



Mornington Peninsula and Frankston City Table Tennis Association Inc (MFTTA)

COMMUNICATION POLICY

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Drafted By: Initial draft September 2020 by Max Coulthard then redrafted Oct 2020 and minor format changes 25 Oct 2020; name change to MFTTA

Approved and endorsed by: MPTTA Board of Directors at its meeting on 4 November 2020

Our commitment

Our communication will be timely, appropriate and related to Association business. We shall use conventional and electronic communications which are essential for sharing association news and information with our members.

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.

To protect the Association from the potential effects of the misuse and abuse of electronic communication, the following instructions are for all users whether employees, members, social users, contractors and sub-contractors of the Association.

Internet Use

Access to the Internet is provided by the Association for general information collection and dissemination. Inappropriate sites are not to be accessed by any staff or volunteers e.g. pornographic, gambling. The Association has the right to limit or exclude access on its computer equipment if private use is excessive or inappropriate.

Failure of any paid staff or volunteers to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal from roles. All members need to be aware that some forms of Internet conduct may lead to criminal prosecution.

Website

A webmaster will be appointed to provide accountability and control over material published on our Association's website and any related discussion groups or social media websites, such as Facebook, Instagram, Youtube or Twitter.

- 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.
- If we intend to publish a photo of a child, we will first seek permission from his or her parents/guardians and take care not to provide identifying information.
- We will seek feedback from members to improve the information available on the site.

SMS and email

Board members, staff, coaches and volunteer officials may use SMS and email to provide information about competition, training, Association-sanctioned social events and other Association business, however:

- Email facilities are provided for formal Association correspondence.
- SMS messages should be short and about Association/team matters.
- Email communication will be used when more information is required.
- Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite (e.g. cloud).
- Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.
- All emails sent must include the approved Association disclaimer.
- Communication involving children will be directed through their parents/guardians.
- Limited private use of email is allowed provided it doesn't interfere with or distract from an employee or volunteer's work. However, the Board has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
- No material is to be sent electronically which is defamatory, in breach of copyright or Association confidentiality, or prejudicial to the good standing of the Association in the community or to its relationship with staff, members, volunteers and any other person, club, Association or business with whom it has a relationship.
- Electronic communication must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others or concerns personal relationships.
- The email records of other persons are not to be accessed except by Board authorised management (or persons authorised by management) ensuring compliance with this policy, or by authorised staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.
- When using email, a person must not pretend to be another person or use another person's computer without permission.
- Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
- In the case of paid staff, failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.

For the purposes of this policy, the following definitions apply:

Social Media includes all Internet-based publishing technologies. Most forms of Social Media are interactive, allowing authors, readers and publishers to connect and interact with one another. The published material can often be accessed by anyone. Forms of Social Media include, but are not limited to, social or business networking sites (e.g. Facebook, LinkedIn), video and/or photo sharing websites (e.g. YouTube, Instagram), business/corporate and personal blogs, micro-blogs (e.g. Twitter), chat rooms and forums and/or Social Media:

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 will be disclosed without their written consent.
- 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 association 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.

What we ask you to do

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 Association.

Electronic communication:

- should be restricted to Association 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 Association into disrepute.

Coaches and others who work with children and young people must direct electronic communication through the child's parents/guardians.

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 or person(s) associated with the Association.

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, Instagram or Twitter) may be liable for defamation.

Professional Use of Social Media

The Association expects its Board members, employees, members and volunteers to maintain a certain standard of behaviour when using Social Media for work or personal purposes.

This policy applies to all Board members, employees, members, volunteers, contractors and sub-contractors of the Association who contribute to or perform duties such as:

- maintaining a profile page for the Association on any social or business networking site (including, but not limited to, LinkedIn, Facebook, Instagram, Twitter and Snapchat);
- making comments on such networking sites for and on behalf of the Association.
- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of the Association; and/or
- posting comments for and on behalf of the Association on any public and/or private web-based forums or message boards or other internet sites.

Procedure

No member, volunteer, employee, contractor or sub-contractor of the Association is to engage in Social Media as a representative or on behalf of the Association unless they first obtain the Association's written approval.

If any member, volunteer, employee, contractor or sub-contractor of the Association is directed to contribute to or participate in any form of Social Media related work, they are always to act in a professional manner and in the best interests of the Association. Prior to uploading, any social media content must be approved by the General Manager/Assistant GM or have Board approval.

All employees, members, volunteers, contractors and sub-contractors of the Association ensure they do not communicate any:

- confidential information relating to the Association or its members or related parties;
- material that violates the privacy or publicity rights of another party; and/or
- information, (regardless of whether it is confidential or public knowledge), about other table tennis clubs and associations, TTV, TTA or ITTF bodies representing Table Tennis, contractors or subcontractors of the Association without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other Internet sites.

Confidential Information includes any information in any form relating to the Association and related bodies, members, volunteers and those dealing with the Association (suppliers, contractors and other clubs and Associations) which is not in the public domain. This includes, but is not limited to information relating to the Association Board minutes, membership details, strategies, policies and procedures, and information about partners, alliances and other interested parties that the Association work with.

Private / Personal Use of Social Media

Procedure

The Association acknowledges its members, employees, volunteers, contractors and sub-contractors have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by the Association. However, inappropriate behaviour on such sites has the potential to cause damage to the Association, as well as its members, volunteers, employees and suppliers.

For this reason, all members, volunteers, employees, contractors and sub-contractors of the Association must agree to not publish any material, in any form, which identifies themselves as being associated with the Association or its members, related parties such as coaches and umpires, or suppliers.

All employees whether voluntary or paid, members, contractors and sub-contractors of the Association must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

- is intended to (or could possibly) cause insult, offence, intimidation or humiliation to the Association or its members, employees, or suppliers;
- is defamatory or could adversely affect the image, reputation, viability or profitability of the Association, or its members, employees, or suppliers; and/or
- contains any form of confidential Information relating to the Association, or its members, employees, or suppliers;

All members, employees, volunteers, contractors and sub-contractors of the Association must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment, suspension or termination of membership or removal of rights or privileges, or (for contractors and sub-contractors) the termination or non-renewal of contractual arrangements.

Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and/or permanently or temporarily denying access to all or part of the Association 's computer network.

Process on Leaving the Association

All Board members, employees, contractors, sub-contractors, volunteers or other related parties who have access to the Association Internet and/or Email Use who leave the Association for whatever reason will immediately have their email and internet access cancelled. It is therefore important not to leave any personal information or personal documents on Association equipment such as computers, tablets or phones nor any software the Association may make available for business use, such as Dropbox, Google, Microsoft 365 and other products utilised from time to time.