



COMMUNICATION & SOCIAL MEDIA

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. The Club 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.

The Club uses a range of electronic media to communicate with its members. This includes, but is not limited to:

- TeamApp,
- Email,
- Website, and
- The Clubs Facebook and Instagram pages.

The Clubs committee will maintain control over material published on the Clubs 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.

PLAYER COMMUNICATION – TEAMAPP & EMAILS

- The Club uses TeamApp as the core for regular communication and updates throughout the season. TeamApp allows the Committee to:
 - Send mass communications to members,
 - Store club documents for members to access,
 - Set training and game fixtures for players to RSVP,
 - Facilitate team chats and Club officials group chats in relation to club and game matters.
- At the start of each season each team will be allocated a team chat in TeamApp to use throughout the season. Parents, players (where applicable), Team Managers and Coaches will have read and write access to the chat.
- All messages within the team must be sent using TeamApp only. The content should be short and used when a message needs to be distributed in a short time frame, such as: cancellation of training due to weather, reminder for weekly scoring, etc.
- Email communication will be used by the Club in addition to TeamApp when more information is to be communicated to members.
- Any emails sent through the Clubs email should be done so using the 'BCC' function to protect the privacy of all members.
- All information involving junior players (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.
- Committee members should not be contacted on their personal emails or phone numbers.
- TeamApp and Netball Connect 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.
- Administrators of TeamApp are the Clubs Committee.

ORMOND NETBALL CLUB

Policies and Procedures

Version 3 : 23 May 2024
office@ormondnetball.com



SOCIAL MEDIA

The Clubs social media use includes but is not limited to Facebook and Instagram. The Club 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. Anything posted on social media in relation to the Club 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.
- 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.

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 Club officials 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 Clubs 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 games
 - Removal from position (as coach, team manager, committee)
 - Suspension or termination of ONC membership

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