

Communication Policy

Our commitment

Electronic communication is essential for sharing club news and information with our 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.

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

A web administrator will be appointed to provide accountability and control over material published on our club's website.

A social media officer will be appointed to provide accountability and control over materials published and any related discussion groups or social media platforms, such as Facebook, Instagram, Twitter.

Website

- Our website will include current information on competitions, member achievements, press releases, race reviews, social events, the club constitution, officers, policies and rules, and other content related to club activity
- Members may have access to content restricted to club members. This content should not be distributed publicly
- Our website will be used to manage and store member contact information. This will be stored and accessed securely and privately, and used only in connection with essential club business
- No offensive content or photos will be published, and copyright will be respected

- We will seek feedback from members to improve the information available on the site
- We will publish terms of service, a privacy policy and a cookie policy on our website

SMS and Email

Club officers and coaches may use SMS and email to provide information about training, competitions, club-sanctioned social events and other club business, however:

- SMS messages should be short and relate only to club matters
- email communication will be used when more information is required
- email communication will always be sent from an approved club email address, and it will be clear that it is club related communication
- members will have the ability to opt out of newsletter emails, but we reserve the right to communicate essential information to members by email
- communication involving children or vulnerable adults will be directed through their parent / guardian / nominated responsible adult

Social Media

- 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 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
- We reserve the right to remove access or information from social media at any time, without consultation

Member Conduct

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

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
- should not be advertising, for commercial gain, or other marketing purposes.

Genuine benefits and offers to club members should only ever be communicated via formal club communication and are subject to committee approval.

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.

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, Instagram, Twitter, etc) may be liable for defamation.