

# Electronic Media

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](http://www.kalamundarangers.com.au)  
Facebook [www.facebook.com/kalamundarangers](http://www.facebook.com/kalamundarangers)  
Instagram [www.instagram.com/kalamundarangers](http://www.instagram.com/kalamundarangers)  
LinkedIn [www.linkedin.com/kalamundarangers](http://www.linkedin.com/kalamundarangers)  
Email [secretary@kalamundarangers.com.au](mailto:secretary@kalamundarangers.com.au)  
[treasurer@kalamundarangers.com.au](mailto:treasurer@kalamundarangers.com.au)  
[baseball@kalamundarangers.com.au](mailto:baseball@kalamundarangers.com.au)  
[softball@kalamundarangers.com.au](mailto:softball@kalamundarangers.com.au)  
[teeball@kalamundarangers.com.au](mailto:teeball@kalamundarangers.com.au)  
[president@kalamundarangers.com.au](mailto:president@kalamundarangers.com.au)  
[playball@kalamundarangers.com.au](mailto:playball@kalamundarangers.com.au)  
[kidsport@kalamundarangers.com.au](mailto:kidsport@kalamundarangers.com.au)

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. Use of punctuation, grammar and, sentence structure, as with any written message (e.g., capitalisation, commas, full-stops, spaces and breaks between paragraphs and long sentences), should be utilised to facilitate comprehension.
- 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 to ensure messages are received.
- e. Members may face disciplinary actions imposed by the Club, affiliated organisations or other 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.



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Criminal and civil action may also be taken for any publications of cyberbullying or defamatory statements.

- f. Coaches and others who work with children and young people must direct any electronic communication through the child's parents.
- g. General e-mails or social media messages 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](http://www.urbanlegends.about.com) or [www.snopes.com](http://www.snopes.com) prior to forwarding.

## 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:
  - i. 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 and members
  - 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-mails should not be used to hit reply and start typing about an entirely new topic without changing the *Subject* field.
  - iii. Use of 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 program. 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 72 hours. However, it is noted that situations do arise when this is not possible (e.g., not every person is online 24/7, computer problems, or the need to collect additional information from other parties).
    - 1. We recognise the offseason requirements of our volunteers as well as potential transition to new committee members. Emails received during the offseason (nominally April to June) may take up to one week to receive a response. An off-season automatic 'out-of-office' response ±/and/or automatic forwarding shall be established for any response that may fall outside the above criteria.
    - 2. Committee members shall check junk/trash files on a regular basis to ensure that important e-mails have not been inadvertently overlooked.
- d. **Forwarding e-mails.**

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.
- e. **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 claim 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).
- f. **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/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.

### 3. Facebook, Instagram, Messenger, WhatsApp, Heja 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.
- b. All communication to junior members of the club via electronic media shall be undertaken in compliance with the Member Protection Policy.

### 4. Other

- a. **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.
- b. 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/message/.