

# 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 <<SPORTING ORGANISATION>> 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](http://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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## 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 the **Nathalia Lawn Tennis Club**

This policy contains the **Nathalia Lawn Tennis Club** guidelines for the **Nathalia Lawn Tennis Club** 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 the **Nathalia Lawn Tennis Club's** vision and core values:

**Vision:** Nathalia Lawn Tennis Club thrives on a vibrant and community focused atmosphere whilst providing inclusive, safe and welcoming tennis participation opportunities.

**Values:**

- Social and Vibrant
- Welcoming, Inclusive and Accommodating
- Authentic, Proud and Loyal

The **Nathalia Lawn Tennis Club** committee is responsible for all matters related to this policy.

## **Coverage**

This policy applies to all persons who are involved with the activities of the **Nathalia Lawn Tennis Club** including:

- members, including life members of the **Nathalia Lawn Tennis Club**
- persons appointed or elected to committees and working groups;
- support personnel, including team managers.
- coaches and assistant coaches;
- players;
- umpires and other officials;
- member associations including the Goulburn Murray Lawn Tennis Association and the Shepparton Junior Tennis Association; and
- spectators, supporters and family members.

## 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 the **Nathalia Lawn Tennis Club** on social media; and
2. if you are posting content on social media in relation to the **Nathalia Lawn Tennis Club** that might affect the **Nathalia Lawn Tennis Club** events, sponsors, members or reputation.

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 the **Nathalia Lawn Tennis Club** or its competitions, teams, participants, events, sponsors, members or reputation. However, any misuse by you of social media in a manner that does not directly refer to the **Nathalia Lawn Tennis Club** may still be regulated by other policies, rules or regulations of the **Nathalia Lawn Tennis Club**.

### ***Using social media in an official capacity***

You must be authorised by a member of the **Nathalia Lawn Tennis Club** general committee before engaging in social media as a representative of the **Nathalia Lawn Tennis Club**.

As a part of the **Nathalia Lawn Tennis Club** community you are an extension of the **Nathalia Lawn Tennis Club's** values.

As such, the boundaries between when you are representing yourself and when you are representing the **Nathalia Lawn Tennis Club** can often be blurred. Therefore it is important that you represent both yourself and the **Nathalia Lawn Tennis Club** appropriately online at all times.

## **Guidelines**

You must adhere to the following guidelines when using social media related to the **Nathalia Lawn Tennis Club** or its competitions, teams, participants, 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 the **Nathalia Lawn Tennis Club**.

### ***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. The **Nathalia Lawn Tennis Club** 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 the **Nathalia Lawn Tennis Club**) 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.

### ***Respect confidentiality and sensitivity***

When using social media, you must maintain the privacy of the **Nathalia Lawn Tennis Club**'s confidential information. This includes information that is not publically accessible, widely known, or not expected to be shared outside of the **Nathalia Lawn Tennis Club**.

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

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.

### ***Discrimination, sexual harassment and bullying***



The public in general, and the **Nathalia Lawn Tennis Club's** 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 the **Nathalia Lawn Tennis Club's** Member Protection, Equal Opportunity and Gender Equity Policy, and Code of Behaviour Policy.

### ***Avoiding controversial issues***

Within the scope of your authorisation by the **Nathalia Lawn Tennis Club**, if you see misrepresentations made about the **Nathalia Lawn Tennis Club** in the media, you may point that out. However, 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 you make an error while posting on social media, be up front 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 you 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.

You must not imply that you are authorised to speak on behalf of the **Nathalia Lawn Tennis Club** unless you have been given official authorisation to do so by a member of the general committee.

## **Policy breaches**

Breaches of this policy include but are not limited to:

- Using the **Nathalia Lawn Tennis Club**'s name in a way that would result in a negative impact for the club 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 the **Nathalia Lawn Tennis Club**'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 the **Nathalia Lawn Tennis Club**, 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 the **Nathalia Lawn Tennis Club** or any of its members, or content that may otherwise have been published in breach of this policy, you should report the circumstances immediately by contacting any member of the **Nathalia Lawn Tennis Club** Committee.

- a game; refer to <<INSERT RELEVANT AREA OF THE SPORTING ORGANISATIONS'S RULES>>.

- 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 <<INSERT RELEVANT AREA OF MEMBER PROTECTION POLICY AND/OR GRIEVANCE POLICY>>.

### ***Investigation***

Alleged breaches of this social media policy may be investigated according to the **Nathalia Lawn Tennis Club's** Member Protection Policy.

Where it is considered necessary, the **Nathalia Lawn Tennis Club** may report a breach of this social media policy to police.