



## **ELECTRONIC COMMUNICATION POLICY**

### **BACKGROUND**

Electronic communication using a range of tools is essential for sharing news and information with our members. An electronic communication policy is important to ensure that all members of the croquet community can communicate effectively, and that the risks of inappropriate communication are minimized.

### **SCOPE**

This policy applies to all forms of electronic communication, written, verbal and visual, including but not restricted to phone calls, texting, email, online meeting media such as Skype, web publication, Facebook and other social media.

### **PRINCIPLES**

- 1 Communication within and by Croquet Victoria will be timely, appropriate and related to croquet matters.
- 2 We expect our members and staff to conduct themselves appropriately when
  - using electronic communication to share information or
  - posting croquet-related material on the Web or via social media
- 3 The provisions of the Croquet Victoria Code of Ethics and the Croquet Australia Member Protection Policy apply.

### **APPROPRIATE COMMUNICATION**

- 1 Public communication by members via media managed by Croquet Victoria or by individual clubs and regions affiliated with Croquet Victoria:
  - should be restricted to croquet-related 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 sport of croquet into disrepute.
- 2 Coaches and others who work with children and young people are expected to ensure that electronic communication with children and young people under 18 is not of a private nature.
- 3 If Croquet Victoria is notified of material published in breach of this policy, action will be taken to delete it.

### **WEBSITE**

- 1 The Croquet Victoria website will include current information on matters relevant to the sport and the development of croquet. This may include
  - policies, constitution, rules and by-laws
  - committees and officials
  - competitions and social events
  - club and regional resources
  - photographs and videos
  - promotional material.
- 2 Offensive content or photographs are not to be published.
- 3 Members posting identifiable photographs of individuals are expected to obtain the permission of the individual concerned, and, in the case of a child under 18, the permission of his or her parent or guardian.
- 4 Members have the right to request that contact information held on the member database not be published in the annual Croquet Victoria Address Book.

- 5 Contact information is not to be published in conjunction with any photograph of a child under 18.
- 6 Croquet Victoria will seek feedback from members to improve the information available on the site.

### **PHONE CALLS, SMS and EMAIL**

- 1 Croquet Victoria recognises that its staff and officials, committee members, coaches and team managers use phone calls, SMS and email to provide information about competition, training, officially organised social events, and other club or regional business.  
We recommend that:
  - SMS messages are short and focused
  - email communication is used when more information is required or provided
  - where members do not use email, they should be able to receive and provide information via the phone
  - where contact is via phone, the caller should identify themselves and their position
  - communication to children or young people under 18 are copied or advised to a club officer.
- 2 Group emails to members' personal email addresses should be sent Bcc, unless the email addresses are readily available online or permission has specifically been given.
- 3 Senders of group emails should indicate who the message is being sent to.

### **SOCIAL MEDIA**

- 1 On social media sites managed by Croquet Victoria members and staff should:
  - treat postings, blogs, status updates and tweets as public comment.
  - ensure that postings (written, photos or videos) are family-friendly.
  - avoid disclosing personal information about others
  - ensure they do not make statements that
  - are misleading, false or likely to injure a person's reputation.
  - might bring the sport of croquet into disrepute.
- 2 Croquet Victoria will not tolerate abusive, discriminatory, intimidating or offensive statements. The responsible site manager will remove offending posts. Repeat offenders will be blocked from accessing the site.

### **NON-COMPLIANCE**

- 1 Disciplinary action  
Members, officials and staff may face disciplinary action for sending inappropriate electronic communication or posting online content or comments that harass, offend, intimidate or humiliate another member.  
Rule 13 of the Croquet Victoria Constitution applies.
- 2 Other sanctions  
It is noted that
  - Cyber bullying (ie 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.
  - Anyone who publishes false or misleading comments about another person may face legal action.

### **AUTHORISATION**



Date adopted 16 October 2017  
Victorian Croquet Association Inc