



Electronic Communication

Policy – Electronic Communication			
Author	Sudesh Prakash	Initial Date	June 2014
Revised	Ken Setiawan	Revision info.	V5: 1 August 2022 V4: 9 June 2021 V3: 23 Feb 2020 V2: 5 June 2017
Other info.	To be read in conjunction with other relevant Club policies, i.e. Club Code of Conduct and Child Safe Code of Conduct	Revision	Yearly
Related Parties			
Anyone participating in or utilising electronic communication and social media of the Club, including but not limited to website, Facebook, Instagram, e-mail, MailChimp, Apps (i.e. TeamApp, Heja, WhatsApp)			
Requirements			
<ul style="list-style-type: none"> • A Communications manager is to be appointed by the Committee to ensure oversight. This task may be delegated as required. • Ensure copy is available at www.ringwoodcitysc.com.au 			

1 Introduction

Electronic communication is essential for sharing Ringwood City Soccer Club (hereinafter 'RCSC' or 'Club') news and information with, and requests to, our members. Our communication will be timely, appropriate and related to Club business.



Electronic Communication

1.1 Purpose

RCSC uses a range of electronic tools to communicate with our members. RCSC communication will endeavour to protect members' privacy, maintain clear boundaries and ensure that bullying and harassment does not occur.

1.2 Scope

A Communications manager (or appropriate delegates) will be appointed to provide accountability and control over material published on the RCSC website and any related discussion groups or social media/electronic communication platforms used by the Club.

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 platforms connected to the club.

Website

- The RCSC website will include current relevant information including on competitions, registration, social events, committee and governance;
- No offensive content or photos will be published;
- Anyone has the right to request a photo taken off by emailing the webmaster on comms@ringwoodcitysc.com.au;
- The RCSC Committee will seek feedback from members to improve the information available on the site.

SMS, E-mail and Apps

Committee members, coaches and team managers may use SMS, e-mail and apps to provide information about competition, training, club-sanctioned social events and other club business, however:

- Messages through SMS and apps should be as succinct as possible;



Electronic Communication

- E-mail communication should be used when more information is required/needs to be provided;
- App communication can be used for a wide range of purposes, including for last-minute messages where it is important that senders can confirm that messages have been received and/or read. App communication/features may also be used for using calendar functions (i.e. for games and/or training), attendance records and chat/conversation streams. App functionality may also be used for the sharing of photos/videos, taking into account the same requirements for social media platforms.

Administration of team apps or group chats should be held by at least two Club officials (i.e. coach, team manager, club administrator). Club Officials must be adults, i.e. over the age of 18 years.

Communication involving children will be directed through their parent(s)/guardian(s), or in the case where a coach or team manager is given permission to contact a child directly, they MUST include parent/guardian(s) at all times (i.e. by using cc. in emails).

Social media

- RCSC treats all social media postings, blogs, status updates and tweets as public 'comment', including comments made on team groups (i.e. on WhatsApp, TeamApp, Heja);
- 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 the Club into disrepute;
- Abusive, discriminatory, racist, sexist, intimidating or offensive statements on RCSC social media platforms will not be tolerated. Offending posts will be



Electronic Communication

removed and all measures will be taken to ensure that those responsible will be blocked from the platform.

RCSC acknowledges and respects individuals' right to opinion and expression. Opinions expressed by RCSC members in their personal capacity (i.e. on their personal social media accounts) do not necessarily represent the views/opinions of the Club. Under no circumstances will the Club take responsibility for these views/opinions.

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 must direct electronic communication through the child's parent(s)/guardian(s) or in the case where a coach or team manager is given permission to contact a child, they **MUST** include parent/guardian(s) at all times (i.e. by using cc. in emails).

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 relevant RCSC policies, including but not limited to the Club Code of Conduct.

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, apps, or website) is a criminal offence that can be reported to the police.



Electronic Communication

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 Code of Conduct

Ringwood City Soccer Club Child Safety Policy

Ringwood City Soccer Club Child Safety Code of Conduct

2. Timeline

Removal of photo

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

Discipline Action

Action will be taken as outlined in the RCSC Code of Conduct.

3. 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.