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| <b>Document No.</b>   | POL9                     |
| <b>Document Name</b>  | KGC Communication Policy |
| <b>Version</b>        | 1.0                      |
| <b>Document Owner</b> | KGC Management Committee |
| <b>Date Approved</b>  | 07 October 2025          |

## Purpose

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

## Underlying principles

- KGC uses a range of electronic tools to communicate with our members.
- Our communication will protect members' privacy, maintain clear boundaries and ensure that bullying and harassment does not occur.
- 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, such as Facebook, YouTube or Twitter. Appendix 1 includes a summary of the types of communication the Club will use, and who has been authorised by the Club to monitor communications in line with this policy.
- The methods of communication which have been endorsed by the Kingaroy Golf Club are outlined in Appendix 1.

## Methods of communication

### Website

- Our website will include current information on club news, competitions, social events, committees, policies, constitution, rules, by-laws and other club business.
- 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. Offending posts will be removed and those responsible will be blocked from the site.
- 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 our members to conduct themselves appropriately 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.

## Non-compliance

Members may face disciplinary action for sending inappropriate electronic communication or posting online content or comments that harass, offend, intimidate or humiliate another member, as outlined in our member protection policy or code of conduct.

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 |

## 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<br>Email: <a href="mailto:secretary@kingaroygolfclub.com.au">secretary@kingaroygolfclub.com.au</a><br>or <a href="mailto:kingaroygolfclub@bigpond.com">kingaroygolfclub@bigpond.com</a><br>or <a href="mailto:dennisjane@bigpond.com">dennisjane@bigpond.com</a> |
| KGC Website                                                   | Members and general public | Kingaroy Golf Club website includes information about membership, the course, Club competitions, social play, policies, upcoming events. Bookings for Club competitions, social play, motorised carts can be made through the website.<br><br>The website can be accessed here <insert link when website goes live>.                                                                                                                                                                                       | <TBC>                                                                                                                                                                                                                                                                      |
| Kingaroy Golf Club Facebook Page<br>(Official Page)           | Members and general public | The <b>Kingaroy Golf Club</b> Facebook page is used to promote the Club to the broader community.                                                                                                                                                                                                                                                                                                                                                                                                          | Chris Sarquis                                                                                                                                                                                                                                                              |
| Kingaroy Golf Club Community Facebook Page<br>(Official Page) | Members and invited guests | The <b>Kingaroy Golf Club Community</b> 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.<br><br>Members will be emailed an invitation to join the page when they become a club member, or can join the page by searching for <b>Kingaroy Golf Club Community</b> on Facebook.<br><br>Members who do not use Facebook can find a live link to our Facebook page on our website. | Jane Franklin<br>Veronnica Harris<br>Chris Sarquis                                                                                                                                                                                                                         |
| Kingaroy Golf Ladies Facebook Page<br>(Unofficial Page)       | Members only               | The <b>Kingaroy Golf Ladies</b> Facebook page is used to coordinate the women's competitions and other events specifically for ladies.<br><br>Members can join the page by searching for <b>Kingaroy Golf Ladies</b> on Facebook and requesting to join.                                                                                                                                                                                                                                                   | Sue Pottle<br>Sally Robe<br>Donna Askin<br>Jean Burey-Porter<br>Tracey Reinbott                                                                                                                                                                                            |

| Method of communication                                 | Target Audience | Details                                                                                                                                                                                                                                                                | Responsible Officers |
|---------------------------------------------------------|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| Kingaroy Junior Golf Facebook Page<br>(Unofficial Page) | Members only    | The <b>Kingaroy Junior Golf</b> Facebook page is used to communicate information relating to Junior competitions and other events specifically for Juniors. Members can join the page by searching for <b>Kingaroy Junior Golf</b> on Facebook and requesting to join. | Jane Franklin        |

### KGC Email Accounts

| Position    | Name          | Email address                                                                                                                                                     |
|-------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Secretary   | Jane Franklin | <a href="mailto:secretary@kingaroygolfclub.com.au">secretary@kingaroygolfclub.com.au</a><br>or <a href="mailto:dennisjane@bigpond.com">dennisjane@bigpond.com</a> |
| President   | Chris Sarquis | <a href="mailto:kgcpresident@hotmail.com">kgcpresident@hotmail.com</a>                                                                                            |
| Bar Manager | Brandy Palmer | <a href="mailto:kingaroygcbarmanager@gmail.com">kingaroygcbarmanager@gmail.com</a>                                                                                |