

CHARLESTOWN NETBALL ASSOCIATION



SOCIAL MEDIA AND CYBER SAFETY POLICY

Policy adopted: 25 March 2021

Policy goal

1. Charlestown Netball Association (hereafter referred to as CNA) has a responsibility to provide a cyber-safe sporting environment for our playing and non-playing members and for its affiliated clubs (hereafter referred to as Clubs).
2. Cyber safety is the safe and responsible use of Information and Communication Technologies (ICT), including the use of mobile phones, the internet, and social media. A cyber safe environment can be achieved by building on and promoting the respectful use of technology whilst at the same time working to minimise risks.

Organisational responsibilities

1. CNA take seriously its responsibility to provide a cyber-safe sporting environment for its members. The guidelines in this policy will provide advice and direction in relation to what is considered acceptable electronic communication and conduct between and by members of the CNA.
2. Spectators and members of the public who are not members of CNA do not fall within the CNA jurisdiction with respect to this policy. However any incident relating to them involving a member of CNA will be referred to the relevant club (if known) and/or the police (if appropriate).
3. ICT devices and equipment bring great benefits to all users and to the effective operation of CNA and its clubs with respect to: (i) the provision of expedient dissemination of information; (ii) the ability to promote the sport; and (iii) the ability for members to connect with others within the organisation.
4. Responsible use of ICT includes:
 - a. Use of CNA and Club websites to provide information about competitions, committees, policies, rules, social events or other association or club related issues;
 - b. Use of SMS and/or email by CNA and Club officials to communicate Association and Club business and sanctioned social events (via parents in the case of minors); and
 - c. Use of CNA and Club social network outlets (e.g. Facebook, Instagram, Twitter) to promote Association and Club news and events (permission to be obtained from featured individuals).
5. CNA and affiliated clubs are to:
 - a. Adopt, implement and apply this policy to their communication strategies.
 - b. Ensure members are aware of this policy (i.e. promote this policy to all members)

- c. Implement and maintain effective and responsible social media and cyber-safe practices which aim to maximise the benefits of ICT and allow for the effective operation of CNA, whilst minimising and managing known risks.
- 6. All use of Social Media platforms which are directly governed by, or relate to the operations of, CNA and affiliated clubs, will be regulated by this policy and relevant Codes of Behaviour and Position Statements outlined in Netball NSW Member Protection Policy.
- 7. This policy is applicable when using social media as:
 - a. An officially designated individual representing CNA or an affiliated club/team on social media; and
 - b. If you are posting content on social media in relation to CNA or an affiliated club which may affect our operations, services, events, sponsors, members, or reputation.
 - c. Note: This policy (in particularly clause (b) above) does not apply to the personal use of social media where there is no reference to CNA or an affiliated club or an Executive Member of CNA or affiliated club.
- 8. When using social media in an official capacity:
 - a. You must be authorised by CNA or an affiliated club before engaging in social media as a representative of Netball.
 - b. As a part of the Netball community you are an extension of CNA and affiliated club brands. As such, the boundaries between when you are representing yourself and when you are representing Netball can often be blurred. This becomes even more of an issue as you increase your profile or position within Netball. Therefore, it is important that you represent both yourself and Netball appropriately online at all times.

Individual member responsibilities

1. All members of CNA and any affiliated club (both playing and non-playing members) are required to :
 - a. comply with the standards of conduct outlined in this policy; and
 - b. understand the possible implications and consequences of breaching the policy.
2. All members of CNA and any affiliated club (both playing and non-playing members) have a responsibility that all online communications are kept within CNA's expectations in relation to appropriate and respectful interactions of the internet, social media and ICT use.
3. All members of CNA and any affiliated club (both playing and non-playing members) must not post or send inappropriate comments via the internet or CNA about CNA, any CNA

member, any Club or Organising Body of netball where (a) if said in person during the conduct of a netball game or sanctioned netball event would result in disciplinary action being taken, or (b) such comments or posts would be in breach of the **Netball NSW Member Protection Policy**.

Cyber bullying and inappropriate conduct

1. “Cyber bullying is a way of delivering covert psychological bullying. It uses information and communication technologies to support deliberate, repeated and hostile behaviour, by an individual or group that is intended to harm others.” — Bill Belsey, 2007

Cyber bullying can be described as any harassment, insult and humiliation that occurs through the electronic mediums such as email, mobile phones, social networking platforms, etc.

2. Inappropriate conduct includes, but is not limited to, the following misuse of technology:
 - a. harassing, teasing, intimidating or threatening another CNA or Club member via electronic means;
 - b. sending or posting inappropriate and hurtful e-mail messages, instant messages, text messages, phone messages, digital pictures or images, or website/internet postings (including social network outlets e.g. Facebook, Instagram, Twitter, SnapChat, blogs, etc) and is irrespective of whether the page could be viewed by the wider public or not;
 - c. sending, receiving and/or possession of naked or sexually explicit images of a person.
3. CNA and affiliated Club members are to consider the following social media and cyber safety recommendations:
 - a. Be aware that postings, comments and/or messages from their individual ICT account or mobile phones will remain the responsibility of the account owner unless the account owner can prove that their account had been accessed by an unauthorised person and by a method outside of their control;
 - b. Be vigilant about the security of their account(s) and take all reasonable steps to protect themselves, for example, not sharing passwords or allowing others to log on to their individual accounts;
 - c. Be aware that where a crime has been committed, they may be subject to a criminal investigation by Police over which CNA will have no control. This particularly applies to ‘sexting’ where the CNA or Club Member is in possession of an inappropriate sexualised image of a person under the age of 18 years or have text/sms/mms of a sexually explicit nature with a person under the age of 18 years old.

Policy breaches

1. All members of CNA (including members of affiliated Clubs) have a responsibility to ensure that all online communications are made in accordance with both NNSW and CNA policies and are therefore of an appropriate and respectful composition.
2. Examples of inappropriate behaviour may include, but is not limited to, uploading of inappropriate website content and engaging in actions or content that harass, bully, offend, intimidate or humiliate.
3. It is a breach of this policy if any person or organisation to which this Policy applies to, is found to have sent or posted inappropriate comments or communication via the internet or ICT about any registered member of Netball NSW or CNA via a CNA or Club site or electronic platform.
4. It is also a breach of this Policy when the Netball NSW or CNA or Club's name or branding has been used in a way which negatively impacts upon Netball NSW, CNA or affiliated Club.
5. **Any member of Netball NSW or CNA who feels that they have been the victim of a breach of this Policy should:**
 - a. Save and store the offending material on their computer, mobile phone or other device.
 - b. Print a copy of the material and report the issue in the form of a formal complaint to CNA.
 - c. Inform the police immediately if the content is of a sexually explicit nature.
 - d. Report the abuse to the internet site or relevant telecommunications provider (mobile phone abuse) where relevant.
 - e. CNA should then manage the complaint received in accordance with the **Netball NSW Member Protection Policy**, and **Netball NSW Grievance and Dispute Policy** (if applicable).

Reporting and dealing with policy breaches

1. All reports of a breach of this policy will be fully investigated via the normal complaints procedure and may result in a notification to Police where CNA are legally obliged to do so.
2. A notification to Police by an individual will not override CNA of its responsibility to fully investigate a complaint, if one has been lodged with CNA.
3. Please note that members of CNA **MUST** adhere to all **Netball NSW Member Protection Policies** including the Social Media and Cyber Safety Policy. Anything not covered in this

CNA Social Media and Cyber Safety Policy will be covered in the Netball NSW policies and will be referred to in the event of a complaint.

Relevant information

See also

- Netball NSW Codes of Behaviour Policy (particularly the relevant position statements concerning: Cyber Bullying and Inappropriate Conduct; Social Networking Websites).
- Netball NSW Social Media and Cyber Safety Policy
- Netball NSW Grievance and Dispute Policy

Policy Review

At a minimum, this policy will be reviewed every three years by the CNA Executive. The policy may be reviewed more frequently if deemed necessary by the CNA Executive.