



## CENTENARY PLAINS BMX SOCIAL MEDIA POLICY

Policy number	4170913 001 BP	Version	1
Drafted by	Brendan Platt	Approved-Committee	19/09/2013
Responsible person	Media Manager	Scheduled review date	19/09/2014

### INTRODUCTION

Social media such as Twitter, Facebook, Google+, YouTube and blogging represent a growing form of communication for not-for-profit organisations, allowing them to engage their members and the wider public more easily than ever before.

However, it is also an area in which rules and boundaries are constantly being tested. This policy acts in conjunction with Centenary Plains BMX's Media Relations Policy in order to maximise our social media reach while protecting our public reputation.

### PURPOSE

Centenary Plains BMX may choose to engage in social media such as:

- Twitter
- Facebook
- Google+
- WordPress/Blogger
- YouTube/Vimeo
- iTunes/Podcasting

Centenary Plains BMX seeks to encourage information and link-sharing amongst its membership and volunteers, and seeks to utilise the expertise of its members and volunteers in generating appropriate social media content.

At the same time, social media posts should be in keeping with the clubs values and also the image that Centenary Plains BMX wishes to present to the public. Posts made through its social media channels should not damage the Centenary Plains BMX Clubs reputation in any way.

**Policies** can be established or altered only by the Executive Committee: **Procedures** may be altered by the President.

DISCLAIMER: While all care has been taken in the preparation of this material, no responsibility is accepted by the author(s) its members or volunteers, for any errors, omissions or inaccuracies. The material provided in this resource has been prepared to provide general information only. It is not intended to be relied upon or be a substitute for legal or other professional advice. No responsibility can be accepted by the author(s) for any known or unknown consequences that may result from reliance on any information provided in this publication.

Due to the fast-moving nature of social media and the constant development of new social media programs, it is important that this policy and its procedures be reviewed at regular intervals.

## CORE POLICY

Centenary Plains BMX social media use shall be consistent with the following core values:

- **Integrity:** Centenary Plains BMX will not knowingly post incorrect, defamatory or misleading information about its own work, the work of other organisations, or individuals. In addition, it will post in accordance with the associations Copyright and Privacy policies.
- **Professionalism:** Centenary Plains BMX's social media represents the organisation as a whole and should seek to maintain a professional, respectful and uniform tone. Members and volunteers may, from time to time and as appropriate, post on behalf of Centenary Plains BMX using its online profiles, but the impression should remain one of a singular organisation rather than a group of individuals.
- **Information Sharing:** Centenary Plains BMX encourages the sharing and reposting of online information that is relevant, accurate, appropriate to its aims, and of interest to its members.

Centenary Plains BMX should seek to grow its social media base and use this to engage with existing and potential members, donors and stakeholders. At the same time, a professional balance must be struck which avoids placing the organisation's reputation at risk.

## AUTHORISATION

Jos Custers  
19-09-2013  
Centenary Plains BMX

Brendan Platt  
19-09-2013  
Centenary Plains BMX

**Policies** can be established or altered only by the Executive Committee: **Procedures** may be altered by the President.

DISCLAIMER: While all care has been taken in the preparation of this material, no responsibility is accepted by the author(s) or Our Community, its staff or volunteers, for any errors, omissions or inaccuracies. The material provided in this resource has been prepared to provide general information only. It is not intended to be relied upon or be a substitute for legal or other professional advice. No responsibility can be accepted by the author(s) or Our Community for any known or unknown consequences that may result from reliance on any information provided in this publication.



## CENTENARY PLAINS BMX SOCIAL MEDIA PROCEDURES

Procedures number	4170913 002 BP	Version	1
Drafted by	Brendan Platt	Approved-Committee	19-09-2013
Responsible person	Nikki Marton	Scheduled review date	19-09-2014

### RESPONSIBILITIES

The Committee shall nominate a Media Manager to co-ordinate Centenary Plains BMX's social media management.

The Media Manager will oversee expansion of social media and help to develop the Social Media Strategy in line with the clubs Media Relations Policy.

Members and volunteers may, from time to time and where appropriate, post on behalf of Centenary Plains BMX using the organisation's online social media profiles. This is to be undertaken only with the express knowledge and authorisation of the Media Manager.

The Media Manager has ultimate responsibility for:

- Ensuring that all posts are in keeping with Centenary Plains BMX's core Social Media Policy.
- Ensuring appropriate and timely action is taken to correct or remove inappropriate posts (including defamatory and/or illegal content) and in minimising the risk of a repeat incident.
- Ensuring that appropriate and timely action is taken in restoring relations with any persons or organisations offended by an inappropriate post.
- Moderating and monitoring public response to social media, such as blog comments and Facebook replies, to ensure that trolling and spamming does not occur, to remove offensive or inappropriate replies, or caution offensive posters, and to reply to any further requests for information generated by the post topic.

It is important to maintain the balance between encouraging discussion and information sharing, and maintaining a professional and appropriate online presence.

**Policies** can be established or altered only by the Executive Committee: **Procedures** may be altered by the President.

DISCLAIMER: While all care has been taken in the preparation of this material, no responsibility is accepted by the author(s) its members or volunteers, for any errors, omissions or inaccuracies. The material provided in this resource has been prepared to provide general information only. It is not intended to be relied upon or be a substitute for legal or other professional advice. No responsibility can be accepted by the author(s) for any known or unknown consequences that may result from reliance on any information provided in this publication.

## Delegation

Social media is often a 24/7 occupation; as such, the responsibilities as outlined above may be delegated by the Media Manager to another appropriate member/volunteer.

## PROCESSES

### Posting to social media

Before social media posts are made, volunteers and members should ask themselves the following questions and be able to respond YES to these:

- Is the information I am posting, or reposting, likely to be of interest to Centenary Plains BMX's members and stakeholders?
- Is the information in keeping with the interests of the club and its constituted aims?
- Could the post be construed as an attack on another individual, organisation or project?
- Would Centenary Plains BMX's donors be happy to read the post?
- If there is a link attached to the post, does the link work, and have I read the information it links to and judged it to be an appropriate source?
- If reposting information, is the original poster an individual or organisation that Centenary Plains BMX would be happy to associate itself with?
- Are the tone and the content of the post in keeping with other posts made by Centenary Plains BMX does it maintain the organisation's overall tone?

If you are at all uncertain about whether the post is suitable, do not post it until you have discussed it with the Clubs media manager. A few moments spent checking can save the BMX club big problems in the future.

### Damage limitation

In the event of a damaging or misleading post being made, the Media Manager should be notified as soon as possible, and the following actions should occur:

- The offending post to be removed.
- Where necessary an apology should be issued, either publicly or to the individual or organisation involved.
- The origin of the offending post should be explored and steps taken to prevent a similar incident occurring in the future.

If the mistake seems set to grow or is likely to cause significant damage to the organisation's reputation, refer to the club executive committee.

**Policies** can be established or altered only by the Executive Committee: **Procedures** may be altered by the President.

DISCLAIMER: While all care has been taken in the preparation of this material, no responsibility is accepted by the author(s) or Our Community, its staff or volunteers, for any errors, omissions or inaccuracies. The material provided in this resource has been prepared to provide general information only. It is not intended to be relied upon or be a substitute for legal or other professional advice. No responsibility can be accepted by the author(s) or Our Community for any known or unknown consequences that may result from reliance on any information provided in this publication.

## **Moderating social media**

The reputation of Centenary Plains BMX is first and foremost, and this involves maintaining a safe and friendly environment for its members.

From time to time social media forums may be hijacked by trolls or spammers, or attract people who attack other posters or the organisation aggressively. In order to maintain a pleasant environment for everybody, these posts need to be moderated.

Freedom of speech is to be encouraged, but if posts contain one or more of the following, it is time to act:

- Excessive or inappropriate use of swearing (is it ever appropriate to swear in a post?)
- Defamatory, slanderous or aggressive attacks on Centenary Plains BMX, other individuals, organisations, projects or public figures
- Breach of copyrighted material not within reasonable use, in the public domain, or available under Creative Commons license
- Breach of data protection or privacy laws
- Repetitive advertisements
- Topics which fall outside the realms of interest to members and stakeholders, and which do not appear to be within the context of a legitimate discussion or enquiry.

If a post appears only once:

- Remove the post as soon as possible
- If possible/appropriate, contact the poster privately to explain why you have removed the post and highlighting Centenary Plains BMX's posting guidelines.

If a poster continues to post inappropriate content, or if the post can be considered spam:

- Remove the post as soon as possible
- Ban or block the poster to prevent them from posting again.

Banning and blocking should be used as a last resort only, and only when it is clear that the poster intends to continue to contribute inappropriate content. However, if that is the case, action must be taken swiftly to maintain the welfare of other social media users.

The decision to block, ban and remove posts ultimately lies with the Club secretary, but may, at their discretion, be delegated to responsible members and volunteers.

## **RELATED DOCUMENTS**

- Media Relations Policy
- Privacy Policy
- Copyright Policy

**Policies** can be established or altered only by the Executive Committee: **Procedures** may be altered by the President.

DISCLAIMER: While all care has been taken in the preparation of this material, no responsibility is accepted by the author(s) or Our Community, its staff or volunteers, for any errors, omissions or inaccuracies. The material provided in this resource has been prepared to provide general information only. It is not intended to be relied upon or be a substitute for legal or other professional advice. No responsibility can be accepted by the author(s) or Our Community for any known or unknown consequences that may result from reliance on any information provided in this publication.

## AUTHORISATION

Jos Custers  
19-09-2013  
Centenary Plains BMX

Brendan Platt  
19-09-2013  
Centenary Plains BMX

**Policies** can be established or altered only by the Executive Committee: **Procedures** may be altered by the President.

DISCLAIMER: While all care has been taken in the preparation of this material, no responsibility is accepted by the author(s) or Our Community, its staff or volunteers, for any errors, omissions or inaccuracies. The material provided in this resource has been prepared to provide general information only. It is not intended to be relied upon or be a substitute for legal or other professional advice. No responsibility can be accepted by the author(s) or Our Community for any known or unknown consequences that may result from reliance on any information provided in this publication.