



Social Media Community Guidelines

We want to create a safe and respectful environment on our social media channels and when you contact us. The Fams Social Media Community Guidelines outline acceptable behaviour in our online communities.

What our social media channels are for

Our online communities aim to provide a platform for us to inform the sector and community. We mainly provide information about the sector and about things related to children, families and communities.

We encourage you to join the discussion, leave comments and links that relate to the topic of the discussion. At all times we welcome your constructive feedback.

Fams has accounts on the Facebook, LinkedIn, Instagram and YouTube platforms.

Please note that our social media channels are not monitored at all hours.

We usually review and moderate our online communities between 9am and 5pm, Monday to Friday (excluding public holidays).

Please be aware that third party posts or comments on any of our online communities do not necessarily reflect the opinions of Fams.

Protect yourself

Like you, we care about digital security. For your protection, please don't include personal or sensitive information (such as case numbers, birth date, home address, phone number, driver's licence number or tax file number) in your posts or comments.

When and how we moderate our page

We encourage you to always be respectful of our community. We actively moderate our page and will remove any posts or comments that don't adhere to our Community Guidelines, and we reserve the right to block anyone who chooses to break them.

Posts and messages that include abusive language will not be responded to.



The following content will be removed:

- Graphic descriptions of any type that may trigger or upset others
- Trolling and spamming comments
- Hateful or discriminatory comments regarding race, ethnicity, religion, gender, disability, sexual orientation or political beliefs
- Attacks on specific groups or any comments meant to harass, threaten or abuse an individual, including Fams staff
- Posting off-topic comments
- Posting deliberately misleading comments
- Swearing, defamatory, offensive or abusive language
- Disruptive statements meant to hijack comment threads or throw discussions off track
- Links or comments containing sexually explicit content material
- Discussion of illegal activity
- Link baiting or files containing viruses that could damage the operation of other people's computers or mobile devices
- Acknowledgement of intent to stalk an individual or collect private information without disclosure
- Commercial solicitations or promotion of a competitor
- Unreasonable or inappropriate disclosure of someone else's personal information
- Violations of copyright or intellectual property rights.

Users who post this content may be banned or blocked from Fams social media communities at any time at Fams' discretion.

Help us keep our online communities family-friendly and suitable for all audiences.

If you think that a post or comment has broken any of our Community Guidelines, please contact us.