



## **Aged Care Quality and Safety Commission's Social Media Acceptable Use Policy**

We welcome comments on our social media pages and suggest that you apply common sense when making them. At the same time you should show courtesy and respect to others. You must not use the pages to abuse others, expose others to offensive or inappropriate content, or for unlawful purposes.

The Aged Care Quality and Safety Commission (the Commission) reserves the right to enforce this acceptable use policy at its discretion. While user generated comments are not edited, to ensure a positive experience for visitors of social media sites and the broader community, the Commission may report or remove at its discretion any content or comments containing spam, profanity, or otherwise objectionable or prohibited material. The Commission may decide to block or report you as a user if it considers that that you have breached this policy. This policy is to be read in conjunction with the acceptable use policies of the social media platforms you are engaging with. If your input breaches the acceptable use policies of these platforms, your comments may be moderated.

The Commission expects that you:

- do protect your personal privacy and that of others by not including personal information of either yourself or of others in your posts to the wall (for example, names, email addresses, private addresses or phone numbers)
- do represent your own views and not impersonate or falsely represent any other person
- do not post information that relates to a specific complaint about an aged care service
- do not be abusive, harass or threaten others; do not make defamatory or libelous comments
- do not use insulting, provocative, hateful, obscene or offensive language
- do not post material that infringes the intellectual property rights of others
- do not post multiple versions of the same view or make excessive postings on a particular issue
- do not promote commercial interests in your posts; do not post party political comments
- do not include internet addresses or links to websites, or any email addresses in your post to the wall
- do not make unproven or unsupported accusations against individuals or organisations
- do not encourage conduct that may or would constitute a criminal offence or give rise to civil liability, or that otherwise violates any local, provincial, national or international law or regulation anywhere in the world
- do not incite hatred on the basis of any personal characteristic, including on the basis of race, gender, marital or domestic status, disability, sexuality or age
- do not identify matters that are currently the subject of legal proceedings or would break a court's non-publication order
- and do not make comments that are irrelevant to the topic being discussed.