

North Haven Bowling & Recreation Club

Trading as Club North Haven

Online & Social Media Policy

1) All websites and social media pages created for use by sub-clubs of Club North Haven are, by their nature, official channels of communication. Information published through these pages or sites should be delivered in a professional and courteous manner. Published material should seek to inform readers about the sub-club, advertise upcoming events and activities, and acknowledge the involvement of members, guests and sponsors through publishing of competition results and write-ups, photography and video clips.

2) The Office of Liquor, Gaming and Racing places restrictions on the advertising of gambling related activities and the consumption of alcohol. Breaching these restrictions can lead to severe penalties.

Any sub-clubs wishing to advertise upcoming events involving the consumption of alcohol or gambling related activities should first seek advice from management.

3) All published material should remain courteous and respectful. Negative and disparaging remarks will not be tolerated, whether directed at Club North Haven, its officers, members and guests, external entities or individuals.

4) The committees of each sub-club are responsible for maintaining their online pages, to monitor content and seek to remove any inappropriate content as soon as possible. Language filters should be enabled.

5) Complaints or negative comments by visitors to social media pages should not be ignored or deleted. Complaints should be acknowledged with a professional and courteous response and efforts made to rectify any situations that occur. Management advice should be sought in handling comments or complaints that are potentially damaging to the reputation of Club North Haven or any of its sub-clubs.

6) Insults, threats, inappropriate language and discriminatory comments should be removed immediately, with the following statement posted (if necessary):

*Offensive language will not be tolerated by Club North Haven and its subsidiaries.
Inappropriate comments will be removed and users may be blocked.*

7) Whilst sub-clubs are responsible for maintaining their websites and pages, the Board of Club North Haven may assert the right to take control of any site, as per the Club Constitution, clauses 47m and 47o, if it determines that a sub-club has failed to maintain the integrity of that site.

8) Club North Haven welcomes the initiative of sub-clubs to further promote their activities online and through social media. Sub-clubs are encouraged to seek the advice and support of management to maximise the positive benefits of their online presence.