

SOCIAL MEDIA POLICY TEMPLATE

This template serves as a starting point for a sports social media policy for sporting clubs/organisations. It is important that this template is only used as a guide and starting point and that your club/organisation adapts and modifies the template to suit your needs.

Once completed, the draft should be circulated among stakeholders for comment. Legal advice should also be sought by the sporting organisation prior to adoption of the policy.

In this document QHPSC refers to your organisation or club.

There is also an accompanying document and video guide to this template, giving you some context and background to social media policy. You can find this on Play by the Rules in the Social Media Toolkit - <http://www.playbytherules.net.au/toolkits/social-media-toolkit>.

This template was developed by Play by the Rules (www.playbytherules.net.au) and the Tasmanian Government through Communities, Sport and Recreation (<http://www.dpac.tas.gov.au/divisions/csr/sportrec>).

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Quakers Hill Pirates Softball Club

SOCIAL MEDIA POLICY

Policy overview and purpose

Social media is changing the way we communicate.

This policy has been developed to inform our community about using social media so people feel enabled to participate, while being mindful of their responsibilities and obligations. In particular, this policy provides practical guidance allowing all parties to benefit from the use of social media, while minimising potential risks and protecting those involved.

This policy assists to establish a culture of openness, trust and integrity in all online activities related to QHPSC.

This policy contains QHPSC guidelines for the QHPSC community to engage in social media use. It also includes details of breaches of the policy.

In circumstances where guidance about social media issues has not been given in this policy, we suggest you use common sense or seek out advice from those who have approved this policy.

Underlying principles

This policy complements QHPSC core values:

OUR CLUBS GOALS

Develop the game of softball

Provide a social environment for families

Instilling values of sportsmanship, teamwork, honesty and community spirit

Encourage wellbeing through participation

Provide a fun atmosphere

Member Protection Officer & Club President are responsible for all matters related to this policy.

Coverage

This policy applies to all persons who are involved with the activities of QHPSC, whether they are in a paid or unpaid/voluntary capacity <<AMEND ANY THAT ARE NOT APPLICABLE AND/OR TO REFLECT CLUB, STATE AND/OR NATIONAL LEVEL AS RELEVANT>> and including:

- members, including life members of QHPSC
- persons appointed or elected to QHPSC boards, committees and sub-committees;
- employees of QHPSC;
- members of the QHPSC Executive;
- support personnel, including managers, physiotherapists, psychologists, masseurs, sport trainers and others;
- coaches and assistant coaches;
- athletes;
- referees, umpires and other officials;
- member associations

- <<AFFILIATED CLUBS AND ASSOCIATED ORGANISATIONS>>; and
- SPECTATORS AND FAMILY MEMBERS.

(NOTE: ORGANISATION TO CONSIDER COVERAGE AND ENSURE THAT IT ALIGNS WITH OBLIGATIONS ON THOSE PERSONS TO COMPLY WITH THE POLICY).

Scope

Social media refers to any online tools or functions that allow people to communicate and/or share content via the internet.

This social media policy applies to platforms including, but not limited to:

- Social networking sites (e.g. Facebook, Twitter, LinkedIn, Google+, Pinterest, Yammer, etc)
- Video and photo sharing websites or apps (e.g. YouTube, Vimeo, Instagram, Flickr, Vine, etc)
- Blogs and micro-blogging platforms (e.g. Tumblr, Wordpress, Blogger, etc)
- Review sites (e.g. Yelp, Urban Spoon, etc)
- Live broadcasting apps (e.g. Periscope, Meerkat, Facebook Mentions, etc)
- Podcasting (e.g. iTunes, Stitcher, Sound cloud, etc)
- Geo-spatial tagging (e.g. Foursquare, etc)
- Online encyclopaedias (e.g. Wikipedia, etc)
- Instant messaging (e.g. SMS, Skype, Snapchat, WhatsApp, Viber, etc)
- Online multiplayer gaming platforms (e.g. World of Warcraft, Second life, Xbox Live, etc)
- Online voting or polls
- Public and private online forums and discussion boards
- Any other online technologies that allow individual users to upload and share content.

This policy is applicable when using social media as:

1. an officially designated individual representing QHPSC on social media; and
2. if you are posting content on social media in relation to QHPSC that might affect QHPSC business, products, services, events, sponsors, members or reputation.

(NOTE: Refine the above in relation to what the organisation provides).

NOTE: This policy does not apply to the personal use of social media where it is not related to or there is no reference to QHPSC or its business, competitions, teams, participants, products, services, events, sponsors, members or reputation. However, any misuse by you of social media in a manner that does not directly refer to QHPSC may still be regulated by other policies, rules or regulations of QHPSC.

(NOTE: Refine the above in relation to what the organisation provides).

Using social media in an official capacity

You must be authorised by our Club Secretary before engaging in social media as a representative of QHPSC.

To become authorised to represent QHPSC in an official capacity, you must have <https://esafety.gov.au/esafety-information/games-apps-and-social-networking> .

As a part of QHPSC, community you are an extension of the QHPSC brand.

As such, the boundaries between when you are representing yourself and when you are representing QHPSC can often be blurred. This becomes even more of an issue as you increase your profile or position within QHPSC. Therefore it is important that you

represent both yourself and QHPSC appropriately online at all times.

Guidelines

You must adhere to the following guidelines when using social media related to QHPSC or its business, products, competitions, teams, participants, services, events, sponsors, members or reputation.

Use common sense

Whenever you are unsure as to whether or not the content you wish to share is appropriate, seek advice from others before doing so or refrain from sharing the content to be on the safe side.

When using social media, the lines between public and private, personal and professional, may be blurred. Remember, you are an ambassador for QHPSC.

Protecting your privacy

Be smart about protecting yourself and your privacy.

When posting content online there is potential for that content to become publicly available through a variety of means, even if it was intended to be shared privately. Therefore, you should refrain from posting any content online that you would not be happy for anyone to see, even if you feel confident that a particular individual would never see it.

Where possible, privacy settings on social media platforms should be set to limit access. You should also be cautious about disclosing your personal details.

Honesty

Your honesty—or dishonesty—may be quickly noticed in the social media environment. Do not say anything that is dishonest, untrue or misleading. If you are unsure, check the source and the facts

before uploading or posting anything. QHPSC recommends erring on the side of caution – if in doubt, do not post or upload.

Do not post anonymously, using pseudonyms or false screen names. Be transparent and honest. Use your real name, be clear about who you are and identify any affiliations you have.

If you have a vested interest in something you are discussing, point it out. If you make an endorsement or recommendation about something you are affiliated with, or have a close relationship with, you must disclose that affiliation.

The web is not anonymous. You should assume that all information posted online can be traced back to you. You are accountable for your actions both on and offline, including the information you post via your personal social media accounts.

Use of disclaimers

Wherever practical, include a prominent disclaimer stating who you work for or are affiliated with (e.g. member of QHPSC) and that anything you publish is your personal opinion and that you are not speaking officially. This is good practice and is encouraged, but don't count on it to avoid trouble — it may not have legal effect.

Reasonable use

If you are an employee of QHPSC, you must ensure that your personal use of social media does not interfere with your work commitments or productivity.

Respect confidentiality and sensitivity

When using social media, you must maintain the privacy of QHPSC confidential information. This includes information that is not publically accessible, widely known, or not expected to be shared outside of QHPSC.

Remember, if you are online, you are on the record—much of the content posted online is public and searchable.

Within the scope of your authorisation by QHPSC, it is perfectly acceptable to talk about QHPSC and have a dialogue with the community, but it is not okay to publish confidential information of QHPSC. Confidential information includes things such as details about litigation, unreleased product information and unpublished details about our : e.g. team, coaching practices, financial information and trade secrets>>.

When using social media you should be considerate to others and should not post information when you have been asked not to, or where consent has not been sought and given. You must also remove information about another person if that person asks you to do so.

Permission should always be sought if the use or publication of information is not incidental, but directly related to an individual. This is particularly relevant to publishing any information regarding minors. In such circumstances, parental or guardian consent is mandatory.

Gaining permission when publishing a person's identifiable image

You must obtain express permission from an individual to use a direct, clearly identifiable image of that person.

You should also refrain from posting any information or photos of a sensitive nature. This could include accidents, incidents or controversial behaviour.

In every instance, you need to have consent of the owner of copyright in the image.

Complying with applicable laws

Do not post or link to content that contains illegal or indecent content, including defamatory, vilifying or misleading and deceptive content.

Abiding by copyright laws

It is critical that you comply with the laws governing copyright in relation to material owned by others and QHPSC own copyrights and brands.

You should never quote or use more than short excerpts of someone else's work, and you should always attribute such work to the original author/source. It is good practice to link to others' work rather than reproduce it.

Discrimination, sexual harassment and bullying

The public in general, and QHPSC employees and members, reflect a diverse set of customs, values and points of view.

You must not post any material that is offensive, harassing, discriminatory, embarrassing, intimidating, sexually explicit, bullying, hateful, racist, sexist or otherwise inappropriate.

When using social media you may also be bound by QHPSC values and Anti-Discrimination, Harassment and Bullying Policy Members Code of Behaviour.

Avoiding controversial issues

Within the scope of your authorisation by QHPSC, if you see misrepresentations made about QHPSC in the media, you may point that out to the relevant authority in your CNSA. Always do so with respect and with the facts. If you speak about others, make sure what you say is based on fact and does not discredit or belittle that party.

Dealing with mistakes

If QHPSC makes an error while posting on social media, be upfront about the mistake and address it quickly. If you choose to modify an earlier post, make it clear that you have done so. If someone accuses QHPSC of posting something improper (such as their copyrighted material or a defamatory comment about them), address it promptly and appropriately and if necessary, seek legal advice.

Conscientious behaviour and awareness of the consequences

Keep in mind that what you write is your responsibility, and failure to abide by these guidelines could put your MEMBERSHIP at risk.

You should always follow the terms and conditions for any third-party sites in which you participate.

Branding and intellectual property of QHPSC

You must not use any of QHPSC's intellectual property or imagery on your personal social media without prior approval from QHPSC.

QHPSC's intellectual property includes but is not limited to:

- trademarks
- logos
- slogans
- imagery which has been posted on QHPSC official social media sites or website.

You must not create either an official or unofficial QHPSC presence using the organisation's trademarks or name without prior approval from QHPSC.

You must not imply that you are authorised to speak on behalf of QHPSC unless you have been given official authorisation to do so by Club Secretary.

Where permission has been granted to create or administer an official social media presence for QHPSC, you must adhere to the QHPSC Branding Guidelines.

(NOTE: Insert details of Branding Guidelines reference).

Policy breaches

Breaches of this policy include but are not limited to:

- Using QHPSC's name, motto, crest and/or logo in a way that would result in a negative impact for the organisation, clubs and/or its members.
- Posting or sharing any content that is abusive, harassing, threatening, demeaning, defamatory or libellous.
- Posting or sharing any content that includes insulting, obscene, offensive, provocative or hateful language.
- Posting or sharing any content, which if said in person during the playing of the game would result in a breach of the rules of the game.
- Posting or sharing any content in breach of QHPSC's anti-discrimination, racial discrimination, sexual harassment or other similar policy.
- Posting or sharing any content that is a breach of any state or Commonwealth law.
- Posting or sharing any material to our social media channels that infringes the intellectual property rights of others.
- Posting or sharing material that brings, or risks bringing QHPSC, its affiliates, its sport, its officials, members or

sponsors into disrepute. In this context, bringing a person or organisation into disrepute is to lower the reputation of that person or organisation in the eyes of the ordinary members of the public.

Reporting a breach

If you notice inappropriate or unlawful content online relating to QHPSC or any of its members, or content that may otherwise have been published in breach of this policy, you should report the circumstances immediately.

Report to Club Member Protection officer or Club President details can be found on website www.qhpsc.sportingpulse.net

Further information about reporting breaches:

- For a complaint about the misuse of social media relating to a match or competition that occurs either prior to, during, or after a game; refer to QHPSC Members Codes of behaviours.
- For a complaint about the misuse of social media that is general in nature and/or ongoing and does not apply to a particular game; refer to MEMBER PROTECTION POLICY.

Investigation

Alleged breaches of this social media policy may be investigated according to QHPSC's RELEVANT POLICIES OR REGULATIONS.

Where it is considered necessary, QHPSC may report a breach of this social media policy to police.

Disciplinary process, consequences and appeals

Depending on the circumstances breaches of this policy may be dealt with in accordance with the disciplinary procedure contained in the QHPSC's Member Protection Policy.

(NOTE: Replace with other appropriate documentation if this information is not included within the Member Protection Policy).

Employees of QHPSC who breach this policy may face disciplinary action up to and including termination of employment in accordance with QHPSC Member Protection Policy or any other relevant policy.

Appeals

Any person who is sanctioned under a disciplinary process for breach of this policy may have a right of appeal under Member protection policy.

(NOTE: ORGANISATION TO CONSIDER WHETHER THERE IS AN APPEAL RIGHT COVERED IN RELEVANT MEMBER PROTECTION POLICY OR OTHER RELEVANT POLICY)

Related policies

- Code of Conduct
- Anti-Discrimination, Harassment and Bullying Policy
- Acceptable IT use Policy
- Member Protection Policy
- Grievance Policy
- Child Protection Policy
- Data Protection Privacy Policy, including opt-in consents
- Appeals & Resolution Procedures Policy

(NOTE: Add/remove additional related policies as applicable to the sporting organisation)

Other legal considerations that may be applicable include but are not limited to:

- Defamation
- Intellectual property laws, including copyright and trade mark laws, Privacy, confidentiality and information security laws
- Anti-discrimination laws
- Employment laws
- Advertising standards
- *Charter of Human Rights and Responsibilities Act 2006*

- *Information Privacy Act 2000*
- Equal opportunity laws
- Contempt of Court
- Gaming laws