correspondence.

Email Addresses for Netball Illawarra Directors

President -	president@illawarranetball.com.au
Vice President -	vicepresident@illawarranetball.com.au
Secretary -	secretary@illawarranetball.com.au
Treasurer -	treasurer@illawarranetball.com.au
Registrar -	registrar@illawarranetball.com.au
Competitions Director -	competitions@illawarranetball.com.au
Umpiring Director -	umpires@illawarranetball.com.au
Player And Coaching Development Director –	coaching@illawarranetball.com.au
Communication and Events Director -	comms@illawarranetball.com.au
Planning and Policy Director –	secretary@illawarranetball.com.au
Representative Management Director –	reps@illawarranetball.com.au

Email Addresses for Netball Illawarra Clubs

Albion Park Netball Club –	albionparknetballclub@gmail.com
Berkeley Netball Club –	berkeleynetball@gmail.com
Corrimal Netball Club –	corrimal_netball_club@hotmail.com
Dapto Netball Club –	daptonetball@outlook.com
Fairy Meadow Netball Club –	fairymeadow.netball@gmail.com

Helensburgh Netball Club –	helensburghnetball@gmail.com
Norths Netball Club –	northsnetball2515@gmail.com
Southern Suburbs Netball Club –	southernsuburbssnc@gmail.com
Shellharbour Netball Club –	shellharbournetball@gmail.com
Wests Netball Club –	westsnetball@hotmail.com
Woonona Netball Club –	woononanetballclub@gmail.com

Stakeholders Replying to Communication from IDNA

When stakeholders are replying to communications from a member of the Netball Illawarra Board, they should reply to all stakeholders included in the initial email.

7 ASSESSING RESULTS AND ADOPTING THE COMMUNICATION PLAN

The Board will review the Communication Plan at the end of each season. Netball Illawarra will seek feedback from affiliated Clubs at the end of the netball season to assess and gauge the success of the Communication Plan and the success of the Board's communication throughout the netball season.

Any changes considered necessary to the plan will occur prior to the start of the netball season. Affiliated Clubs will be given an opportunity to review and provide comment on the proposed changes to the Communication Plan.

Illawarra District Netball Association Communication Plan

Communication Category	Communication	Delivery of Communication	Communication From	Stakeholder	Timeframe
Clubs	Response to emails from Clubs in relation to issues/questions which effect or may affect all Clubs	Email	IDNA Secretary Relevant IDNA portfolio	All Club Secretaries	Acknowledgement of email < 3 days
	Response to emails from Clubs in relation to issues/questions which only affect that Club	Email	IDNA Secretary Relevant IDNA portfolio	Club Secretary	Acknowledgement of email < 3 days
	Response to emails from Clubs in relation to issues/questions which affect some Clubs	Email	IDNA Secretary Relevant IDNA portfolio	Relevant Club Secretaries	Acknowledgement of email < 3 days
IDNA MEETINGS	IDNA Council, Board, Special, and Special General Meeting minutes	Email	IDNA Secretary	Club Secretaries IDNA Directors	< 7 days after relevant meeting
	Decisions from Board, Council, Special and Special General meetings which affect clubs	Email	IDNA Secretary	Club Secretaries IDNA Directors	< 3 days from decision
	Call for agenda Items	Email	IDNA Secretary	Club Secretaries IDNA Directors	At least 7 days prior to the meeting.
	Agenda for meetings	Email	IDNA Secretary	Club Secretaries IDNA Directors Life Members	At least 4 days prior to the meeting
	Reports for meetings	Email	IDNA Secretary	All Clubs IDNA Directors Life Members	At least 4 days prior to the meeting

Communication Category	Communication	Delivery of Communication	Communication From	Stakeholder	Timeframe
	Change to Competition Rules	Email	IDNA Secretary	Club Secretaries IDNA Board	< 7 days from changes
	Updated Competition Rules	Email Website	IDNA Secretary	Club Secretaries IDNA Board	< 7 days from changes
	Request for changes to the Constitution	Email	IDNA Secretary	Club Secretaries IDNA Board Life Members	In-line with IDNA Constitution/ Regulations
	Changes to the Constitution/Regulations	Email	IDNA Secretary	Club Secretaries IDNA Board Life Members	< 14 days from changes
	Updated Constitution/Regulations	Email Website	IDNA Secretary	Club Secretaries IDNA Board Life Members	< 7 days after document finalised
	Fines and fees for the upcoming season	Email	IDNA Secretary	Club Secretaries IDNA Board	< 7 days from decision
WET WEATHER	On competition day wet weather cancellation or changes	Club representative group chat Social Media	IDNA representative on group chat IDNA Media Officer	All Clubs	As soon as a decision is made
	Prior to competition day wet weather cancellation/information	Email	IDNA Secretary	Club Secretaries IDNA Board	As soon as a decision is made
	Updated rounds/competition due to wet weather	Email Social Media	IDNA Secretary IDNA Media Officer	Club Secretaries IDNA Board	As soon as a decision is made
	Court/venue changes due to wet weather prior to competition day	Email Social Media	IDNA Secretary IDNA Media Officer	Club Secretaries IDNA Board	As soon as a decision is made
	Court/venue changes due to wet weather on competition day	Club representative group chat	IDNA Director on group chat	All Clubs	As soon as a decision is made

Communication Category	Communication	Delivery of Communication	Communication From	Stakeholder	Timeframe
COMPLAINTS	Game day complaint	Face to Face	IDNA Executive Director Director of Umpiring	Relevant Club Executive Representative	Immediate
	Player complaints	Email	IDNA Secretary	Relevant Club/s Secretary Relevant Club/s President Relevant Player	< 3 days from the complaint
	Umpire complaints	Email	IDNA Secretary Director of Umpiring	Relevant Club/s Secretary Relevant Club/s President Relevant Club/s Umpire Convenor Relevant Umpire	< 3 days from the complaint
	Club complaints	Email	IDNA Secretary	Relevant Club/s Secretary Relevant Club/s President	< 3 days from the complaint
	Judiciary attendance	Email	IDNA Secretary	Relevant Club/s Secretary Relevant Club/s President Relevant Player/Umpire	?? days prior to judiciary

Communication Category	Communication	Delivery of Communication	Communication From	Stakeholder	Timeframe
	Complaint outcomes	Email	IDNA Secretary	Relevant Club/s Secretary Relevant Club/s President Relevant Player/Umpire	<3 days of decision
PRE-SEASON	Registration fees	Email	IDNA Secretary	Club Secretaries	Prior to (date)
	AGM information including portfolio reports	Email Website	IDNA Secretary	Club Secretaries IDNA Board	In-line with IDNA Constitution/Regulation
	Call for nominations	Email Social Media Website	IDNA Secretary Media Officer	Club Secretaries IDNA Board	In-line with IDNA Constitution/Regulation
	Information on nominations for IDNA positions	Email	IDNA Secretary	Club Secretaries IDNA Board	<? Days of nomination closing
	Affiliation Forms	Email Website	IDNA Secretary	Club Secretaries	Prior to (date)
	Grading of teams, including any meetings in relation to grading	Email	IDNA Secretary	Club Secretaries IDNA Board	< 5 days of teams graded, < 3 days from decision
	IDNA Calendar	Email Website	IDNA Secretary	Club Secretaries IDNA Board	< 7 days of calendar finalised / Prior to (date)
	Come and Try Days	Email Social Media Website	IDNA Secretary Media Officer	Club Secretaries	Prior to (date)
	Registration platform/changes	Email	IDNA Secretary Membership Director	Club Secretaries	< 3 days after notified of platform/change

Communication Category	Communication	Delivery of Communication	Communication From	Stakeholder	Timeframe
	Game timeslots	Email Social Media Website	IDNA Secretary Media Officer	Club Secretaries	< 3 days after decision
	Allocated grades to timeslots	Email	IDNA Secretary Media Officer	Club Secretaries	< 3 days after decision on timeslots
	Club days	Email	IDNA Secretary	Club Secretaries	Prior to (date)
	Grading day information	Email Social Media	IDNA Secretary Media Officer	Club Secretaries	< 3 days after any decision on grading day
	ISS Stadium Fees	Email	IDNA Admin IDNA Secretary	Club Secretaries	<7 days after notification of fees
SEASON	Coaching Courses	Email Social Media	IDNA Secretary Media Officer Player and Coach Development Director	Club Secretaries	< 3 days of receiving information about courses
	Draw/court/venue changes	Email	IDNA Secretary	Club Secretaries	< 48 hours of change
	Surveys	Email Social Media (depending on survey)	IDNA Secretary	Club Secretaries IDNA Members (depending on survey)	When required
	Changes to competition	Email Social Media Club representative group chat (urgent only)	IDNA Secretary Media Officer	Club Secretaries	< 3 days after change
	NetSetNet Skills information	Email	IDNA Secretary	Club Secretaries	Prior to (date)
	Carnivals	Email Social Media	IDNA Secretary Media Officer	Club Secretaries	< 3 days after any new information on carnivals received

Communication Category	Communication	Delivery of Communication	Communication From	Stakeholder	Timeframe
	IDNA carnival information	Email Social Media	IDNA Secretary Media Officer	Club Secretaries Relevant Clubs attending	< 3 days of any new information
	Finals information	Email	IDNA Secretary	Club Secretaries	<3 days after final round
	Grand final presentation information	Email Social Media	IDNA Secretary Media Officer	Club Secretaries	> 3 days from grand final day
	ISS bookings and changes to bookings	Email	IDNA Admin IDNA Secretary	Club Secretaries or contact on ISS booking form	<3 days after booking or change in booking
POST SEASON	End of season surveys	Email	IDNA Secretary	Club Secretaries	As they arise
SOCIAL	Fundraisers	Email Social Media Website	IDNA Secretary Relevant Director Media Officer	Club Secretaries	> 7 days prior to fundraiser event
	Social competitions	Email Social Media Website	IDNA Admin Media Officer	Club Secretaries IDNA members	As required
	IDNA social related surveys	Email Social Media	IDNA Admin IDNA Secretary Media Officer	Club Secretaries IDNA members	As required
	Social events	Email Social Media Website	IDNA Secretary Relevant Director Media Officer	Club Secretaries	As required
	Special competition day events	Email Social Media Website	IDNA Admin IDNA Secretary Relevant Director Media Officer	Club Secretaries	> 2 weeks before the competition day

Communication Category	Communication	Delivery of Communication	Communication From	Stakeholder	Timeframe
	Coaching Clinics	Email Social Media Website	IDNA Secretary Player and Coach Development Director Media Officer	Club Secretaries	As they occur
UMPIRE RELATED	Umpire allocations	Email	IDNA Secretary Director of Umpiring	Club Secretaries Club Umpire Convenors	> 7 days prior to competition
	Badging of umpires	Email	Director of Umpiring	Club Secretaries Club Umpire Convenors	As they occur
	Umpire courses	Email Social Media	IDNA Secretary Director of Umpiring Media Officer	Club Secretaries Club Umpire Convenors Representative Coaches	< 3 days after information received. > 2 weeks for IDNA courses
	Umpire education sessions	Email Social Media	IDNA Secretary Director of Umpiring Media Officer	Club Secretaries Club Umpire Convenors Representative Coaches	> 2 weeks prior to the course
	Umpire information sessions	Email	IDNA Secretary Director Of Umpiring Media Officer	Club Secretaries Club Umpire Convenors Representative Coaches	> 2 weeks prior to the course
	Umpire training sessions	Email	IDNA Secretary Director Of Umpiring	Club Secretaries Club Umpire Convenors	> 7 days prior to session

Communication Category	Communication	Delivery of Communication	Communication From	Stakeholder	Timeframe
	JUMP and SUP expressions of interest	Email Social Media	IDNA Secretary Director Of Umpiring Media Officer	Club Secretaries Club Umpire Convenors	> 2 weeks prior to closing date
	JUMP and SUP successful umpires	Email	IDNA Secretary Director of Umpiring	Club Secretaries Club Umpire Convenors	< 5 days of umpire being notified
	Requests for umpires	Email Social Media	IDNA Secretary Director of Umpiring	Club Secretaries Club Umpire Convenors	< 3 days from request
	Umpire rules discussion	Email	IDNA Secretary Director Of Umpiring	Club Secretaries	> 2 weeks prior to date
	EOI representative umpire opportunities	Email Social Media	IDNA Secretary Director of Umpiring Media Officer	Club Secretaries Club Umpire Convenors	>2 weeks prior to closing of EOI
REPRESENTATIVE	IDNA trial information	Email Social Media	IDNA Secretary Media Officer	Club Secretaries	> 3 weeks prior to closing date / Prior to (date)
	IAS trial information	Email Social Media	IDNA Secretary Media Officer	Club Secretaries	< 5 days from information received
	Blaze trial information	Email Social Media	IDNA Secretary Media Officer	Club Secretaries	< 5 days from information received
	Representative presentation	Email Social Media	IDNA Secretary Media Officer	Club Secretaries Representative Players Representative Coaches Representative Parents	> 2 weeks prior to RSVP date

Communication Category	Communication	Delivery of Communication	Communication From	Stakeholder	Timeframe
	Representative fundraisers	Email Social Media	IDNA Secretary Representatives Management Director Media Officer	Club Secretaries Representative Players Representative Coaches Representative Parents	> 7 days prior to event
	Coach/Manager application information	Email Social Media	IDNA Secretary Media Officer	Club Secretaries Previous Coaches and Managers	> 2 weeks prior to closing date
	EOI for additional players	Email Social Media	IDNA Secretary Media Officer	Club Secretaries	As they occur, > 7 days prior to closing date
	IDNA Selection Committee applications	Email	IDNA Secretary	Club Secretaries Previous Selectors	> 2 weeks prior to closing date
	Any complaints/issues and outcomes in relation to representative players/parents	Email	Representatives Management Director IDNA Secretary	Relevant Club Secretary Representative Player Representative Player Parents	< 3 days from incident/outcome
REGISTRATION RELATED	Information about late registrations	Email	Memberships Director	Club Secretaries	> 2 weeks prior to start of the season
	Queries about registrations	Email	Memberships Director	Club Secretaries	< 5 days of concern
	Concerns/issues with registration portal	Email	Memberships Director	Club Secretaries Club Registrars	ASAP
FINANCIAL RELATED	Outstanding accounts	Email	IDNA Treasurer	Relevant Club Secretary	As they occur
	Reimbursements/refunds	Email	IDNA Treasurer	Relevant Club Secretary	As they occur

Communication Category	Communication	Delivery of Communication	Communication From	Stakeholder	Timeframe
COMPETITION RELATED	Fines for competition non-compliance	Email	IDNA Secretary Competitions Director	Relevant Club Secretary	< 5 days of game
	Players not signing on for duty	Email	IDNA Secretary Competitions Director	Relevant Club Secretary	< 3 days of game
	Players not been allocated positions on scoresheet	Email	Competitions Director	Relevant Club Secretary	< 3 days from game
	Players playing unregistered	Email	Competitions Director Memberships Director	Relevant Club Secretary	< 3 days from game
	Queries in relation to game results, etc	Email	Competitions Director	Relevant Club Secretary	< 3 days from game
EXTERNAL INFORMATION	Emails from Blaze	Email Social Media	IDNA Secretary Media Officer	Relevant Club Secretary	< 3 days
	Emails and Memos from Netball NSW	Email Social Media	IDNA Secretary Media officer	Relevant Club Secretary	< 3 days
	Emails from Illawarra Academy of Sport	Email Social Media	IDNA Secretary Media Officer	Relevant Club Secretary	< 3 days
	Information from Wollongong City Council	Email	IDNA Secretary	Relevant Club Secretary	< 3 days
	Emails in relation to grant opportunities	Email	IDNA Secretary	Relevant Club Secretary	< 3 days