



**Ice Hockey Western Australia  
Communication Policy 2016**

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## 1. Purpose

This Policy provides information in regards to the approved modes of communication for Ice Hockey WA (IHWA) and member use of other associated forms of social media.

## 2. IHWA Ethics Framework

IHWA have adopted the following ethics framework by which members are accountable in their behaviour and conduct or actions:

- Member Behaviour Policy 2016
- IHWA Complaints Procedures 2016
- IHWA Codes of Behaviour and Ethics 2016
- IHWA Working with Children Guidelines 2016
- IHWA Communication Policy 2016
- IHWA Record Keeping Policy 2016

## 3. Who is bound by this Policy

- 3.1 All members of IHWA are required to adopt the approved methods of communication stated in this policy for communication to, from and between the IHWA office holders.
- 3.2 Members are expected to conduct themselves in accordance with this policy when using electronic communication to share information with other members or posting material on public websites, emails and other social media connected to IHWA.
- 3.3 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 the *IHWA Member Behaviour Policy 2016*.

## 4. Communication from IHWA Executive and Committee to registered members

- 4.1 Electronic communication is essential for sharing official IHWA news and information with members. Communication will be timely, appropriate and related to IHWA business.
- 4.2 IHWA use a range of electronic tools to communicate with members:
- a. The primary method of electronic communication by IHWA will be via email to club and association secretaries to distribute to members, executive or committees.
  - b. The secondary form of electronic communication will be via the [IHWA website](#) and [Facebook page](#).
- 4.3 All communication from IHWA will protect members' privacy, maintain clear boundaries and ensure that bullying and harassment does not occur.

## 5. Communication to IHWA State Executive and Committee

All communication to IHWA from members will be addressed to the:

- IHWA Secretary
- IHWA President with the secretary included in all communication

## **6. IHWA Social media sites**

- 6.1 Postings (written, photos or videos) will be family-friendly and feature positive IHWA news and events.
- 6.2 No personal information about members will be disclosed.
- 6.3 No statements will be made that are misleading, false or likely to injure a person's reputation.
- 6.4 All members of IHWA are subject to the terms stated within the *IHWA Ethics Framework* in relation to their conduct when using IHWA social media and in regards to comments made regarding IHWA members on non IHWA social media.
- 6.5 Under certain circumstances, cyber bullying (e.g. 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.
- 6.6 Members who publish false or misleading comments about another person in the public domain (e.g., Facebook, YouTube or Twitter) may be liable for defamation.
- 6.7 IHWA treat all social media postings, blogs, status updates and tweets as public comment.

## **7. Approval and monitoring of social media sites**

- 7.1 All social media sites (websites, face book, twitter etc) in use or created in connection with IHWA must be first approved through the IHWA Executive including any state team Facebook pages.
- 7.2 All requests to create a sanctioned IHWA social media site must be emailed to the State Secretary.
- 7.3 A webmaster will be appointed to provide accountability and control over material published on the association website and on any related discussion groups or social media websites, such as Facebook, YouTube or Twitter.
- 7.4 All social media sites will t be accessed and reviewed for content by the IHWA appointed webmaster.
- 7.5 Abusive, discriminatory, intimidating or offensive statements will not be tolerated. Offending posts will be removed and those responsible will be blocked from the site by the IHWA Webmaster. All identified materials removed from any sanctioned site will be forwarded by the Web Master to the IHWA Executive for investigation.

## **8. Website**

- 8.1 The IHWA website will include current information on competitions, social events, committees, policies, constitution, rules and by-laws.
- 8.2 No offensive content or photos will be published. If IHWA intend to publish a photo of a junior member it will only be with the written permission of the junior

members parents. No identifying information will accompany the use of approved photos.

## 9. Email

9.1 The State Executive and Committee members, coaches, team managers and other volunteers must use approved email accounts to provide information to members.

9.2 The State Secretary must be included in every communication.

9.3 Communication involving junior members will be directed through their parents to the age of 15 years old. Emails to the junior members aged 16 and 17 years old may be used in conjunction with communication to their parents or guardians where written permission is obtained.

## 10. Email addresses

10.1 IHWA administers email addresses for State executive and council members through the IHWA State Secretary.

10.2 Login details for emails must be retained by the IHWA State Secretary.

10.3 A member vacating one of these offices must not delete emails as they are an official record of the office and must be retained in line with the IHWA Records Policy 2016. The office holder vacating their position must transfer the email address back to the State Secretary on the day they vacate office.

## 11. SMS

11.1 SMS messages are not to be used in any form of official communication of IHWA matters except in exceptional circumstances.

11.2 Where SMS is used in exceptional circumstances for official IHWA business the SMS should be forwarded to the official associated email address.

## 12. Version control

Version	Date	Changes
1	25 February 2016	Initial Policy for consultation
1.1	1 April 2016	Minor updates after consultation