

## **Social Media Terms of Use**

The Roseberry Qld (RQ) social media pages are to educate and raise awareness to community members about the services RQ offer. RQ is committed to working to the best of its ability to ensure safety of community members and staff when using social media platforms to maintain a presence of RQ.

RQ monitors our social media pages between 8:30am to 5:00pm Mondays to Thursday and until 3:00pm Fridays. Outside those hours, and on public holidays, Roseberry's posts are occasionally automatically generated, and the social media pages will not be looked at and moderated until the following business day.

Please be respectful of all points of view, and refrain from personal attacks on other users.

Roseberry will remove any posts which:

1. are likely to be offensive to other readers,
2. discusses methods or depicts images of suicide or self-harm,
3. discusses drug usage in an unbalanced way, e.g. omit the negative effects,
4. contains unhelpful advice, such as blaming a person for their depression,
5. are dogmatic, such as setting out courses of action as "the only way",
6. are racist, sexist or discriminatory,
7. are obscene, or uses graphic sexual language,
8. are defamatory, or overly critical of services or organisations which provide help to others,
9. for any other reason is likely to cause harm/distress to other young people reading the story,
10. are posted for commercial purposes,
11. promote inaccurate, inappropriate, or harmful health advice.

RQ recognises that sometimes people need immediate help and support. The RQ social media pages do not provide counselling or crisis services.

**If you need immediate assistance, please call Kids Helpline on 1800 55 1800 or Lifeline on 13 11 14. In an emergency, please call 000.**

If a post on any RQ social media page indicates a person may be at risk of harm, RQ will reply to the post as soon as possible and provide information support services. In some instances Roseberry may report a post which indicates a person may be at risk of harm to authorities, including the police.

Roseberry Qld can take no responsibility for comments from followers on the RQ social media pages.

Please direct any complaints, concerns or issues relating to our social media to [admin@roseberry.org.au](mailto:admin@roseberry.org.au).