



Ormond Netball Club Communication Policy

Our Commitment

Electronic communication is essential for sharing club news and information with our members, either directly or through parents where members are under 18 years of age. Ormond Netball Club ("**ONC**") will strive to ensure that all communication will be in a timely manner, appropriate and related to club business, as well as protecting members' privacy.

ONC uses a range of electronic media to communicate with our members. This includes, but is not limited to, newsletters, email, website, phone apps, and the ONC Facebook and Instagram pages.

The ONC committee will maintain control over material published on ONC's website and any other public forums.

Website

- The ONC website will include current information about the club and its activities. These include but are not limited to, player registration information, current committee contacts, policies and uniforms.
- If we intend to publish photos of a player or players, we will ensure that permission has been granted in the registration process, and take care not to provide any identifying information.
- We will seek feedback from members to improve the information available on the site.

SMS & Email

Committee Members, Coaches and Team Managers may use SMS and email to provide information about competition, training, club related social events, and other club business.

- At the start of each year/season the nominated Team Manager will be provided with the contact details for the entire team, and will seek permission to share this information amongst the team.
- SMS messages should be short and used when a message needs to be distributed in a short time frame. Eg: cancellation of training due to weather.
- Email communication will be used when more information is required.
- Any emails sent through the club's email should be done so using the 'BCC' function to protect the privacy of all members.
- All information involving children (under 18) will be directed through parents, and if requested may also be sent to players' email addresses.
- Any player/parent who wishes to contact a member of the committee on a club related issue should do so through the club email address (ormondnetball@gmail.com). Committee members should not be contacted on their personal emails or phone numbers.

Apps

There are several apps now available, which can be used to communicate to teams, these apps include but are not limited to TeamApp and TeamStuff.

Whilst these apps are a great way to communicate to a team, it is up to the Coaches and/or Team Mangers to decide if this is the medium they choose to use to communicate to their teams.

All apps used should be free of charge to the members and not collect, store or misuse personal information.

Where members of the team are children, the app should be directed to the parents of the players, using the parent mode.

Administrators of the app should follow the same guidelines outlined in the SMS & Email section of this policy when using apps.

Social Media

Social media includes but is not limited to Facebook, Twitter, and Instagram.

ONC has set up and has responsibility for a club Facebook page, and a club Instagram page which are managed by members of the committee. The purpose of the club Facebook and Instagram pages is to both provide information of relevance to members of the club as well as allow non-members to gain an insight into our club. Anybody interacting with the pages should keep in mind that all content is public.

At this stage the club does not have a Twitter account, and there are no plans in the foreseeable future to create one.

Anything posted on social media in relation to ONC should abide by the following:

- All social media posts, blogs, and updates are treated as public comment.
- Posts (written, photos or video) will be relevant to the netball club and appropriate to be viewed by any age group.
- No personal information about members will be disclosed, including first names.
- Where relevant the club may use team names on a post, eg: "*Congratulations to the Ormond U15 Sunshine for winning the GF*".
- No statements made should be misleading, false or likely to question a person's reputation.
- No statements should be made which might bring our club into disrepute.

Creation of Team Based Facebook Pages

- Members wishing to create a team based Facebook page, may do so, must seek the approval of team members before adding them.
The club takes no responsibility for content on these pages, and it is up to the page moderator to ensure all content is deemed appropriate.

Members Responsibilities

We expect our members to conduct themselves appropriately when using any electronic communication to share information with other members or posting material on public websites or forums connected to the club.

All electronic communication:

- should be restricted to club matters
- must not 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
- must not bring the Club into disrepute.

Coaches and others who work with children and young people must direct electronic communication through the child's parents.

Consequences for breach of a code of behaviour

Any report of a player, parent, guardian or coach failing to abide by the communication policy will be investigated by the ONC Committee. If inappropriate behaviour is found to have occurred, the Committee will determine an appropriate response taking into account all relevant circumstances, including the nature and seriousness of the behaviour, influence by or impact on others, and past history.

Responses may include (without limitation):

- Verbal warning
- Parents called to collect a player from training early
- No further participation in training session or game
- Suspension from one or more Saturday games
- Removal from position (as coach)
- Suspension or termination of ONC membership

"Members" refers to both players and their parents, where players are under 18 years of age.