
COMMUNICATION POLICY

Our commitment

Electronic communication is essential for sharing Association news and information with our members. PNA's communication will be timely, appropriate and related to PNA business.

What we will do

- All communication from PNA will be conducted in a sensitive and professional manner.
- All official communication from PNA will be conducted from the PNA office and will include relevant branding and logos to identify it as such.
- We will make every effort to protect members' privacy, maintain clear boundaries and ensure that bullying and harassment does not occur.
- A webmaster will be appointed to provide accountability and control over material published on our website and any related discussion groups or social media websites.
- Communication involving children under the age of 18 will be directed through their parents/guardians.

Website

- Our website will include current information on competitions, programs, events, committees, policies, 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 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

Staff, committee members, coaches and team managers may use SMS and email to provide information about competition, training, PNA-sanctioned events and other PNA business, however:

- SMS messages should be short and about Association/team matters.
- Email communication will be used when more information is required. A PNA email address must be used when using email communication for PNA related matters. Personal email addresses will not be used.

Social media websites

- PNA treats all social media postings, online forums, blogs, status updates and tweets as public 'comment'.
- Postings (written, photos or videos) will be family-friendly and feature positive news and events.
- No personal information about our members will be disclosed online.
- 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 post material on public websites connected to PNA.

Electronic communication:

- 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 under the age of 18 should direct electronic communication through the child's parents/guardians.

Non-compliance

Breaches of this policy can be reported to the PNA President or Executive Officer. Confidentiality will be maintained at all times.

Members may face disciplinary action for sending inappropriate electronic communication or posting online content or comments that harass, offend, intimidate or humiliate another member, as outlined in our member protection policy and codes of conduct.

Under certain circumstances, cyber bullying (eg 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 (eg, Facebook, YouTube or Twitter) may be liable for defamation.