



C.W.L.T.C. Communication's Policy

General:

The following document outlines CWLTC communication policy commitments to our members. Electronic communication in its many forms are essential tools for sharing club news and information with our members.

Overview:

- Our communications will be appropriate and related to club business.
- We will use an array of tools to communicate with members **e.g.** Clubhouse Noticeboard/Email/SMS/Messaging Apps and Social Media.
- All communications will protect our member's privacy.
- A moderator will be appointed by the committee to oversee all social media platforms to ensure appropriate content is maintained and that bullying, or harassment does not occur.

Website:

- We will post current information on club rules, competitions and social events. In our photo gallery photographs may be uploaded from events that take place in the club.
- We will not publish offensive content or offensive photographs, see the **'Photography and usage policy'**
- We will remove any photographs of a member when asked.
- We will seek feedback from members to improve the information available on the website.

Email/SMS/Messaging Apps

Committee members, coaches and team captains will use these platforms to provide information about competitions, training, social events and any other club business.

- Messaging will be short and about club/team matters.
- Email communication will be used when more information is required.
- Communication involving children will be directed through their parents and the **'Photography and usage policy'** should always be adhered to .



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Social media

- We will treat all social media postings as public 'comment'.
- Postings (written, photos or videos) will be family friendly and feature positive club news.
- No personal information about our members will be disclosed.
- Any abusive, discriminatory, intimidating or offensive material will not be tolerated. Offending material will be removed and those responsible blocked from the platform.
- The committee appointed moderator will ensure that these communication policies are adhered to on all social media platforms.

Club Noticeboard

The club noticeboard is used to communicate with our members. Typical information appearing on the noticeboard would be, club team announcements, social event announcements, signup sheets (Coaching/Team Tennis/League Players/Social Events) etc.

- Committee members are the only people authorised to attach any material whatsoever to the noticeboard. Should a member want to attach something they feel is in the interests of all members, general committee approval must be sought.
- Any unauthorised or offensive material will be removed.

The Role of the Club Member

We expect our members to conduct themselves appropriately when using any of the communication platforms to share information with other members or when posting material on online platforms connected to the club.

- Communication should be restricted to club matters.
- It must not offend, intimidate, humiliate or bully another person.
- It must not be misleading, false or injure the reputation of another person.
- It should respect and maintain the privacy of members.
- It must not bring the club into disrepute.
- Coaches and others who work with our juniors members (18 years and under) must direct all communication through their parents.