# Safe Play Online: A Guide to Online Safety for Clubs and Community Organisations

Technology plays a core part in all organisations in the 21st century. This guide offers practical advice for clubs and community organisations to help support their participants, staff, volunteers, and whānau to confidently access technology and safely connect online.

For more information about online safety, visit Netsafe.org.nz

If you want expert help or advice, you can contact us. Our service is free, non-judgemental and available seven days a week.

* Text ‘Netsafe’ to 4282
* Email [help@netsafe.org.nz](mailto:help@netsafe.org.nz)
* Call toll free on 0508 NETSAFE (0508 638 723)
* Online report at netsafe.org.nz/report

## Policies and Procedures

Online safety starts at the highest level. You may have a separate online safety policy in your organisation, and online safety may also be relevant to other policies, such as:

* Code of Conduct Policy
* Acceptable Use Policy
* Social Media Policy
* Health and Safety Policy
* Child Protection Policy

Your policies and procedures should outline:

* The risks that your staff, volunteers and participants can experience online (especially for young people or children)
* What the organisations considers acceptable behaviour
* The appropriate pathways for reporting concerns (read more on reporting below)
* What constitutes a breach of the policy, and how a breach is handled

We recommend that all participants (and their guardians), staff and volunteers sign an acknowledgement that they have read and understood your organisation’s online safety policies. You can use our Online Safety Policy Template **[add link]** and User Agreement template **[add link]** as a starting base.

Policies should be publicly accessible e.g. available on your website and should be reviewed regularly.

## Images, Videos and Consent

Most people who take images and videos at events are doing so for acceptable reasons e.g. a partner photographing their partner on the field, or a parent videoing their child during a performance. Unfortunately, images and videos can be an avenue for abuse. It’s important that your organisation has appropriate safeguards around image and video use, particularly if you work with children or young people.

##### The Law

It is generally lawful to take photographs and videos in public places without their consent. It can be unlawful if people are in a place where they can expect privacy (e.g. a public changing area) and that person is in a vulnerable position, or if there is indecent intent behind the image capturing.

If you are taking photographs and videos in private spaces, the venue owner can ask you to refrain from filming. If you are using a venue you don’t own, it’s best to clear any filming with the venue owner beforehand.

If you post identifiable photos/videos without the consent of the person (or their parent/guardian), this could be a breach of the Privacy Act.

##### Best Practice

* Have all members read and sign a consent form which outlines:
  + What personal information (including photos and videos) will be collected
  + How this information will be stored
  + How staff and members might use this information
  + When and how coaches/managers/staff will contact participants directly
  + Participant’s rights to have their personal information and content removed
* Clearly outline in policies and publicise what is appropriate behaviour when it comes to taking photos and videos e.g.
  + The use of cameras or recording devices in changing rooms and private spaces is not appropriate
* Provide professional photographers and media with an identification pass to be worn for the duration of major/large events
* If using professional photographers, clearly outline (in a written contract) who will retain the images taken (including arrangements for negatives, digital files and proofs) and outline any restrictions for use and sale.

##### Additional Advice for Working with Children

* Obtain written permission from the parent/guardian prior to taking the images of a child or young person. Ensure that all concerned are aware of the way in which the image is to be used and how long the image will be displayed
* Do not allow photographers (professional, fans or staff) unsupervised access to children
* Only publish appropriate images of children, relevant to the sport or activity, and ensure that the athlete/child is suitably clothed.
* If an image is used avoid naming the child. If this is not possible, avoid using a surname. Do not display information about hobbies, likes/dislikes, school etc as this information could be used for grooming.

##### Social Media and Communications

Social media has made it easier for groups to organise meetings, trainings and rehearsals, advertise events and send out notices to their community. However, there are risks when using social media that need to be managed by your organisation. Being able to connect with someone’s personal account online can blur boundaries, especially between staff and volunteers, and participants and parents. Establishing clear boundaries gives your staff and volunteers the confidence to communicate effectively with members

* At the start of the year or season, advise participants (and parents) how and where communication will occur
* Ensure alternative communication options are available for people who don’t use social media
* Set expectations for both staff and members around social media use –how do we treat each other as teammates? How do we want outsiders to see us? What information do we keep quiet?
* Copy a parent or nominated official on any private communication with young people
* Use club accounts for staff and coaches to use (e.g. Zoom) as opposed to personal accounts where possible
* Check group settings to allow for admin approval. Clearly post or publicise any admin rules
* Use passwords for online video calls (e.g. Zoom) to limit access

#### Social Media Age Restrictions

Most social media platforms are designed for older users, and will state that they are for users 13+ in their Terms of Service. This is mainly due to the COPPA Act in the United States, which places additional regulations on any web service designed for users 12 and under. If you are working with younger children, it’s important to review that any communication channel that you use is age-appropriate, and that you are following the Terms of Service.

##### Reporting Concerns and Responding to Incidents

All staff, volunteers and participants need to be aware of how they can report online safety concerns to your organisation. You may have one designated person or multiple designated people who understand the relevant legislation and can act appropriately.

Members, especially children and young people, may not feel comfortable reporting directly to the designated person – all adults need to understand the consequences of disclosure and ensure that the organisation is made aware of the concerns.

#### The Harmful Digital Communications Act (HDCA) 2015

The Harmful Digital Communications Act aims to help people targeted online with harmful content and covers any digital communications including text, emails or social media. The content can be posted publicly or sent privately

There are 10 communication principles that guide how to communicate online. A digital communication should not:

1. disclose sensitive personal facts about an individual
2. be threatening, intimidating, or menacing
3. be grossly offensive to a reasonable person in the position of the affected individual
4. be indecent or obscene
5. be used to harass an individual
6. make a false allegation
7. contain a matter that is published in breach of confidence
8. incite or encourage anyone to send a message to an individual for the purpose of causing harm to the individual
9. incite or encourage an individual to commit suicide
10. denigrate an individual by reason of colour, race, ethnic or national origins, religion, gender, sexual orientation or disability

Netsafe is set up under the HDCA to help resolve breaches of the 10 communication principles. There are also criminal penalties in the Act for serious offences. For more info visit [netsafe.org.nz/what-is-the-hdca](http://www.netsafe.org.nz/what-is-the-hdca)

#### The Privacy Act 1993

The Privacy Act has 12 principles which outline how businesses and organisations collect, use, store and share personal information The Privacy principles also explain that you have the right to access your personal information, and the right to correct this information if you believe it is incorrect.

The Office of the Privacy Commission is the crown entity with the role to promote privacy rights in New Zealand, and investigate complaints about breaches of the Privacy Act. You can find more about the Privacy Act and the 12 principles [on their website.](https://www.privacy.org.nz/)

#### Support Agencies

Netsafe can provide free and confidential support for online safety challenges, including harassment on online bullying (Call 0508 NETSAFE (0508 638 723), email [help@netsafe.org.nz](mailto:help@netsafe.org.nz) or [report online](https://report.netsafe.org.nz/hc/en-au/requests/new)). It may also be appropriate to contact other agencies, and refer you members to support organisations:

* [Police](http://www.police.govt.nz/) – Call 111. If someone is in risk of imminent danger or a crime is being committed contact 111 immediately for help. Otherwise contact your local police station if you are concerned that activity could be criminal and illegal.
* [Department of Internal Affairs](https://www.dia.govt.nz/Censorship-Make-a-Complaint) – The Department of Internal Affairs is the government body which enforces the law around objectionable and restricted material, including child sexual abuse material and extremist content. To find out more about their work, report objectionable material, such as online child sexual exploitation and abuse, go the [DIA website](https://www.dia.govt.nz/Censorship-Make-a-Complaint)
* [Ministry for Vulnerable Children – Oranga Tamariki](https://www.mvcot.govt.nz/) – 0508 326 459 or [contact@mvcot.govt.nz](mailto:contact@mvcot.govt.nz). Oranga Tamariki is the government agency responsible for the wellbeing of children at risk of harm
* [Shine](http://www.2shine.org.nz/) – 0508 744 633. A free helpline to provide support to people who have been victims of family violence.

#### Helplines:

* [Lifeline](https://www.lifeline.org.nz/) Suicide Crisis Helpline – 0508 TAUTOKO (0508 828 865). A free 24 hour suicide crisis helpline operated by trained counsellors.
* [Need to Talk](https://www.1737.org.nz/) – Free text or call 1737. A free 24 hour call or text helpline operated by trained counsellor

#### Helplines for Young People:

* [Youthline](https://www.youthline.co.nz/) – Call 0800 376 633, Free TXT 234 or email [talk@youthline.co.nz](mailto:talk@youthline.co.nz). Youthline provides a free counselling service for young people.
* [What’s Up](http://www.whatsup.co.nz/) – 0800 942 8787 or via [online chat.](https://public.mc.hostedcc.com/whatsupnz/forms/Chat/Chat) A free helpline service to support children and teens.
* [Kidsline](http://www.kidsline.org.nz/Home_312.aspx) – 0800 KIDSLINE (0800 54 37 54). A free helpline service to support children.

#### Support for Sexual Harm :

* [WellStop](http://www.wellstop.org.nz/) (Wellington) – [Make a referral online.](http://www.wellstop.org.nz/making-a-refferal.html) A service to prevent sexual abuse by providing support for concerning or harmful sexual behaviour.
* [SAFE Network](http://www.safenetwork.org.nz/) (Auckland) – 09 377 9898 ext 700 or [make a referral online.](http://www.safenetwork.org.nz/contact) A service to prevent sexual abuse by providing support for concerning or harmful sexual behaviour.
* [Help](http://helpauckland.org.nz/) (Auckland) – 09 623 1700 or [info@helpauckland.org.nz.](mailto:info@helpauckland.org.nz) A free 24 hour helpline to support victims of sexual assault.
* [STOP](http://www.stop.org.nz/) (Christchurch) – 03 353 0257 or [info@stop.org.nz](mailto:info@stop.org.nz). A service to prevent sexual abuse by providing support for concerning or harmful sexual behaviour.
* [Rape Prevention Education](http://rpe.co.nz/)– [Contact online.](http://rpe.co.nz/contact-us/) Provides education and information to prevent sexual violence.

##### Working with Children and Young People

If you are working with children and young people, you have additional responsibilities for keeping the young people you are engaged with safe.

Children and young people face many risks and challenges, which need to be planned for in procedures and policies. Some of the common challenges include:

* **Cyberbullying** – 1 in 5 young people in NZ have been the target of online bullying
* **Grooming** - 10% of all children have met someone in person that they first got to know online
* **Sexting and sharing nudes** – nearly 1 in 5 teens have been asked to send nudes
* **Exposure to upsetting and concerning content** - 36% of teens have seen violent images online

We recommend that coaches, managers and staff have conversations with young people around online safety and the organisation’s expectations around online behaviour. Netsafe’s *Parents Online Safety Toolkit* has [guides on how to talk to young people](https://www.netsafe.org.nz/learn/) about online safety that can be adapted for the situation.

You can also read more about some of these common challenges on [Netsafe’s website](https://www.netsafe.org.nz/).

#### Child Protection

Abuse, including online abuse, is a serious matter, and we all have a part to play in the protection of the young people in our care. Young people do not always know that online abuse is wrong and is reportable to the adults in their lives. Your staff need to be confident that they can:

* Understand safe practices around children
* Recognise indicators of abuse
* Report concerns and know that these are taken seriously and acted on

[Oranga Tamariki – the Ministry of Children](https://www.orangatamariki.govt.nz/) is the Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. Their publication [Safer organisations Safer children](https://www.orangatamariki.govt.nz/assets/Uploads/Safer-Organisations-safer-children.pdf) has more information and advice for organisations on developing a child protection policy.

##### Putting it into Play

Online safety doesn’t just live on a piece of paper or virtual document. Regular training and publicising your organisation’s online safety culture is key to making sure your staff, volunteers, and participants are confident in acting online. Review your policies and online safety incidents regularly to improve your practices. Designating specific people in your organisation to take charge of specific roles (e.g. incident reporting, social media), can help people identify who they need to turn to for support in your organisation.

##### Additional Links

* [Safer Internet Day](https://www.netsafe.org.nz/safer-internet-day/) is a global celebrating dedicated to promoting a safer world online. Netsafe coordinates this day on behalf of New Zealand - if you’re interested in joining other Aotearoa supporters email outreach@netsafe.org.nz
* [Sport NZ](https://sportnz.org.nz/) is the national body for New Zealand’s sporting sector
* [Community Matters](https://www.communitymatters.govt.nz/) is the government body helping communities and community organisations thrive
* [CERT NZ](https://www.cert.govt.nz/individuals/) supports business, organisations and individuals affected by cyber security incidents
* [The Intellectual Property Office of New Zealand (IPONZ)](https://www.iponz.govt.nz/) can help organisations understand copyright and trademarks