



Document No.	POL9
Document Name	KGC Communication Policy
Version	3.0
Document Owner	KGC Management Committee
Date Approved	12 August 2026

Purpose

Clear, concise, accurate and timely communication is essential to the smooth operation on Kingaroy Golf Club (KGC) and enhances enjoyment for members, staff, patrons and visitors.

Electronic communication is essential for sharing club news and information with our members. All electronic communication will be respectful, timely, appropriate and related to club business.

Underlying principles

- KGC has adopted the Golf Australia National Integrity Framework Member Protection Policy, which clearly outlines expected standards of behaviour, as well as rights and responsibilities of members, staff and visitors to ensure a safe and enjoyable experience for everyone involved in KGC activities.
- All communication which occurs between members, staff, patrons and visitors is expected to be conducted in a way that will protect members' privacy, maintain clear boundaries and ensure that bullying and harassment does not occur in accordance with the Golf Australia National Integrity Framework Member Protection Policy.
- KGC uses a range of electronic tools to communicate with our members.
- The methods of electronic communication which have been endorsed by the Kingaroy Golf Club are outlined in Appendix 1.
- A club representative will be appointed to provide accountability and control over material published on our club's website and any related discussion groups or social media websites. This information is also recorded in Appendix 1.

Methods of communication

Website

- Our website will include current information on club events, committees, policies, constitution, rules, by-laws and other club information.
- No offensive content or photos will be published.
- 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.
- We will seek feedback from members to improve the information available on the website.

Email/SMS (Text message)

Board/committee members, sub-committee members, authorised volunteers and authorised staff may use SMS and email to provide information about club news, competitions, social events and other club business, however:

- SMS messages should be short and about club/team matters.
- Email communication will be used when more information is required.
- Communication involving children will be directed through their parents.

- Email accounts that have been endorsed by the KGC Management Committee are outlined in **Appendix 1**. Any other email accounts must be endorsed by the Management Committee before they are created.

Social media

- We treat all social media postings, blogs, status updates and tweets as public 'comment'.
- Postings (written, photos or videos) will be family-friendly and feature positive club news and events.
- No personal information about our members will be disclosed.
- No statements will be made that are misleading, false or likely to injure a person's reputation.
- No statements will be made that might bring our club into disrepute.
- Abusive, discriminatory, intimidating or offensive statements will not be tolerated, as they represent a breach of the Golf Australia National Integrity Framework Member Protection Policy. Offending posts will be removed and those responsible will be blocked from the site. They may also face disciplinary action in accordance with the Golf Australia National Integrity Framework Complaints, Disputes and Discipline Policy.
- Social media accounts that have been endorsed by the Kingaroy Management Committee are identified in **Appendix 1**. Any other social media accounts cannot contain the name of Kingaroy Golf Club or claim to represent the club unless they have been endorsed by the KGC Management Committee prior to creation.

What we expect from our members

We expect all members to conduct themselves appropriately in accordance with the Golf Australia National Integrity Framework Member Protection Policy in all communication, including when using electronic communication to share information with other members or posting material on public websites connected to the club.

Electronic communication:

- Should be restricted to club matters.
- Must not offend, intimidate, humiliate or bully another person.
- Must not be misleading, false or injure the reputation of another person.
- Should respect and maintain the privacy of members.
- Must not bring the club into disrepute.

Authorised club representatives who work with children and young people must direct electronic communication through the child's parents.

Members are very welcome to communicate with the Management Committee either in person, by phone or email if they have a question or would like to make suggestions, provide feedback or raise concerns. Where a member has a serious concern or complaint, they are encouraged to put their concern in writing and send an email to the Club's email address or submit via the suggestion box in the Clubhouse. Complaints raised in this way must include the name and contact details of the person submitting the complaint/concern and will be addressed at the next Management Committee meeting. Matters requiring immediate attention will be addressed through an out-of-session process which includes the participation of all Management Committee members. Anonymous complaints will not be responded to.

All members are reminded that any communication is to be respectful, reasonable and factual. Prohibited conduct is outlined in the Golf Australia National Integrity Framework Member Protection Policy (see Appendix A).

Non-compliance

KGC has adopted the Golf Australia National Integrity Framework Complaints, Disputes and Discipline Policy to give overarching guidance in relation to the management of non-compliance with the Golf Australia National Integrity Framework Member Protection Policy.

Members may face disciplinary action for sending inappropriate electronic communication, sharing content or comments that harass, offend, intimidate or humiliate another member, either through electronic communication or verbally, in accordance with items **4.2 Discipline** and **4.4 Grievance Procedure** of the Kingaroy Golf Club Constitution.

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.

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.

Version information

Version	Details/Changes	Approved by	Date
1.0	New Policy.	KGC Management Committee	07 October 2025
2.0	Policy updated to link with <u>Golf Australia National Integrity Framework Member Protection Policy</u> and <u>Golf Australia National Integrity Framework Complaints Disputes and Discipline Policy</u> .	KGC Management Committee	20 April 2026
3.0	The Kingaroy Golf Club Community page will become a bulletin board/announcements tool rather than a discussion group.	KGC Management Committee	12 August 2026

Appendix 1

Method of communication	Target Audience	Details	Responsible Officers
KGC Newsletter	Members	The newsletter is produced once a month and is distributed via email to all Club members. Members are able to submit contributions/photos for inclusion.	Secretary Email: kingaroygolfclub@bigpond.com or dennisjane@bigpond.com
<u>KGC Website</u>	Members and general public	Kingaroy Golf Club website includes information about membership, the course, Club competitions, social play, policies, upcoming events. The website can be accessed here .	Sharon Lofthouse Email: slofty.62@gmail.com Phone: 0408498350
Kingaroy Golf Club Facebook Page (Official Page)	Members and general public	The Kingaroy Golf Club Facebook page is used to promote the Club to the broader community. Members who do not use Facebook can find a live link to this Facebook page on our website.	Chris Sarquis
Kingaroy Golf Club Community Notice Board (Facebook) (Official Page)	Members and invited guests	The Kingaroy Golf Club Community Notice Board Facebook page is used to keep members abreast of latest happenings at the Club. Results of Club competitions, latest news, etc will all be shared through the Facebook page. The page is designed for one-way communication only. Members will be emailed an invitation to join the page when they become a club member, or can join the page by searching for Kingaroy Golf Club Community Notice Board on Facebook.	Chris Sarquis Jane Franklin (Shwarz) John Dalton Allyson Sanewski Geoff Pyke Sharon Lofthouse Catherine Mahoney Graeme Badrick

Method of communication	Target Audience	Details	Responsible Officers
Kingaroy Golf Ladies Facebook Page (Unofficial Page)	Members only	The Kingaroy Golf Ladies Facebook page is used to communicate information relating to the women's competitions and other events specifically for female members. Members can join the page by searching for Kingaroy Golf Ladies on Facebook and requesting to join.	Sue Pottle Sally Robe Donna Askin Jean Burey-Porter Tracey Reinbott
Kingaroy Junior Golf Facebook Page (Unofficial Page)	Members only	The Kingaroy Junior Golf Facebook page is used to communicate information relating to Junior competitions and other events specifically for Juniors. In accordance with the Australian esafety Commissioner's <u>Social Media Aged Restrictions</u>, children under the age of 16 cannot be members of this page. Members can join the page by searching for Kingaroy Junior Golf on Facebook and requesting to join.	Jane Franklin

KGC Email Accounts

Position	Name	Email address
Secretary	Jane Franklin	kingaroygolfclub@bigpond.com or dennisjane@bigpond.com
President	Chris Sarquis	kgcpresident@hotmail.com
Bar Manager	Ange Jesse	kingaroygcbarmanager@gmail.com