



PONY CLUB ASSOCIATION OF THE NORTHERN TERRITORY

PONY CLUB
NORTHERN TERRITORY

Policy Name	Communication Policy
Policy Type	Communications
Policy Number	COM01
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Approval Date	4 th July, 2019
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Policy Number **COM01**

Policy Name **Communication Policy**

SUMMARY

Electronic communication is essential for sharing PCANT news and information with our members. Our communication will be conducted in a timely and appropriate manner in relation to PCANT business; and we are committed to protecting members' privacy, maintaining clear boundaries and ensuring that bullying and harassment does not occur.

POLICY STATEMENT

1. PCANT CLUB CONDUCT

1.1 Website

- a) Our website will include current information on competitions and events, committees, policies, constitution, rules and by-laws. It will also have links to PCANT member clubs.
- b) No offensive content or photos will be published.
- c) If we intend to publish a photo of a child, we will first seek permission from his or her parents and take care not to provide identifying information.
- d) We will seek feedback from members to improve the information available on the site.

1.2 Email

- a) The preferred method of communication is email.
- b) Email communication should be, where possible, short and to the point and only about PCANT matters.
- c) Any communication involving children will be directed through their parents.

1.3 Social media websites

- a) All postings (written, photos or video) will be family-friendly and feature positive news and events.
- b) No personal information about PCANT or PCANT club members will be disclosed.
- c) No statements will be made that are misleading, false or likely to injure a person's reputation.
- d) No statements will be made that might bring PCANT into disrepute.
- e) Abusive, discriminatory, intimidating or offensive statements will not be tolerated. Offending posts will be removed and those responsible will be blocked from the site.

2. PCANT MEMBER & CLUB MEMBERS CONDUCT

It is an expectation that PCANT members and PCANT club members conduct themselves appropriately when using electronic communication to share information or post material on public websites connected to PCANT.

2.1 Electronic communication:

- a) Should be restricted to PCANT matters
- b) Must not offend, intimidate, humiliate or bully another person
- c) Must not be misleading, false or injure the reputation of another person
- d) Should respect and maintain the privacy of members
- e) Must not bring PCANT into disrepute.

Where possible all communication should be done by email so that a record is kept of the communication for transparency and accountability. Any verbal communication should be followed up with an email communication confirming what was discussed and agreed verbally.

3. NON COMPLIANCE

- a) PCANT board members may face disciplinary action for sending inappropriate electronic communication or posting online comments or content that harasses, offend, humiliate or intimidate another member.
- b) 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.

- c) In addition, 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.

4. LEVELS OF COMMUNICATION

a) Communication between PCANT Board members

- i. All communication between PCANT Board members is confidential and should not be forwarded onto or discussed with any other club member without approval from the PCANT Chair.
- ii. Information received by the PCANT Secretary or the PCANT Chair will be forwarded onto PCANT Board members for information or appropriate action.
- iii. Any information that a PCANT Board member would like circulated to the PCANT Board should be sent to the PCANT Chair or Secretary who will then forward on to PCANT Board members.
- iv. The PCANT Secretary will forward any information/communication related to the PCANT sub-committees to the relevant PCANT Board member heading that sub-committee.

b) Communication between PCANT and member clubs

- i. All communication to member clubs should be sent from the PCANT Secretary or the PCANT Chair.
- ii. No communication should be sent to club members from PCANT without the approval of the Chair or the Secretary.
- iii. Each member club should have a generic admin email address that will be used for all communication from PCANT.
- iv. It is the responsibility of each member club Secretary to forward the information received from PCANT to their members.
- v. General pony club members can raise any issue/concern/suggestion with their club PCANT delegate or with one of the PCANT board members. The club delegate or the PCANT board member will then be responsible for bringing that communication to the attention of the PCANT board, either at the next PCANT board meeting, or through the PCANT Secretary to the PCANT Board.

c) Communication between PCANT Board and PCANT sub-committees

- i. The PCANT Secretary will forward any communication received by PCANT that is relevant to a particular PCANT sub-committee to the sub-committee.
- ii. The PCANT sub-committee specific email inbox will have incoming email directed to the sub-committee representatives.
- iii. The PCANT Secretary will forward all relevant communication to the PCANT Board member assigned to that sub-committee and it will be the

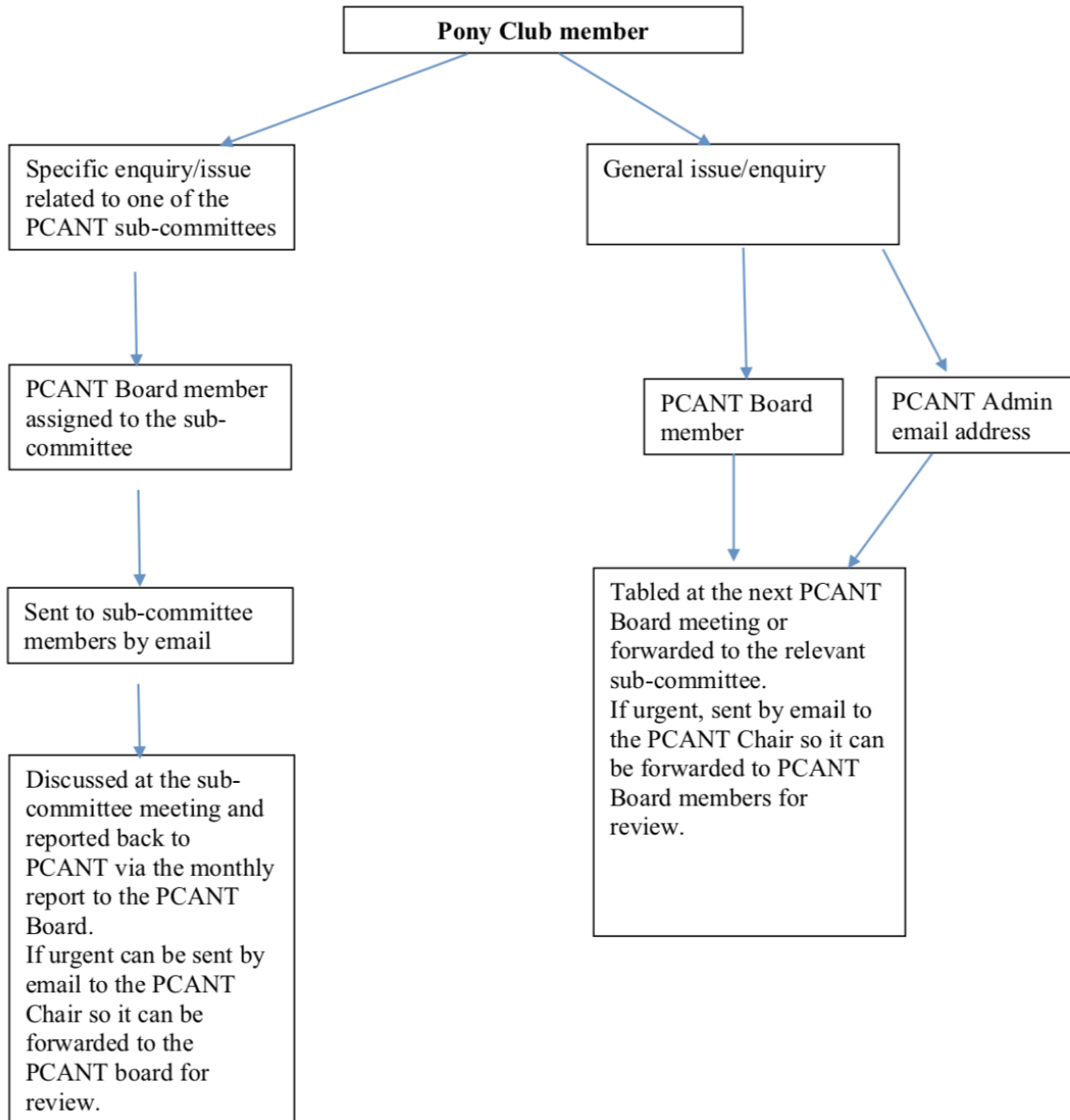
responsibility of the PCANT Board member to then forward the communication to the PCANT sub-committee members.

- iv. All communication between the PCANT sub-committees and PCANT should remain confidential and should only be forwarded onto another person with the approval of the PCANT Chair.
- v. The PCANT sub-committees will report to the PCANT Board through a report submitted to each PCANT Board meeting. This report will be presented to the PCANT Board by the PCANT board member represented on that sub-committee.

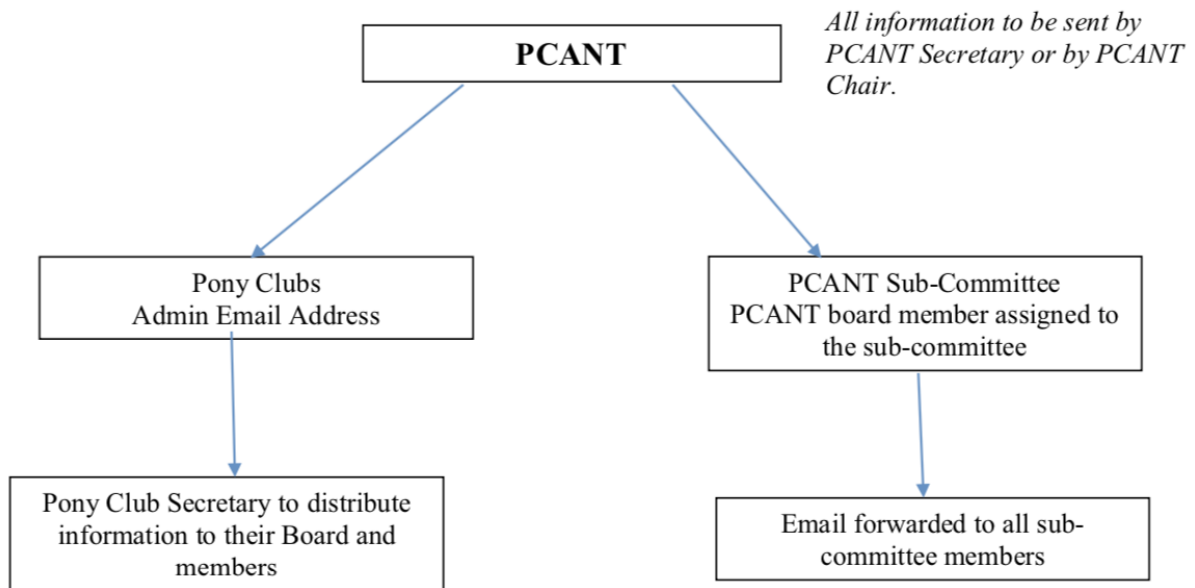
d) Communication with the media

- i. PCANT should seek to establish and maintain a good and open relationship with the media. It is important that PCANT works with the media to communicate important public messages about its work and goals.
- ii. Media contact concerning any matter in the name of or on behalf of PCANT should only be made by the Board members where:
 - 1. They have consulted and have received approval from the Board
 - 2. They have the required expertise to speak on the issue under discussion
 - 3. They have some experience in media relations.
- iii. The PCANT Chair is authorised to speak on behalf of PCANT, providing he/she has first consulted the PCANT Board members.
- iv. Other PCANT Board members are advised to ensure they are properly briefed and guided by the PCANT Chair before talking to the media on any issue related to PCANT.
- v. Any significant media contacts with PCANT Board members on any issue likely to prove contentious shall, where possible, be recorded.
- vi. Every effort should be made to assist the media with their enquiries.

Information flow from Pony Club members to PCANT



Information flow from PCANT to Pony Clubs and Sub-Committees



TERMINOLOGY AND REFERENCES

REFERENCES

FURTHER INFORMATION: