



## **Overview**

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This regulation relates to governance issues – Risk Management, Communication, Use of Social Media and Subcommittees. This regulation applies to SAUCNA members, volunteers or any individual representing themselves or passing themselves off as being a member of SAUCNA.

All sport and recreation organisations are subject to potential liabilities simply because of the nature of their activities. Being aware of potential dangers, adopting the right risk management practices and obtaining appropriate insurance can help reduce the likelihood of such liabilities.

Risk management is not just about compliance; it is also about good business sense.

This regulation covers all forms of communication including social media. Social media includes, but is not limited to, such activities as:

- Maintaining a profile page on social or business networking sites (such as LinkedIn, Facebook, Shutterfly, Twitter or MySpace);
- Content sharing include Flickr (photo sharing) and YouTube (video sharing);
- Commenting on blogs for personal or business reasons;
- Leaving product or service reviews on retailer sites, or customer review sites;
- Taking part in online votes and polls;
- Taking part in conversations on public and private web forums (message boards); or
- Editing a Wikipedia page.

The intent of the social media component of this regulation is to include anything posted online where information is shared that might affect members, colleagues, clients, sponsors or SAUCNA as an organisation.

## **Risk Management Process**

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The SAUCNA Board is committed to risk management and will appoint one Board member responsible for the process (as part of their portfolio).

The Board member will:

- Identify key people to be involved in the process (stakeholders, coaches, instructors, treasurer, staff, event coordinator, etc.).
- Set up a sub-committee to undertake the risk management process and report to the Board regularly.
- Communicate risk management strategies.
- Monitor and review your risk management plan regularly and at the Board level.
- Monitor all events, circumstances or situations that occurs to provide an opportunity for improvement.



Key stages of risk identification and management include identification, assessment, analysis, evaluation and treatment. This means:

- Identifying what is the risk
- Determining how it is best treated, which can involve:
  - avoiding the risk (i.e. deciding not to commence or continue with the activity that results in the risk)
  - removing the source of the risk
  - changing the likelihood of the risk occurring
  - changing the consequence of the risk on your organisation's goals
  - sharing the risk with another party or parties
  - retaining the risk by informed decision
- Determining when is it best treated
- Deciding who will manage the risk.

SAUCNA will be using the “ten steps to risk assessment” to develop a risk management action plan. The steps are as follows:

- Make a commitment as an organisation to risk management.
- Identify all possible material threats and risks.
- Assess the level of each risk.
- Decide to accept, treat or transfer each risk.
- Determine treatment options for all unacceptable risks.
- Formalise your risk management action plan.
- Implement your treatment options.
- Communicate information to everyone affected.
- Review your risk management action plan on a periodical basis (at least quarterly) or sooner if a major issue arises in your organisation's operations.
- Identify any new risks and update your plan.

#### *1 - Make a commitment as an organisation to risk management*

SAUCNA is committed in implementing this Risk Management Regulation by incorporating Risk Management as part of the Board meetings; identifying risks and who is responsible for resolving the risks, who they report to, how and when reports are made.

#### *2 - Identify possible threats and risks*

Risks can be things that affect the organisation as a whole such as declining membership or not securing sponsorship for an event.

The types of risks your organisation may face include:

- physical – injury or damage to persons or property
- legal – breaching legal obligations
- moral / ethical – harm to your organisation's reputation
- financial – loss of the organisation's assets
- human resource – a lack of requisite knowledge, skills and experiences among key personnel or
- board members could threaten the achievement of your organisation's objectives and goals



- information technology - the risk that information technologies used in the organisation are not operating as intended or are compromising the integrity and reliability of data and information
- social media – harm to an organisation’s reputation.

The Board will also assign a Board Member to complete the Risk Management Audit Checklist annually. The risks identified will be assessed as per the process below.

*3 - Assess the level of each risk*

The next stage is to assess the level of risk using a risk severity matrix. This helps incorporate factors such as frequency (the likelihood of occurrence) and severity of impact (consequences for your organisation).

A risk matrix then combines the likelihood of the risk occurring and the consequence should such a risk occur. Combined, they result in the risk rating for treating and / or monitoring the risk.

The likelihood of a risk occurring is classified as below:

Score	Likelihood	Definition
5	Almost certain	Is expected to occur in most circumstances.
4	Likely	Will probably occur in most circumstances.
3	Possible	Might occur at some time.
2	Unlikely	Could occur at some time.
1	Rare	May occur in exceptional circumstances.

The severity as a result of a risk occurring is classified as below:

Score	Severity	Definition
5	Catastrophic	Significant number of major objectives not achieved
4	Major	A major number of major objectives or operations not achieved
3	Medium	Major components of strategies or operations not achieved
2	Minor	Minor parts of strategies or operations not achieved
1	Insignificant	No effect on strategies or objectives

All risks are analysed using the same risk criteria. From the above likelihood and severity rating a combined score can be determined.

		Likelihood				
		5	4	3	2	1
Severity	5	Moderate	High	High	Extreme	Extreme
	4	Moderate	Moderate	High	High	Extreme
	3	Low	Moderate	Moderate	High	High
	2	Low	Low	Moderate	Moderate	High
	1	Low	Low	Low	Moderate	Moderate



The following table provides an example of a definition for each risk rating and the actions to be undertaken.

Risk Rating	Required Action
Low	<b>Acceptable:</b> Unlikely to require specific application of resources; manage by routine procedures. Monitor and review.
Moderate	<b>Moderate Generally not acceptable:</b> Likely to cause some damage, disruption or breach of controls. Board attention needed and officer / management responsibility specified. Treatment plans to be developed and endorsed by the board.
High	<b>Generally not acceptable:</b> Likely to cause some damage, disruption or breach of controls. Board attention needed and officer / management responsibility specified. Treatment plans to be developed and endorsed by the Board.
Extreme	<b>Not acceptable:</b> Likely to threaten the survival or continued effective functioning of the program or the organisation, either financially or politically. Immediate action required; must be managed by a designated officer of the organisation and a detailed treatment plan reported to the Board

#### 4 - Decide to accept or treat each risk

The second part of the assessment stage is an evaluation of each risk to decide whether it is acceptable or unacceptable. Some risks are acceptable simply because the level of risk and / or the consequences are so low that it does not justify any specific further action.

Once you all risks have been prioritised then determine the appropriate way of dealing with each one, starting with the highest risk. Use existing rules, policies, procedures, technical systems and training requirements to assist with this assessment.

When evaluating risks, consider:

- The controls already in place to manage the risk
- Costs associated with managing the risk or leaving it untreated
- The possibility of transferring some or all of the risk through insurance or waivers.

Consider how well this risk is currently managed the risk and if any risks are borne by other stakeholders and if there are any potential weaknesses in the current control methods.



*5 - Determine treatment options for all unacceptable risks*

Each risk identified needs to be addressed and the appropriate treatment determined.

Treatment options may include:

- Avoiding the risk – e.g.: not to proceed with an activity that is considered a high risk
- Reducing the risk – e.g.: implement this strategies like changes to rules or equipment.
- Transferring the risk – e.g.: purchase insurance and use waivers, warnings and release forms
- Retaining the risk – e.g.: some risks are acceptable and part of the game such as minor injuries in contact sports.

Other strategies can include:

- Training – e.g.: requiring personnel to undergo specific training before certain activities
- Documentation – e.g.: creating standard operating procedures for using specific equipment
- Resourcing – e.g.: obtaining additional resources or funds
- Systems – e.g.: creating a maintenance schedule for the facility

*6 - Formalise your risk management plan*

*(a) Document the plan*

Record the following on the Risk Management Action Plan

- Risks;
- Rating;
- Proposed actions;
- Order of priority;
- Individual responsible for the management of each risk
- Distinguish risks as either strategic or operational

Strategic risks are those that arise from the fundamental decisions that the board makes concerning an organisation's objectives. Strategic risks are the risks that impact on an organisation's ability to achieve its objectives.

Operational risks refer to potential losses arising from the normal business / organisational operations. Accordingly, they affect the day-to-day running of operations in contrast to strategic risks that arise from the organisation's strategic positioning.

Operational risks are managed at a risk management level (not necessarily board level) and can be managed and mitigated by internal control mechanisms including policies, procedures, etc.

*(b) Appoint a risk management officer*

The SAUCNA Board will appoint one person to be responsible for risk management as part of their portfolio.



*(c) Create a standing agenda item*

SAUCNA will ensure that Risk Management is a standing agenda item for Board Meetings. This will allow all Board members to report on any potential hazards or risks.

*7 - Implement your treatment options*

For each risk that needs treatment, the SAUCNA Board is to address:

- What is to be done?
- What resources are required?
- Who is responsible for doing it?
- When should it be completed?
- When should it be reviewed?

Treatment may include:

- Implementing policies
- Erecting signs
- Providing training
- Replacing equipment
- Purchasing insurance
- Scheduling regular reports on the strategy associated with the management of the risk.

*8 - Communicate information to everyone affected*

This regulation (and any amendments and action plans) is to be made available to all stakeholders via the SAUCNA website.

*9 - Review your risk management plan*

The action plan will be reviewed monthly by the SAUCNA board as a standing agenda item. This is to ensure items are being actioned and appropriate resources is allocated for completion.

*10 - Identify any new risks and update the action plan*

Any new risks identified by the Board from:

- day to day business;
- as a result of investigations and disputes;
- correspondence;
- informal notifications;

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## **Communication**

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

### **Communication methods**

- We use 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.



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### Governance

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- A Communications portfolio is managed by at least one member of the SAUCNA Board 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.

#### **Website**

- Our website will include current information on competitions, social events, committees, policies, constitution, rules and by-laws.
- 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 site.

#### **SMS and email**

Committee members, coaches and team managers may use SMS and email to provide information about competition, training, Association sanctioned social events and other Association business, however:

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

#### **Social media websites**

- 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 Association 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.

#### **Expectations of 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 Association.

#### **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.



Coaches and others who work with children and young people must direct electronic communication through the child's parents.

## **Social Media**

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- The web is not anonymous. SAUCNA members and volunteers should assume that everything they write can be traced back to them.
- Due to the unique nature of volunteers in SAUCNA, the boundaries between a member's profession, volunteer time and social life can often be blurred. It is therefore essential that members make a clear distinction between what they do in a professional capacity and what they do, think or say in their capacity as a volunteer for SAUCNA. SAUCNA considers all members of SAUCNA are its representatives.
- Honesty is always the best policy, especially online. It is important that SAUCNA members think of the web as a permanent record of online actions and opinions.
- When using the Internet for professional or personal pursuits, all members must respect the SAUCNA brand and follow the guidelines in place to ensure SAUCNA's intellectual property or its relationships with sponsors and stakeholders is not compromised (see 5.0 below), or the organisation is brought into disrepute.

### ***Social Media Usage***

- For SAUCNA members and volunteers using social media, such use:
  - Must not contain, or link to, libellous, defamatory or harassing content. This also applies to the use of illustrations or nicknames;
  - Must not comment on, or publish, information that is confidential or in any way sensitive to SAUCNA, its affiliates, partners or sponsors; and
  - Must not bring the organisation or netball into disrepute.
- Furthermore, SAUCNA members and volunteers may not use the SAUCNA brand (see 5.0 below) to endorse or promote any product, opinion, cause or political candidate; and it must be abundantly clear to all readers that any and all opinion shared are those of the individual, and do not represent or reflect the views of SAUCNA.

### ***Branding and Intellectual Property (IP)***

- It is important that any trademarks belonging to SAUCNA or club are not used in personal social media applications, except where such use can be considered incidental – (where incidental is taken to mean “happening in subordinate conjunction with something else.”). Trademarks include:
  - Club and SAUCNA logos, and slogans;
  - Images depicting SAUCNA volunteers, except with the permission of those individuals;
  - Other SAUCNA imagery including banners or the official SAUCNA uniforms.



***Official SAUCNA blogs, social media pages and online forums***

- When creating a new website, social networking page or forum for volunteers or club member use, care should be taken to ensure the appropriate person at an association or club level has given written consent to create the page or forum.
- Similarly, appropriate permissions must be obtained for the use of logos or images. Images of minor children may not be replicated on any site without the written permission of the child's parent and / or guardian.
- For official SAUCNA blogs, social pages and online forums:
  - Posts must not contain, nor link to, pornographic or indecent content;
  - Some hosted sites may sell the right to advertise on their sites through 'pop up' content which may be of a questionable nature. This type of hosted site should not be used for online forums or social pages as the nature of the 'pop up' content cannot be controlled;
  - SAUCNA volunteers must not use SAUCNA online pages to promote personal projects; and
  - All materials published or used must respect the copyright of third parties.

***Consideration towards others when using social networking sites***

- Social networking sites allow photographs, videos and comments to be shared with thousands of other users. SAUCNA members and volunteers must recognise that it may not be appropriate to share photographs, videos and comments in this way.
  - For example, there may be an expectation that photographs taken at a private SAUCNA event will not appear publicly on the Internet.
- In certain situations, SAUCNA members or volunteers could potentially breach the privacy act or inadvertently make SAUCNA liable for breach of copyright.
- SAUCNA members or volunteers should be considerate to others in such circumstance and should not post information when they have been asked not to or consent has not been sought and given. They must also remove information about another person if that person asks them to do so.
- Under no circumstance should offensive comments be made about SAUCNA members or volunteers online.

***Non-compliance***

- SAUCNA and its clubs continually monitor online activity in relation to the organisation and its members. Detected breaches of this policy should be reported to SAUCNA.
- If detected, a breach of this policy may result in disciplinary action from SAUCNA. A breach of this policy may also amount to breaches of other SAUCNA policies. For volunteers this may involve a verbal or written warning or in serious cases, termination of your association or engagement with SAUCNA. SAUCNA members may be disciplined in accordance with SAUCNA disciplinary regulations.



- 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 Regulation 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.

### ***Consultation or Advice***

- This regulation has been developed to provide guidance for SAUCNA members and volunteers in a new area of social interaction. SAUCNA members or volunteers, who are unsure of their rights, liabilities or actions online and need to seek clarification, should contact the SAUCNA Secretary.

### **Subcommittees**

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SAUCNA has three (3) subcommittees: Winter Competition, Summer Competition and Umpires. In addition, a subcommittee may be created as required by the SAUCNA Board and the terms of reference for that subcommittee must be approved by the Board.

The Winter Competition subcommittee shall conduct the winter season competition of the Association.

The Summer Competition subcommittee shall conduct the summer season competition of the Association.

The Umpires subcommittee shall be responsible for all umpiring issues across both Winter and Summer competitions.

### ***Responsibilities***

The Winter Competition and Summer Competition subcommittees are responsible for the following areas of running their respective competitions:

- Proposing dates for the competition each year
- Calling and running general meeting(s) as required
- Advertising nominations for the coming season
- Appointing grading panel
- Grading, regrading and programming
- Resolving incidents and complaints in line with SAUCNA discipline procedures



The Umpires subcommittee are responsible for:

- Assisting and carrying out any umpiring duties delegated by the Association in the encouragement and support of netball.
- Training umpires and raising the standard of umpiring at all matches organized and controlled by the Association – both Winter & Summer seasons
- Securing the uniformity of umpiring and rulings.
- Ensuring all umpires for the Association must be 14 years of age
- Screening and approving 13-year olds to umpire upon appropriate application
- Allocate umpires for all finals matches in Winter and Summer competitions.

### ***Subcommittee Members***

The Summer subcommittee shall consist of the following:

- Chairman
- Secretary
- Financial Person
- Up to 8 Committee members

The Winter subcommittee shall consist of the following:

- Chairman
- Secretary
- Financial Person
- Up to 4 Committee members

The Umpires subcommittee shall consist of the following:

- Chairman
- Secretary
- Financial Person
- Up to 8 Committee members

Nomination procedures for all subcommittees are as follows:

- All nominees must be a member of a current affiliated club in either the SAUCNA Winter or Summer Competitions
- Nominees for the Umpires subcommittee must also be active umpires (ie registered and have umpired at least 3 matches, or mentored junior umpires, in the previous 12 months).
- All nominations must be submitted on the appropriate form available on the SAUCNA Website or sent with the notice of general meeting.
- The nomination must be signed by the nominee and the President/Chairperson/Secretary of the nominees current club.
- All nominations must be received by the subcommittee secretary no less than 7 days prior to the General meeting



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All subcommittee members will be elected at a General Meeting called for each subcommittee.

Each member of the subcommittee is required to take on at least one role within the subcommittee.

### **Meetings**

The Summer Competition General Meeting is to be held last week in August or first week in September each year. Elected members take office at the end of that meeting.

All clubs affiliating for the Summer Competition must attend the Summer Competition general meeting as per constitution. At the initial meeting the subcommittee must appoint a Supervisor who is responsible for overseeing each night of competition - each night may have a different supervisor.

At the first committee meeting appoint portfolios as deemed necessary for the coming Summer season (e.g.: grading, scores and player recording, supervisor, liaison to Board)

The Winter Competition General Meeting is to be held last week in August or first week in September each year. Elected members take office at the end of that meeting.

All clubs affiliating for the Winter Competition must attend the Winter Competition general meeting as per constitution. At the initial meeting the subcommittee must appoint a supervisor who is responsible for overseeing matches at Association Courts. In addition, they must appoint portfolios as deemed necessary for the coming Winter season (e.g.: grading, scores and player recording, supervisor, liaison to Board)

The Winter and Summer Competition subcommittees should meet at least once during the season and once at the completion of season. Other meetings as necessary.

The Umpires Subcommittee General Meeting is to be held early August each year. Elected members take office on the completion of the Winter Day season.

All clubs participating in the Winter Competition must attend the Umpires general meeting as per constitution.

Umpires subcommittee only should meet at least three times during the year. The first meeting should be a planning meeting for the coming year. Other meetings should be to deal with any business or planning for functions. The subcommittee shall organize development events for all clubs and umpires. A planning meeting to be held as soon as practical after the completion of the Winter Day season. At this meeting the following are appointed:

- Rules Advisor – must be an A grade badged umpire
- Grading Officer
- Exam Setter
- Exam Marker and a checker
- Clinic Co-Ordinator
- Liaison to Board
- Umpires Allocators (three)
- Communication



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Any other portfolios deemed necessary the coming year.  
Performance in these positions are to be carried out in line with duties in Umpire's Subcommittee hand book.

### ***Protocol***

Subcommittees may make recommendations which are forwarded to the Association Secretary for approval by the Board. These may include:

- the amount of fees fines and charges
- the amount of honoraria
- the payment of expenses.

Each Subcommittee **secretary** shall present an Annual Report at the Association's Annual General Meeting