

COMMUNICATION



Policy	Communication Policy	Version	1
Drafted	October 2023	Approval Date	24 January 2024
Responsibility	Coastal Sparks Netball Club	Review Date	November 2024

Our commitment

All communication including electronic and non-electronic communication is essential for sharing club news and information with members. Our communication will be timely, appropriate and related to club business.

What we will do

We use a range of electronic tools to communicate with our members. Including, but limited to the following for club related business:

- Facebook
- Club Email
- Club Website
- Club Instagram
- Mobile Phone
- Apps

Our communication will protect members' privacy, maintain clear boundaries and ensure that bullying and harassment does not occur.

A member of the Executive Committee of Coastal Sparks Netball Club, will oversee and provide accountability and control over material published on our club's website and any related discussion groups or social media websites, such as Facebook, YouTube, and Instagram or any other social media which is used by our members where the club is mentioned.

Any team or its representative that creates or publishes and prints or distributes its own team newsletter must do so in its team name only and not in the name of the Club. The Committee must be included on the distribution list for the team newsletter. Any team that creates their own social media page must create the page in their team name only and not in the name of the Club. In addition, the social media page must have an Executive Committee Member as a member on that social media page.

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Website

Our website will include current information on competitions, social events, committees, policies, constitution, rules and by-laws.

- No offensive content or photos will be published
- Permission from members will be requested online at time of registration ,to allow the club to publish photos of members.
- We will seek feedback from members to improve the information available on the site.

SMS and Email

Members; including coaches, team managers, umpires and committee members may use SMS and email to provide information about competition, training, club-sanctioned social events and other relevant club business, however:

- SMS messages should be succinct and about club/team matters only.
- Email communication will be used when lengthy information is required.
- Communication involving members under the age of 16 years will be directed through their parents at all times.
- The club will not pass on any phone numbers/email addresses to other members or third parties without consent.

Electronic communication

- Should be restricted to club matters
- Must not intentionally offend, intimidate, humiliate or bully another person
- Must not be misleading, false or injure the reputation of another person
- Should respect and maintain the privacy of members
- Will not bring the club into disrepute.

Coaches and others who work with children and young people must direct electronic communication through the child's (aged 16 years or less) parents or guardian at all times. The exception to this requirement is club umpires, who with the consent of their parents, may receive direct electronic communication for the purpose of advising umpire details only. If child's information was provided to club at time of registration please notify club register to change/update to parent's information.

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Non-compliance

Members may face disciplinary action for sending inappropriate electronic communication or posting online content or comments that harass, offend, intimidate, humiliate another member or bring the club into disrepute, as outlined in our member protection policy, code of conduct or other club, Association or Netball Australia policy. Under certain circumstances, cyber bullying (e.g. bullying that is carried out through an internet service such as email, a chat room, discussion group, instant messaging or website) is a criminal offence that can be reported to the police.

All members have the right and are encouraged to contact Coastal Sparks Netball Club in any instances where non-compliance has occurred. Any incidence of non-compliance to this policy will be dealt with in line with the Coastal Sparks Netball Club – Discipline Policy and any other relevant Club, Association or Netball Australia policy.

In addition, members who publish false or misleading comments about another person in the public domain (e.g., Facebook, YouTube or Twitter), may be liable for defamation under current Australian laws.

This policy should be read in conjunction with other Coastal Sparks Netball Club policies.