



# VATNZ Discord Policy

**Version:** 1.0  
**Effective:** 1st April 2023  
**Authority:** VATNZ Board

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## 2. Document Control and Applicability

VATNZ Discord Policy		
Date	Version	Description
5th March 2023	0.1	Initial Draft for Public Review
1st April 2023	1.0	Release

### 2.1 Change Process

- 2.1.1 Amendment proposals can be made by emailing the Community Engagement Director.
- 2.1.2 This document will be reviewed every twelve months from the latest release date by the Community Engagement Director.

### 2.2 Document Purpose

- 2.2.1 This Policy contains essential policies, procedures, and regulations governing access to and appropriate use of the VATNZ Division Discord server.

### 2.3 Applicability

- 2.3.1 This Policy applies to all members and guests who utilise the VATNZ Discord server.

## 3. Regulations

### 3.1 Definitions

<b>“Anti-community”</b>	means behaviour detrimental to the community.
<b>“Bandwagon”</b>	means the effect that causes a person to adopt behaviours merely because others are doing so.
<b>“Discord Moderation Team”</b>	means the moderators appointed to control the Server.
<b>“Media”</b>	includes, but is not limited to, photographs, screenshots, screen captures, and audio and video files posted to the Server.
<b>“Member”</b>	means a member or prospective member of the Server (not being a guest).
<b>“Superseding Policy”</b>	means VATNZ policy that may succeed this Policy and includes relevant policy enacted by entities that are external to, or a parent of, VATNZ.
<b>“VATNZ Division Discord server (the Server)”</b>	means the Discord server registered for use by VATNZ.

### 3.2 Access to the Server

- 3.2.1 By accessing the Server, a person accepts the terms and conditions set out in this Policy.
- 3.2.2 To gain access to the Server, a person must be an active flying or controlling VATSIM member and must also be:
- a member of VATNZ or VATPAC, or
  - a visiting controller to VATNZ, or
  - a member of the VATSIM Asia Pacific Regional Staff, or
  - a member of the VATSIM Board of Governors, or
  - a VATSIM Founder member, or
  - a guest at the discretion of the VATNZ Board.
- 3.2.3 A person wishing to connect to the Server who is currently under disciplinary action by VATNZ or VATPAC may be denied access.

### **3.3 Superseding Policies**

- 3.3.1 As a member of VATSIM and VATNZ, pilots and controllers adhere to policies set by the VATSIM Board of Governors or VATNZ Board.
- 3.3.2 These policies include but are not limited to
- a. The VATSIM Code of Conduct, accessed here: <https://vatsim.net/docs/policy/code-of-conduct>
  - b. The VATSIM Code of Regulations, accessed here: <https://vatsim.net/docs/policy/code-of-regulations>
  - c. The VATSIM Safeguarding Minors Policy, accessed here: <https://vatsim.net/docs/policy/safe-guarding-minors-policy>
  - d. The VATSIM User Agreement, accessed here: <https://vatsim.net/docs/policy/user-agreement>
  - e. Discord Terms of Service, accessed here: [Terms of Service | Discord](#)
  - f. Discord Community Guidelines, accessed here: [Community Guidelines | Discord](#)
  - g. The VATNZ Data Protection and Handling Policy, accessed here: <https://www.vatnz.net/vatnz/policies/vatnz-privacy-policy/>

## 4. VATNZ Discord Code of Conduct

### 4.1 General Conduct and Expectations

- 4.1.1 The VATNZ Board reserves the right to moderate the Server as it thinks fit.
- 4.1.2 Per the VATSIM Code of Conduct, section A1, members must be courteous and respectful. As such, the VATSIM Code of Conduct, Code of Regulations, and superseding policies apply to members and guests of the Server.
- 4.1.3 Server members must use and display their VATSIM registered given name and surname.
- 4.1.4 Streaming the output of any Server channel to an external service (including, but not limited to, Twitch, Facebook Live, YouTube Live, etc.) is not permitted unless following Division assigned duties and should only be done in a designated channel.
- 4.1.5 Members must ensure their usernames, profile pictures, and statuses are not offensive. Where status is displayed, it must be appropriate in its application (e.g., displaying the member's game in progress).
- 4.1.6 Discussion and activities within the Server must be relevant to the applicable channel's topic.

### 4.2 Zero-Tolerance Conduct:

The following conduct is liable to result in a permanent ban from the Server and referral to VATSIM.

- 4.2.1 Discriminatory behaviour or hate speech. Examples include (but are not limited to):
  - a. Behaviour, speech, or posts that disparage, intimidate, threaten, promote violence toward or discriminate against any person or group of people based on race, nationality, national origin, ethnicity, ethnic origin, socioeconomic status, religion, age, disability, sexual orientation, gender, or gender identity.
  - b. Behaviour, speech, or posts that refer to historical or current events in such a way as to disparage or disrespect a person, group of people, or event.
  - c. Inciting others to behave in like fashion.
- 4.2.2 Illegal, objectionable, or pirated content or discussion around such content.
- 4.2.3 Using any method (such as a new Discord or VATSIM account) to bypass or evade disciplinary action.
- 4.2.4 Sharing or threatening to share personal, false, or confidential information about any person or group without their consent ("doxing").

### **4.3 Prohibited Conduct:**

The following conduct will result in moderation action under section 5 of this Policy.

- 4.3.1 Threats, harassment, bullying, intimidation, or abuse.
- 4.3.2 Impersonation or false representation, including the use of fraudulent and misleading names.
- 4.3.3 Inappropriate and offensive emojis and similar characters.
- 4.3.4 Discussion around aviation accidents before the investigating authority has published a report, where applicable, into the accident.
- 4.3.5 Political opinions.
- 4.3.6 Sale or advertisement of items or services without the express approval of the VATNZ Board.
- 4.3.7 Revealing privileged information to members not authorised to receive that information.

### **4.4 Disruptive Conduct:**

The following conduct will likely result in moderation action under section 5 of this Policy.

- 4.4.1 Excessive channel switching.
- 4.4.2 Excessive use of the “@” feature (pinging).
- 4.4.3 Excessive posting in public or private text channels (spamming).
- 4.4.4 Excessive server connects and disconnects.
- 4.4.5 Excessive use of impolite or offensive language.
- 4.4.6 Transmitting of potentially offensive sounds such as bodily functions.
- 4.4.7 Using voice-changing or morphing software.
- 4.4.8 Excessive broadcasting of any medium other than normal voice communication (e.g. music, singing etc.).
- 4.4.9 Using the Server to privately message members with unsolicited spam or abusive or unwanted messages.
- 4.4.10 Operating a bot without the express written approval of the VATNZ Board.
- 4.4.11 Anti-community, trolling, or Bandwagon-type behaviour.

## 5. Moderation

### 5.1 *Discord Moderation Team*

- 5.1.1 Server moderators are responsible for moderating the content posted on the Server per this Policy.
- 5.1.2 Moderators:
  - a. Report to the Community Engagement Director.
  - b. Moderate content posted to the Server
  - c. Monitor content posted to the Server
  - d. Maintain a high level of activity on the Server
  - e. Establish and maintain relationships with members through the Server
  - f. Other tasks as assigned by the Community Engagement Director.
- 5.1.3 The Community Engagement Director appoints Server moderators.
- 5.1.4 Server moderators are authorised to enforce this Policy in all public channels.
- 5.1.5 Server moderators are not granted elevated access to private or staff channels under their role.
- 5.1.6 Where members become concerned about the behaviour of another member, they should report it to a moderator either by private message or using the VATNZ Feedback System accessed here: <https://www.vatnz.net/feedback/>.
- 5.1.7 If a member feels a moderator is not acting appropriately in their role or is breaching the VATNZ Discord Policy, they can report this to the following:
  - a. The Community Engagement Director [community-engagement@vatnz.net](mailto:community-engagement@vatnz.net) in the first instance, or:
  - b. The Division Director [director@vatnz.net](mailto:director@vatnz.net).



## 5.2 Disciplinary Processes

- 5.2.1 A member found violating this Policy is subject to the following disciplinary measures. In any action taken, the member will be notified privately of the reason.
- a. First breach: **(Warning)**. A "cool-down" suspension period of up to 48 hours from the Server may be applied at the moderator's discretion.
  - b. Second breach: **(Miscreant)**. A suspension period of up to 14 days from the Server.
  - c. Third and subsequent breaches: **(Ban)**. A minimum suspension period of 30 days from the Server with referral to the VATNZ Board for further action.
- 5.2.2 Moderators consider a member's history when evaluating disciplinary options. Specific actions are at the discretion of the VATNZ Board.
- 5.2.3 A permanent ban from the Server requires a majority vote of the VATNZ Board, except where Section 4.2 applies.
- 5.2.4 Breaches remain on a member's record.
- 5.2.5 Breaches, with supporting evidence, must be documented in a manner approved by the VATNZ Board.
- 5.2.6 Disciplinary action resulting in a suspension period exceeding 48 hours may be appealed via the VATNZ feedback system.
- 5.2.7 Any permanent ban may be appealed via email to the Division Director at [director@vatnz.net](mailto:director@vatnz.net).
- 5.2.8 A member suspended from the Server before enactment of this Policy is not eligible to appeal that suspension under this Policy.
- 5.2.9 Any breach of this Policy may be reported to VATSIM at the discretion of the VATNZ Board.