🟣 ACHILLES ADELAIDE – GUIDE COMMUNICATION & SAFETY GUIDE

💛 Growing Together

As our community continues to grow (which is amazing!), we want to make sure everyone feels **safe, supported and happy** at every session.

If you ever have any concerns, questions or feedback, please reach out to any of our Board members — we are always here to listen and support you.

Board Contacts:

- Justine Crawford (President) – justinecrawford@bigpond.com 0439 600 546
- Angela Evans (Temporary Secretary) – angelamevans@me.com 0412 848 286
- Emma Bruce (Treasurer) – bpek11@gmail.com 0409 095 488
- Cassie Hames – cassiehames@hotmail.com 0419 836 422
- Che Murray – chemuray37@hotmail.com 0437 078 887

We are all open and available for a chat 💛

📱 Session Contact Each Week

Each week, a **contact phone number** will be shared in the pairings email and Members Forum.

If you have any issues on the day, please use this number.

🤝 Before Each Session – Check In

Before heading out, please take a moment to connect with your athlete. Here are some questions you could ask:

- What would you like to do today?
- Would you like to use a tether and do you prefer it tight or loose?
- Do you have any injuries or anything I should know about?
- What type of information would you like from me?
- How do you prefer to be guided (left/right side, level of communication)?
- What is your goal for today?

🗣️ Feedback is a Good Thing

We are actively encouraging athletes to share feedback.

If an athlete gives you feedback:

- Please take it as a **positive**
- It shows trust and helps improve safety and experience
- Be open, adaptable and supportive

🚶‍♂️ Guiding Safely

- Slow down or stop in **busy or complex environments**
- When in doubt — **stop, communicate, reset**
- Always prioritise safety over pace or distance
- Aim to create a **clear, confident path** for your athlete

💬 Communication Matters

Good guiding is built on clear, consistent communication:

- Keep your athlete informed about surroundings
- Call out changes early (terrain, turns, people, obstacles)
- Check in regularly throughout the session

📝 Incident Reporting – Learning Together

If an incident occurs — whether it feels big or small — we really want to know about it.

We have an **online incident report form** that should be used to capture these moments. Reporting helps us identify patterns, improve safety, and support both athletes and guides.

👉 Incident Report Form

Please aim to complete the form within **24 hours** of the incident.

We also ask that you **notify Justine Crawford as soon as possible**, so we can respond and support where needed.

This is a **no-blame environment** — we are aiming for open, honest feedback and shared learning.

We are incredibly grateful for everything our guides and athletes do to support each other and make this community what it is 💛

💛 Volunteering with Achilles

Everything you do as a guide is given as a volunteer, and that generosity is the heart of Achilles Adelaide.

Many of our guides bring wonderful skills from their own working lives, and we just ask that volunteering and paid work stay separate — when you are guiding with Achilles, you are here as a volunteer.

Achilles is also not a place to seek or offer paid work. We completely understand that great people meet through Achilles and that athletes value trusted support. If paid arrangements are ever made, they belong outside Achilles — not through our sessions, emails or member forums. This keeps things simple, fair and pressure-free for everyone. 💛

🟡 A Final Thank You

What you do as a guide is genuinely special.

You are creating access, confidence and connection — and that matters more than anything.