



## HUB Communication & Social Media Policy 2022-25

HUB Netball Club (HUB) use digital communication to engage with internal and external stakeholders. HUB will take necessary measures to ensure safe and positive digital communication.

### Objective

- Provide a framework that supports the development, maintenance and enhancement of positive relationships through safe digital communication

### Scope

This policy is applicable to all HUB members and stakeholders that contribute to digital communication relevant to HUB.

Only the HUB President or designated person with prior authorization from the committee can make club statements on behalf of the club.

### Definitions

Electronic communication	Examples: email, website, Facebook, Twitter, YouTube, Messenger, WhatsApp, Snap Chat, Heja and Instagram
Post	Examples: emails, messages, comments, reactions, images, links and video.

### Website

1. Information on competitions, social events, committees, policies, constitution, rules and by-laws will be available on the HUB website
2. Permission (verbal/written/other) will be obtained from parents to upload photos of their children. If a request to remove a photo is received, action will be taken promptly
3. Care will be taken not to provide information that identifies individuals
4. A media, marketing and communications advisor will be appointed to develop and maintain the HUB website.

### Facebook/Instagram

1. Posts will feature club news and events in the interest of promoting the club and our sponsors
2. Permission will be obtained from parents to upload photos/videos of their children
3. Care will be taken not to provide information that identifies individuals



## HUB Communication & Social Media Policy 2022-25

### SMS, Email and Messaging App Platforms

1. HUB committee members, coaches and team managers may use SMS, Facebook and email to communicate club and team business
2. One on one communication between committee members, coaches, team managers with children (under 18) is strongly discouraged; wherever possible a third party (preferably the parent) will be copied in on all electronic communication with persons under age 18
3. Text communication should be short and relate to club matters
4. Where a higher level of information is required, email will be the preferred platform

### Club Member Electronic Communication Expectations

1. Be respectful and protect the reputation of HUB, dignity and privacy of Club members, and partner organisations.
2. Use electronic communications in an appropriate and safe manner
3. Not post in a way that could be considered as being abusive, harassing, discriminatory or offensive to any member, official, spectator or opposition
4. Posts must not be misleading, false or have potential or damage reputation
5. Report any and all unacceptable and/or offensive commentary to a committee member as soon as possible, who will then be responsible for ensuring its removal

### Non-Compliance

1. HUB members found to have contributed to unacceptable electronic communication, uploaded inappropriate content or engaged in communications that harass, offend, intimidate or humiliate, may face disciplinary action as determined by the HUB committee and may result in suspension
2. Posts on HUB channels that may be interpreted as destructive or negative may be hidden or deleted and users may be reported, temporarily suspended or blocked
3. Disciplinary action may also be taken against any member, by other organisations or individuals, where it is considered, actions may have been inappropriate, or have brought netball, the Club, SUNA or Netball SA into disrepute.



## HUB Communication & Social Media Policy 2022-25

### Guide for use of Digital Communication

1. Use communication that is appropriate to the function and context
2. Provide transparent contact for questions or enquiries arising from communication
3. Posts in private channels can be made public and can result in harm and distress even if not the intended purpose.
4. Cyber bullying (eg. bullying that is carried out through an internet service such as email, a chat room, discussion group, instant messaging or web pages) under certain circumstances is a criminal offence and may be reported to the appropriate authorities
5. Members publishing false or misleading comments about another person in the public domain (eg. Facebook or websites) may be liable for defamation and may be reported to the appropriate authorities