



## SAMSN Social Media Usage Policy

### Purpose

This policy sets out the terms of use for effective and safe mediation of social media usage by SAMSN.

### Social Media

Social media describes the online and mobile tools people use to share knowledge, information, opinions, experiences and various forms of media. The term also includes any online media allowing for user participation, interaction or publishing. Social media is often shared across a diverse range of 'platforms', including websites, video-sharing sites, public forums, message boards, social networking sites, and sites designed to promote information and advice through the use of 'posts'.

SAMSN uses social media to stay in touch with our followers and inform the public of who we are. Our social media includes Facebook, YouTube and our official website (these are outlined below).

- Official Website (accessible at: <https://www.samsn.org.au/>)
- Facebook (accessible at: <https://www.facebook.com/SAMSNAUS/>)
- YouTube (accessible at: <https://www.youtube.com/channel/Uck5SbG4qJr8wPSRGPx2o6OA>)

SAMSN also uses online networking sites such as Skype and ZOOM to connect with clients living in regional and remote areas, or who are overseas. Service provision over these forms of media are identical to those provided by SAMSN over the phone.

All content on our pages is subject to individual terms of use as outlined by each social media provider. By interacting with SAMSN's online social media platform, you agree to the terms and conditions of use of the relevant social media provider.

### **Queries and Advice**

Social media is an excellent place to obtain information and keep up to date with SAMSN news and achievements. However, if you have a direct or personal inquiry, SAMSN prefers to speak with you by phone, email or contact support form as these are more closely monitored and answered frequently.

Please see the relevant contact information below.

- Phone: 02 8355 3711
- 1800 472 676
- Email: [support@samsn.org.au](mailto:support@samsn.org.au)
- Contact Support Form: <https://www.samsn.org.au/contact-us/>

Queries can also be directed through Facebook Messenger and will be replied to when possible.

### **Guidelines for safely using social media**

We ask that you do the following when engaging with SAMSN on social media:

- Be respectful when making posts or comments
- Post only general information without any allusion to confidential information about yourself or anybody else
- Make posts relevant to SAMSN services
- Take time to ensure that anything you post is factually correct and accurate
- When sharing your knowledge, or any tips and advice, ensure that you provide the relevant resources while doing so
- If sharing photos on social media, check that you have permission to post from those in the photo

We ask that you refrain from the following:

- Using SAMSN logo and brand as your own
- Publishing, posting, distributing any defamatory posts, remarks or comments about others
- Posting potentially harmful information, such as specific details regarding medication, references to self-harm, sexual abuse or violence
- Engaging in arguments
- Impersonating any other person
- Uploading files or attachments known to contain viruses, corrupted files or anything that may damage the operation of another's computer or compromise SAMSN's website
- Spamming SAMSN's social media accounts with identical or nonsensical messages
- Using triggering language

If you have feedback or a complaint about SAMSN's use of social media, please contact us as per our contact details above.

### **SAMSN Rights and Responsibilities**

- SAMSN reserves the right to delete any posts, comments or replies deemed offensive, inappropriate, derogatory or defamatory, as well as explicit content or attachments
- SAMSN reserves the right to delete any posts that are racist, sexist, homophobic, judgmental or biased towards others
- SAMSN staff are able to remove any posts that are unrelated to SAMSN's services, inappropriate for discussion, spam, advertising, promoting other products or for commercial gain
- In the event of harassment of other clients or repetitive negative or threatening behavior, access to SAMSN social media profiles can be terminated and the person can be prevented from accessing SAMSN mediums or engaging with other clients
- SAMSN will contact you in the event of a post, reply or comment suggesting harm, self-harm or abuse

Please refer to the following links regarding terms of use for social media, including information collected, privacy considerations, and risks.

- Online Safety <https://www.esafety.gov.au/>
- Facebook <https://www.facebook.com/policies>
- YouTube <https://www.youtube.com/yt/about/policies/#community-guidelines>
- Skype <https://www.skype.com/en/legal/>
- ZOOM <https://zoom.us/terms>

Overall, SAMSN aims to make its social media a network of kind, generous and helpful individuals!