



Kalamunda Rangers Inc.

Electronic Communication Policy

Kalamunda Rangers Inc. acknowledges that electronic communication is becoming a convenient and indispensable device in today's world. In order to facilitate the use of electronic communication as an invaluable tool within the Club, including between the Committee and its members, the Committee and other organisations, between Committee members themselves and also electronic communication originating from the members themselves to other members and/or organisations, the following *netiquette* shall be adopted.

1. General

a. All official electronic communication and notifications shall be made via the Club's official media channels:

Website	www.kalamundarangers.com.au
Facebook	www.facebook.com/kalamundarangers
Email	kalamunda.rangers@gmail.com kalamunda.baseball@gmail.com kalamunda.softball@gmail.com kalamunda.teeball@gmail.com kalamunda.treasurer@gmail.com

Any communication received via other means should be verified against these sources to confirm validity.

- b. Electronic communication should follow standard etiquette for electronic media.
- c. Members are requested to remember that electronic communication is not confidential and that it is very easy for the contents of your message to be read or actioned (e.g., forwarded to others or posted on a public website) without your knowledge and/or consent.
- d. Be aware that not everyone has access to the internet on an hour-by-hour or even day-by-day basis. Urgent or semi-urgent communication should be done by telephone/SMS to ensure messages are received.
- e. Members may face disciplinary actions imposed by the Club, affiliated organisations authorities for sending inappropriate communications or posting on-line content that is a contravention of the Codes of Conduct. Members should be aware that our affiliated organisations may also have policies of their own which may impose stricter guidelines and to which they, due to this affiliation, are also bound. Criminal and civil action may also be taken for any publications of cyberbullying or defamatory statement.
- f. Coaches and others who work with children and young people must direct electronic communication through the child's parents.

2. E-mails

- a. **Bulk e-mails** should protect the privacy of our members and e-mail addresses should not be sent to other members of the Club without authorisation. Any e-mail sent to multiple members of the Club should have all e-mail addresses entered in the *BCC* field. (e.g. newsletter, Coach/Manager information, information to Players from the Team Coach/Manager, etc.)
- b. **Sending e-mails.** Respect for all recipients should be recognised. This includes, but is not limited to:
- As a general rule:
 - Include addresses in the *To:* field for those from whom you would like a response;
 - Include addresses in the *Cc:* field for those whom you are just informing.
 - Use *Bcc:* to protect the privacy of members/friends.

- ii. The *Subject:* field should accurately reflect the content of e-mails. E-mails should not be sent without the *Subject:* field being completed. The *Subject:* field should be modified to accurately reflect a conversation's direction as necessary. Old e-mail should not be used to hit reply and start typing about an entirely new topic without changing the *Subject* field.
 - iii. Using punctuation, grammar and complete sentence structure as with any written message (e.g., capitalisation, commas, fullstops). Use spaces and breaks between paragraphs and long sentences to make it easier on the reader. Ensure spelling is correct.
 - iv. Use formatting sparingly. Not everyone has HTML capability on their e-mail (e.g. hotmail, gmail, yahoo, etc.) and formatting does not work the same way for all providers. Instead try to rely on choosing the most accurate words possible to reflect your tone and avoid misunderstandings in the process.
- c. **Replying to e-mails.** Once again courtesy and respect is encouraged when replying to e-mail messages. In addition to the guidelines on sending e-mails
- i. When replying to an e-mail, use the *Reply* option on your e-mail programme. This will keep the message in the "thread", and make it easier for the recipient/s to follow.
 - ii. Think twice about sending a *Reply All*. Perhaps only selected people need to see this email; edit the distribution list as required.
 - iii. Try to reply to e-mail messages within 24 hours. However, it is noted that situations do arise when this is impossible (e.g. not every person is online 24/7, computer problems). Check your junk/trash files on a regular basis to ensure that important e-mails have not been inadvertently overlooked.
- d. **Forwarding e-mails.** General e-mails should not be forwarded to other members of the Club, regardless how noble the cause may be as many are hoaxes and should be deleted. The authenticity of all e-mails should be verified on www.urbanlegends.about.com or www.snopes.com prior to forwarding.
- e. When forwarding authorised e-mails members are requested to take the time to reformat the message as needed, removing the angle brackets '>>', soft returns '↵', headers and irrelevant commentary from all the other forwarders from the message along with any e-mail addresses contained therein.
- f. **Chain e-mails.** Kalamunda Rangers Inc. does not support using e-mail and its distribution list for purposes of multilevel marketing, chain letters, pyramid schemes and other dubious purposes. (e.g. chain letters that claims to be for the benefit of a dying child or promises to make you rich overnight if only you send it to five more people).
- g. **Virus protection.** Kalamunda Rangers Inc. recommends all members ensure their virus, adware and spyware programs are up to date and includes scanning of all e-mails and attachments both incoming and outgoing.
- h. **Inappropriate e-mails.** Kalamunda Rangers Inc. does not condone the use of e-mail for illegal activities including, but not limited to, libel (defamatory statements), discrimination (racial, sexual, religious, ageist etc), adult material (child or violent erotica), illegal information (how to kill or injure people, incitement to violence, racial hatred etc). E-mails of this nature sent to other members of the Club via Club distribution lists or to external organisations on behalf of the Club shall incur strong sanctions from a Club level as well as the potential of action by government/civil authorities.
- i. While it is acknowledged that e-mail is a valuable tool in the operations of any modern organisation, Kalamunda Rangers acknowledge the limitations of the medium. When there is a misunderstanding by email, don't hesitate to pick up the telephone to work things out rather than firing of another e-mail.

3. Facebook and other Public Forums

- a. Members are reminded that public forums are visible to many members of the public who may or may not be members of our club. Members are also reminded that our junior members may also have access to these forums. Comments posted should be relevant and shall not bring our Club or its membership into disrepute.