



Aubonne Netball Allstars Communications Policy

PURPOSE AND SCOPE

This policy sets out how ANA should communicate, regardless of the medium of communication and type of technology used. It also sets out best practice for identifying and managing the risks involved when using different mediums of communication and technology. It aims to protect children and vulnerable people, those providing information or images, and ANA's reputation.

ANA's Communications Policy operates in conjunction with ANA's other policies and procedures and no communication by the club or its members should breach these rules. This includes, but is not limited to the following:

- Codes of Conduct
- Wellbeing and Child Protection Policy Statement
- Anti-bullying Policy Statement

How to make a complaint relating to the breach of this policy

Any breach of this policy will be dealt with in accordance with ANA's Complaints Process, which can be found here:

[**Complaints, Dispute Resolution and Disciplinary Procedures.docx**](#)

SOCIAL AND DIGITAL MEDIA

Platforms

Any social media accounts and websites used by the club should be set up specifically for ANA and be used only for netball.

The club is permitted to set up closed group chats (for example via WhatsApp) to share information it does not want the general public to see. Any such closed group should be set up with the knowledge and prior approval of the ANA Committee.

It is common for groups of players and others engaged in shared activities to set up an unofficial group or chat. If the club becomes aware of an unofficial group chat that it believes is problematic, the ANA Committee will write to everyone involved (including parents of under 18s) to express their concerns and state that it is an unofficial communication platform that is not administered or moderated by ANA.



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Safety and respect

Communications for netball purposes should be through official platforms which are managed by the club. Adults and young persons should not be 'friending' or 'following' each other, outside of the netball relationship.

Coaches should avoid unnecessary one to one digital communication with athletes under 18, for example via text message, e-mail or instant message. If a direct message is considered necessary, then parental consent is needed to contact under 16s and parents should be made aware of any direct communication with under 18s. A second adult (e.g. assistant coach or parent) should be copied in.

Under 18s cannot take on lead responsibility for the club's social and digital media, although they are permitted to assist the designated social media or website manager.

Only information that is suitable to be shared with the general public should be posted. Travel arrangements and personal information, for example, should not be shared. Anyone can request that information posted about them be removed, and such a request will be complied with promptly.

Social and digital media must not be used to insult, belittle or criticise other members, teams, players, officials, volunteers or staff. Anyone who posts or shares an offensive or discriminatory message or image will be asked to remove it as soon as possible and may be subject to disciplinary action.

VIDEO AND PHOTOGRAPHY

Risks of sharing images online

Sharing photographs and images on social media or other online platforms carries potential risks, particularly for under 18s. For example:

- individuals may become vulnerable to grooming if a photograph is shared alongside information that makes them identifiable. This includes: personal details; a tag with location information; visual details such as a school/club uniform
- images may be copied, downloaded, screenshot or shared by anyone
- each photo or video, and any comments on them, become a part of a person's public image



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Consent

As part of the registration process, parents of all under 18 members will be asked whether or not they consent to the club taking photographs of their child or filming them during netball activities for use on the club's official social and digital media platforms or in printed marketing materials. A copy of this consent form will be retained by the club. If consent is not given, no images of the child will be made public.

For over 18s, consent will be sought directly from the member.

Consent can be withdrawn at any time, by writing to the ANA Committee at aubonnenetballallstars@gmail.com. The club will refrain from making any new images public and, if requested, will take reasonable steps to remove any existing images from public view. However, it may not be possible to delete or destroy all images that have been disseminated online or in hard copy.

Safety

Photos and videos of ANA members will only be taken during their participation in netball and club related activities. All persons filmed or photographed will be wearing appropriate clothing and the taking of images will be strictly prohibited in changing rooms, shower areas and toilets as well as during the administering of first aid.

At some events, wide-angle and general images of the event may be taken. It may not be reasonable, practical or proportionate to secure consent for every participating child in order to take such images. In these circumstances, the other clubs participating in the event should be made aware that these kinds of images will be taken, and for what purposes.

If people such as local journalists or professional photographers wish to operate at an event and share the images professionally or in the wider world, permission should be obtained from the ANA Committee in advance and the name and contact details of the photographer obtained. All participants and parents of under 18s must be informed of the presence of an external photographer and their consent obtained. The photographer should be made aware of any member for whom consent has not been given.

At large events there is often widespread use of digital devices to capture photos and videos for personal use by players, volunteers and spectators. Where appropriate, ANA will publish guidance on what will be allowed in the event programme and/or announce details before the start of the event, highlighting any restricted areas. If any participant becomes concerned that someone unknown to ANA is taking photos or filming without permission, the club should ask them to leave and the incident should be reported to the Wellbeing and Protection Officer.



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When using images of under 18s on platforms visible to the general public, only first names will be used unless the parent / carer has been informed of how the image will be used and has provided prior consent.

Storage

ANA will store photos and videos securely and in accordance with data protection law. Electronic images are stored in a secured, password protected area on Google Drive. Access is restricted to the three ANA committee members.

Where personal devices are used by staff to take photos or video, these images will be passed on promptly to the ANA Committee for secure storage and then deleted from the personal device.

REMOTE ONLINE COACHING

ANA's coaches are increasingly looking at ways to work with their athletes remotely and the delivery of sessions via online platforms to keep in touch, offer support, guidance and coaching may be used.

Safety

Coaches should only deliver activities for which they are trained and should apply good coaching practice. They should assess the activity, ensuring that it is appropriate for the developmental stage of participants and also take into account the fact that they will not be in close proximity to the athletes or directly supervising them in the same way as a face-to-face environment.

The consent of a parent or guardian should be obtained in advance for any participants under 18. Parents/ carers should be informed of the purpose of the training, when it will be done, on what platform, who will be leading it and if photos or recordings will be taken and how these will be used.

The principle that applies to in person coaching - to avoid and minimise unsupervised one to one coaching of children - should also apply to online sessions. Online coaching should be delivered with a minimum of 2 adults in the session.

It is important that everyone, including parents/carers and children, understand what to do if they have a concern and who to speak to. ANA's Wellbeing and Protection Officer is the appropriate first point of contact in this instance and can be emailed directly at aubonnenetballallstarswpo@gmail.com