



Social Media Policy

Policy overview and purpose

Social media is changing the way we communicate.

This policy has been developed to inform our community about using social media so people feel enabled to participate, while being mindful of their responsibilities and obligations. This policy provides practical guidance allowing all parties to benefit from the use of social media, while minimising potential risks and protecting those involved.

This policy assists to establish a culture of openness, trust and integrity in all online activities related to [TwistarZ Gymnastics Academy](#).

This policy contains TwistarZ Gymnastics Academy guidelines for the TwistarZ Gymnastics Academy community to engage in social media use. It also includes details of breaches of the policy.

In circumstances where guidance about social media issues has not been given in this policy, we suggest you use common sense or seek out advice from those who have approved this policy.

Underlying principles

This policy complements TwistarZ Gymnastics Academy's Core Team Principles and mission.

The CEO is responsible for all matters related to this policy.

Coverage

This policy applies to all persons who are involved with the activities of TwistarZ Gymnastics Academy, whether they are in a paid or unpaid/voluntary capacity and including:

- members of TwistarZ Gymnastics Academy
- employees of TwistarZ Gymnastics Academy;
- members of the TwistarZ Gymnastics Academy Executive;
- support personnel, including managers, physiotherapists, psychologists, sport trainers and others;
- coaches and assistant coaches;

- athletes;
- judges, and other officials;
- member associations, and
- family members of members, parents and guardians and spectators.

Scope

Social media refers to any online tools or functions that allow people to communicate and/or share content via the internet.

This social media policy applies to platforms including, but not limited to:

- Social networking sites (e.g. Facebook, Twitter, LinkedIn, Google+, Pinterest, Yammer, etc)
- Video and photo sharing websites or apps (e.g. YouTube, Vimeo, Instagram, Flickr, Vine, etc)
- Blogs and micro-blogging platforms (e.g. Tumblr, Wordpress, Blogger, etc)
- Review sites (e.g. Yelp, Urban Spoon, etc)
- Live broadcasting apps (e.g. Periscope, Meerkat, Facebook Mentions, etc)
- Podcasting (e.g. iTunes, Stitcher, Sound cloud, etc)
- Geo-spatial tagging (e.g. Foursquare, etc)
- Online encyclopaedias (e.g. Wikipedia, etc)
- Instant messaging (e.g. SMS, Skype, Snapchat, WhatsApp, Viber, etc)
- Online multiplayer gaming platforms (e.g. World of Warcraft, Second life, Xbox Live, etc)
- Online voting or polls
- Public and private online forums and discussion boards
- Any other online technologies that allow individual users to upload and share content.

This policy is applicable when using social media as:

1. an officially designated individual representing Twistarz Gymnastics Academy on social media; and
2. if you are posting content on social media in relation to Twistarz Gymnastics Academy that might affect Twistarz Gymnastics Academy's business, products, services, events, sponsors, members or reputation.

NOTE: This policy does not apply to the personal use of social media where it is not related to or there is no reference to Twistarz Gymnastics Academy or its business, competitions, teams, participants, products, services, events, sponsors, members or reputation. However, any misuse by you of social media in a manner that does not directly refer to Twistarz Gymnastics Academy may still be regulated by other policies, rules or regulations of Twistarz Gymnastics Academy.

Using social media in an official capacity

You must be authorised by the CEO before engaging in social media as a representative of Twistarz Gymnastics Academy.

To become authorised to represent Twistarz Gymnastics Academy in an official capacity, you must have completed any training directed by the CEO including but not limited to, <https://esafety.gov.au/esafety-information/games-apps-and-social-networking>.

As a part of Twistarz Gymnastics Academy's, community you are an extension of the Twistarz Gymnastics Academy brand.

As such, the boundaries between when you are representing yourself and when you are representing Twistarz Gymnastics Academy can often be blurred. This becomes even more of an issue as you increase your profile or position within Twistarz Gymnastics Academy. Therefore, it is important that you always represent both yourself and Twistarz Gymnastics Academy appropriately online.

Guidelines

You must adhere to the following guidelines when using social media related to Twistarz Gymnastics Academy or its business, products, competitions, teams, participants, services, events, sponsors, members or reputation.

1. Use common sense

Whenever you are unsure as to whether or not the content you wish to share is appropriate, seek advice from others before doing so or refrain from sharing the content to be on the safe side.

When using social media, the lines between public and private, personal and professional, may be blurred. Remember, you are an ambassador for Twistarz Gymnastics Academy.

2. Protecting your privacy

Be smart about protecting yourself and your privacy.

When posting content online there is potential for that content to become publicly available through a variety of means, even if it was intended to be shared privately. Therefore, you should refrain from posting any content online that you would not be happy for anyone to see, even if you feel confident that a particular individual would never see it.

Where possible, privacy settings on social media platforms should be set to limit access. You should also be cautious about disclosing your personal details.

3. Honesty

Your honesty—or dishonesty—may be quickly noticed in the social media environment. Do not say anything that is dishonest, untrue or misleading. If you are unsure, check the source and the facts before uploading or posting anything. Twistarz recommends erring on the side of caution – if in doubt, do not post or upload.

Do not post anonymously, using pseudonyms or false screen names. Be transparent and honest. Use your real name, be clear about who you are and identify any affiliations you have.

If you have a vested interest in something you are discussing, point it out. If you make an endorsement or recommendation about something you are affiliated with, or have a close relationship with, you must disclose that affiliation.

The web is not anonymous. You should assume that all information posted online can be traced back to you. You are accountable for your actions both on and offline, including the information you post via your personal social media accounts.

4. Use of disclaimers

Wherever practical, include a prominent disclaimer stating who you work for or are affiliated with (e.g. member of Twistarz Gymnastics Academy) and that anything you publish is your personal opinion and that you are not speaking officially. This is good practice and is encouraged, but don't count on it to avoid trouble — it may not have legal effect.

5. Reasonable use

If you are an employee of Twistarz Gymnastics Academy, you must ensure that your personal use of social media does not interfere with your work commitments or productivity.

6. Respect confidentiality and sensitivity

When using social media, you must maintain the privacy of Twistarz Gymnastics Academy's confidential information. This includes information that is not publically accessible, widely known, or not expected to be shared outside of Twistarz Gymnastics Academy.

Remember, if you are online, you are on the record—much of the content posted online is public and searchable.

Within the scope of your authorisation by Twistarz Gymnastics Academy, it is perfectly acceptable to talk about Twistarz Gymnastics Academy and have a dialogue with the community, but it is not okay to publish confidential information of Twistarz Gymnastics Academy. Confidential information includes things such as details about litigation, unreleased product information and unpublished details about

our club, including but not limited to our team, coaching practices, financial information and trade secrets.

When using social media, you should be considerate to others and should not post information when you have been asked not to, or where consent has not been sought and given. You must also remove information about another person if that person asks you to do so.

Permission should always be sought if the use or publication of information is not incidental but directly related to an individual. This is particularly relevant to publishing any information regarding minors. In such circumstances, parental or guardian consent is mandatory.

7. *Gaining permission when publishing a person's identifiable image*

You must obtain express permission from an individual to use a direct, clearly identifiable image of that person.

You should also refrain from posting any information or photos of a sensitive nature. This could include accidents, incidents or controversial behaviour.

In every instance, you need to have consent of the owner of copyright in the image.

8. *Complying with applicable laws*

Do not post or link to content that contains illegal or indecent content, including defamatory, vilifying or misleading and deceptive content.

9. *Abiding by copyright laws*

It is critical that you comply with the laws governing copyright in relation to material owned by others and Twistarz Gymnastics Academy's own copyrights and brands.

You should never quote or use more than short excerpts of someone else's work, and you should always attribute such work to the original author/source. It is good practice to link to others' work rather than reproduce it.

10. *Discrimination, sexual harassment and bullying*

The public in general, and Twistarz Gymnastics Academy's employees and members, reflect a diverse set of customs, values and points of view.

You must not post any material that is offensive, harassing, discriminatory, embarrassing, intimidating, sexually explicit, bullying, hateful, racist, sexist or otherwise inappropriate.

When using social media, you may also be bound by Twistarz Gymnastics Academy's values and Anti-Discrimination, Harassment and Bullying Policy and relevant Code of Conduct.

11. Avoiding controversial issues

Within the scope of your authorisation by Twistarz Gymnastics Academy, if you see misrepresentations made about Twistarz Gymnastics Academy in the media, you may point that out to the Twistarz CEO. Always do so with respect and with the facts. If you speak about others, make sure what you say is based on fact and does not discredit or belittle that party.

12. Dealing with mistakes

If Twistarz makes an error while posting on social media, be up front about the mistake and address it quickly. If you choose to modify an earlier post, make it clear that you have done so. If someone accuses Twistarz of posting something improper (such as their copyrighted material or a defamatory comment about them), address it promptly and appropriately and if necessary, seek legal advice.

13. Conscientious behaviour and awareness of the consequences

Keep in mind that what you write is your responsibility, and failure to abide by these guidelines could put your membership/employment/contract at risk.

You should always follow the terms and conditions for any third-party sites in which you participate.

14. Branding and intellectual property of Twistarz Gymnastics Academy

You must not use any of Twistarz Gymnastics Academy's intellectual property or imagery on your personal social media without prior approval from the CEO.

Twistarz Gymnastics Academy's intellectual property includes but is not limited to:

- trademarks
- logos
- slogans
- imagery which has been posted on Twistarz Gymnastics Academy official social media sites or website.

You must not create either an official or unofficial Twistarz Gymnastics Academy presence using the organisation's trademarks or name without prior approval from Twistarz Gymnastics Academy.

You must not imply that you are authorised to speak on behalf of Twistarz Gymnastics Academy unless you have been given official authorisation to do so by the CEO.

Where permission has been granted to create or administer an official social media presence for Twistarz Gymnastics Academy, you must adhere to the Twistarz Gymnastics Academy Branding Guidelines.

15. Staff & Underage Athlete Interactions

- a. Because social media blurs the lines between professional and personal lives, we maintain a strict policy regarding digital boundaries as they relate to staff and athlete interactions. Staff are expected to maintain a professional, mentor-based relationship with gymnasts always, both inside and outside the gym.
- b. To protect both our Twistarz staff and our minor athletes, the following rules apply to all personal social media accounts (including, but not limited to all those listed in the **Scope** above):
 - No "Friending" or "Following": Staff members must not accept "Friend" or "Follow" requests from any Twistarz Gymnastics Academy athlete under the age of 18 on their personal accounts.
 - No Outbound Requests: Staff members are **strictly prohibited** from sending a "Friend" or "Follow" request to any gymnast under the age of 18.
 - No Direct Messaging (DMs): Staff must not engage in private, direct messaging with minor athletes on personal platforms. Any necessary digital communication must go through official Twistarz Gymnastics channels or involve a parent/ guardian.
- c. **What if an athlete follows you first?**
 - If a gymnast under 18 requests to follow your personal account, you must decline or ignore the request.
 - If they are already following you, you must remove them as a follower.
- d. **Reporting:** If a staff member is accidentally exposed to a minor athlete's private social media profile, or if an athlete attempts persistent contact, it must be reported to management immediately.
- e. Failure to adhere to these boundaries will result in disciplinary action, up to and including immediate termination of employment or volunteer status.

Policy breaches

Breaches of this policy include but are not limited to:

- Using Twistarz Gymnastics Academy's name, motto, crest and/or logo in a way that would result in a negative impact for the organisation, clubs and/or its members.
- Posting or sharing any content that is abusive, harassing, threatening, demeaning, defamatory or libellous.
- Posting or sharing any content that includes insulting, obscene, offensive, provocative or hateful language.
- Posting or sharing any content, which if said in person during the playing of the game would result in a breach of the rules of the game.
- Posting or sharing any content in breach of Twistarz Gymnastics Academy's anti-discrimination, racial discrimination, sexual harassment or other similar policy.
- Posting or sharing any content that is a breach of any state or Commonwealth law.

- Posting or sharing any material to our social media channels that infringes the intellectual property rights of others.
- Posting or sharing material that brings, or risks bringing Twistarz Gymnastics Academy, its affiliates, its sport, its officials, members or sponsors into disrepute. In this context, bringing a person or organisation into disrepute is to lower the reputation of that person or organisation in the eyes of the ordinary members of the public.

Reporting a breach

If you notice inappropriate or unlawful content online relating to Twistarz Gymnastics Academy or any of its members, or content that may otherwise have been published in breach of this policy, you should report the circumstances immediately.

Report this to the Child Safety Manager at childsafety@twistarzgym.com.au

Further information about reporting breaches:

- For a complaint about the misuse of social media relating to a competition or class that occurs either prior to, during, or after a class or competition; refer to the relevant Program Manager or the CEO.
- For a complaint about the misuse of social media that is general in nature and/or ongoing and does not apply to a particular competition; please refer to Twistarz Complaint Handling Policy.

Investigation

Alleged breaches of this social media policy may be investigated according to Twistarz Gymnastics Academy's Complaint Handling policy, the relevant Code of Conduct or for staff their Employment Contract

Where it is considered necessary, Twistarz Gymnastics Academy may report a breach of this social media policy to police.

Disciplinary process, consequences and appeals

Depending on the circumstances breaches of this policy may be dealt with in accordance with the disciplinary procedure contained in the Twistarz Gymnastics Academy's Member Protection and Complaints Handling Policy's.

Employees of Twistarz Gymnastics Academy who breach this policy may face disciplinary action up to and including immediate termination of employment in accordance with Twistarz Member Protection Policy or any other relevant policy.

Appeals

Any person who is sanctioned under a disciplinary process for breach of this policy may have a right of appeal under Twistarz Complaint Handling Policy.

Related policies

- Staff Code of Conduct

- Child Safety and Wellbeing Policy
- Cultural and Child Safety Commitment Statement
- Complaints Handling Policy
- Privacy Policy
- Twistarz Membership Terms and Conditions

Other legal considerations that may be applicable include but are not limited to:

- Defamation
- Intellectual property laws, including copyright and trademark laws, Privacy, confidentiality and information security laws
- Anti-discrimination laws
- Employment laws
- Advertising standards
- *Charter of Human Rights and Responsibilities Act 2006*
- *Information Privacy Act 2000*
- Equal opportunity laws
- Contempt of Court