



# Communication

<b>Policy – Communication</b>			
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<b>Revised</b>	Danielle Hine	<b>Revision info.</b>	V3: 23 Feb 2020 V2: 5 June 2017
<b>Other info.</b>		<b>Revision</b>	Yearly
<b>Related Parties</b>			
Anyone participating or utilising social media, or electronic communication incl. but not limited to, website, facebook, Team App, of the Club RCSC: Child Safe policy			
<b>Requirements</b>			
'Communications Manager' - Communications Committee Member or person appropriately appointed by the Committee			

## 1 Introduction

Electronic communication is essential for sharing club news and information with our members. Our communication will be timely, appropriate and related to club business.

### 1.1 Purpose

We use a range of electronic tools to communicate with our members.

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

### 1.2 Scope

A Communications manager (or appropriate delegate) will be appointed to 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 or Twitter.

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

### 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.
- You have the right to request a photo taken off by simply emailing the webmaster on [comms@ringwoodcitysc.com.au](mailto:comms@ringwoodcitysc.com.au)



# Communication

- We will seek feedback from members to improve the information available on the site.

## SMS and email

- Committee members, coaches and team managers may use SMS and email to provide information about competition, training, club-sanctioned social events and other club business, however:
  - SMS messages should be short and about club/team matters
  - email communication will be used when more information is required
- communication involving children will be directed through their parents, or in the case where a coach or team manager is given permission to contact a child, they **MUST** cc in the parent/guardian at all times.

## Social media websites

- We treat all social media postings, blogs, status updates and tweets as public 'comment'.
- Postings (written, photos or videos) will be family-friendly and feature positive club news and events.
- No personal information about our members should/will be disclosed.
- No statements will be made that are misleading, false or likely to injure a person's reputation.
- No statements will be made that might bring our club into disrepute.
- Abusive, discriminatory, intimidating or offensive statements will not be tolerated. Offending posts will be removed and those responsible will be blocked from the site.

## 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 or in the case where a coach or team manager is given permission to contact a child, they **MUST** cc in the parent/guardian at all times.

## Non-compliance

Members may face disciplinary action for sending inappropriate electronic communication or posting online content or comments that harass, offend, intimidate or humiliate another member, as outlined in our member protection policy or code of conduct.



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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.

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.

## 1.3 Other related information

Ringwood City Soccer Club Constitution  
Ringwood City Soccer Club Child Safety Policy  
[Clubhelp.org.au](http://Clubhelp.org.au)

### Timeline

#### Removal of photo

The Club will endeavor to remove the photo within 72hours of notification.

#### Discipline Action

Action will be taken as outlined In the Club Constitution.

### Out of Scope

#### Child Safety

No adult should make contact via any form of electronic communication with any minor without including their parent or guardian. This is important for the protection of all parties.