

# Online Dos & Don'ts

## Guidance when delivering online training and activities for tamariki and rangatahi

Everyone involved in the play, active recreation and sport system and particularly tamariki and rangatahi, should be treated with respect and dignity and be free to participate without being discriminated against, harassed, bullied or abused.

This practical guide outlines the importance of applying the same principles to online training/activity in the virtual world, as in a face-to-face training/activity session, in order to keep our tamariki and rangatahi safe.

During this period of rapid change, it is really important to be fully transparent with parents and guardians, especially around what platforms are being used for training/activity, why, and what safeguards have been put in place, to mitigate any potential risk.



## Consent

### Do:

- ✓ Obtain permission for the child to participate in online training/activity directly from their parent/guardian in writing (e.g. by email) and retain on file.
- ✓ Advise the child and their parents/guardians that a parent/guardian should be nearby for training sessions wherever possible.
- ✓ Provide parents/guardians with the name of the coach/instructor leading the training/activity session and their credentials, including a current NZ Police Vetting Check or Ministry of Justice Criminal Record Check.

### Don't:

- ✗ Rely on a child advising you that their parent/guardian has granted permission.
- ✗ Engage in any form of communication that a parent/guardian has not given express permission for their child to participate in.
- ✗ Publish any recordings of a child to social media channels that their parent/guardian has not consented to.

# Communication

## Do:

- ✓ Limit online communication to issues directly related to delivering online training/activity, such as advising the time of a session or, when conducting the session, to explaining drills/activities and providing instruction.
- ✓ Copy all communications to a child's parent/guardian where possible.
- ✓ Ensure all training sessions are led by a coach/instructor engaged by your club/organisation with a current NZ Police Vetting Check or Ministry of Justice Criminal Record Check, which you keep on file.
- ✓ Clearly communicate expectations to children and their parents/guardians.



**For example: Who will be leading the session, what will sessions consist of, what equipment or space will the child need.**

- ✓ Encourage coaches/instructors and club/organisation officials to undertake online training and conduct research into online safety.



**Note: We have listed some resources that provide information and advice on creating safe online environments at the end of this document.**

- ✓ Ensure that appropriate security features are being utilised for video calls. For example, lock calls so that they can only be accessed using a password that has been distributed via email to participating children.
- ✓ Utilise club/organisation accounts for coaches/instructors to use (e.g. Zoom) as opposed to personal accounts.

## Don't:

- ✗ Add as a friend, accept friend requests from, follow or engage with children on social media, video-conferencing or gaming platforms or via other communication channels outside of training.
- ✗ Communicate with children using chat rooms, social networking sites, game sites or instant messaging from personal profiles or accounts.
- ✗ Engage in one-on-one sessions or communications with children. All communications should be with the team/group as a whole.
- ✗ Use any communications to promote unauthorised 'social' activity or to arrange unauthorised contact.
- ✗ Communicate anything that a reasonable observer could view as being of a sexual or inappropriate nature.
- ✗ Request a child to keep a communication secret from their parents/guardians.
- ✗ Require attendance at online training/activities – if a child does not wish to participate or their parent/guardian does not consent, that is the individual choice and they should not be discriminated against or excluded on that basis.
- ✗ Record training/activity sessions unless express and informed consent has been given by the child's parent/guardian for a specified club/organisation-approved purpose (e.g. for posting on the club's official social media channels, with consent). Any recordings should be deleted once the purpose has been expended.

**Note:** If a child decides not to participate, or their parent/guardian does not consent to their participation in video training/activity, consider sending the drills and activities from each session so that the child can continue to train/take part from home.

# Health & Safety

## Do:

- ✓ Ensure that the online training/activity is conducted in a safe outdoor or indoor area that is free of any hazards.
- ✓ Wear suitable clothing and footwear, ideally the usual training/activity gear.

# Compliance

## Do:

- ✓ Children and coaches/instructors must abide by applicable codes of conduct.
- ✓ Children and coaches/instructors must abide by rules issued by the government in relation to social distancing.
- ✓ Consider random 'spot checks' or regular moderation of online training/activity to ensure they are being run safely.
- ✓ Remind children, parents/guardians, coaches and instructors that the club/organisation's member protection policies apply to these sessions and everyone is expected to behave appropriately towards one another.

# Resources

- » **Netsafe** is an independent non-profit organisation with an unrelenting focus on online safety. Netsafe keeps people safe online by providing free support, advice and education. Whether you're dealing with online bullying, scams or need advice about another online issue for yourself or someone else, Netsafe can help. Visit [netsafe.org.nz](https://netsafe.org.nz) for useful resources or call **0508 638 723** seven days a week for free expert incident advice.
  - [Tips and resources for staying safe online](#)
  - [Online safety toolkit by Netsafe](#)
  - [Get into Zoom](#) - a practical guide to running a safe Zoom session
- » **COVID-19** - Tips and resources for staying safe during the COVID-19 Pandemic
- » **Sport NZ Alert Level Information** - How different alert levels will work as information is released
- » **New Zealand Police** - Police Vetting guidance for employees or volunteers of a club/organisation or a business engaged by a club/organisation or directly with a parent/guardian
- » **Ministry of Justice** - Criminal Record Check guidance for individuals providing an online training/activity service to a club/organisation or directly with a parent/guardian
- » **Oranga Tamariki** - Reporting a Concern



**SPORT  
NEW ZEALAND  
IHI AOTEAROA**

Level 1, Harbour City Centre, 29 Brandon Street  
Wellington 6011, New Zealand  
PO Box 2251 Wellington 6140  
Phone: +64 4 472 8058

[sportnz.org.nz](https://sportnz.org.nz)

[New Zealand Government](https://www.govt.nz/)