



## **WWDA's Social Media Engagement Process - process for monitoring and managing member activity.**

All members of the WWDA Facebook group must accept and behave in accordance with the rules outlined [here](#). The rules as of 14 September 2020 are:

**1. Be kind**

We're all in this together to create an open and welcoming environment for people with all types of disability. Let's treat everyone with respect. Healthy debates are natural, but kindness is required

**2. No Hate Speech or Bullying**

Bullying of any kind isn't allowed, and degrading comments about things like gender, disability, sexual orientation, race, religion, culture, class or personal identity will not be tolerated.

**3. Keep It Relevant and PG (parental guidance)**

Let's keep on topic, talk about making great changes and helping each other. We're a respectful, inclusive, group where children may be present so please bear that in mind.

**4. No Promotions or Spam**

Give more than you take to this group. Self-promotion, spam and irrelevant links aren't allowed.

**5. Respect Everyone's Privacy**

Being part of this group requires mutual trust. Authentic, expressive discussions make groups great, but may also be sensitive and private. What's shared in the group should stay in this group.

**6. No Professional or Medical Advice**

Do not offer or ask for medical, or professional advice. This group is a space where you can discuss ideas and share experiences, but it is not a place to go for professional help.

**7. Share Accurate Information**

Only share accurate information or resources. We will not tolerate fake news or advice that could create fear or danger.

**8. Accessible Posts Only**

Please ensure your posts are accessible. This includes providing descriptions for images and making sure that shared videos have captions or a transcripts available.

A member whose behaviour is deemed to breach one or more of the WWDA Community Facebook group rules may result in either an official warning or banning from the group. Women With Disabilities Australia (WWDA) as the owner and administrator of the WWDA Community Facebook Group reserves the right to decide the appropriate action to be taken at any given time.

WWDA may also use these rules and this process to guide the management of people's interactions and engagement on the other WWDA social media pages. This includes but is not limited to Facebook, Twitter, Instagram, and YouTube.

### **Banning a member from the group or page**

If a member or individual's engagement is considered dangerous, reckless or violent and is causing harm or risk to other members of the group or page, WWDA has the right to remove such content and ban them from the group or page without warning or contacting the member.

This engagement could include but is not limited to;

- Bullying or Harassment
- Derogatory comments or hate speech
- Sharing private information outside of the group.
- Sharing explicit content

### **Official Warnings**

If a member or individuals' engagement is considered negative and is detracting from the group or page, WWDA reserves the right to remove such content and contact the member via Facebook (or alternative method) to give them an official warning.

This engagement could include but is not limited to;

- Being unkind or engaging in a disrespectful or inappropriate manner,
- Offering professional or medical advice
- Sharing inaccurate or misleading information
- Self or business promotion.

Once the member has received the official warning their name, behaviour, rule/s broken and the date the official warning was sent will be recorded on the WWDA Social Media Engagement Management Spreadsheet. Once a member breaches the rules 3 times they will be banned from the group or page.

#### **Official Warning #1**

Hi [Insert name of member], we noticed some comments from you on the WWDA Facebook group [today/this afternoon/tonight/yesterday or date] on the post about [insert topic] and we wanted to reach out to you. Some concerns have been raised about your comments and we wanted to remind you that it is extremely important that we support each other and we have a safe and friendly environment for people to share their opinions and experiences.

Your comments breach rule [insert rule number and name], please take some time to revisit the rules of this page (group rules page link)

#### **Official Warning #2**

Hi [Insert name of member], we are concerned by some of the comments you have written on the WWDA Facebook group post about [insert topic] on [insert date]. Your comments breach rule [Insert rule number and name] and as this is the second time you have breached the group rules, this is an official warning. Please take some time now to revisit the rules of this page (group rules page link) This is your last and final warning.

### **Complaints**

If at any point a member who has been contacted or has been banned from the group would like to make a complaint, these can be directed to the Make A Complaint page on the [WWDA website](#). All complaints will be handled in accordance with the WWDA complaints handling policy.

