

Diabetes Australia Social Media Policy and House Rules

Principles and Ethics for Diabetes Australia Social Media

Diabetes Australia social media platforms aim to provide a safe, comfortable, respectful space for people living with all types of diabetes, people with an interest in diabetes, health professionals and researchers. We aim to publish posts that are informative, credible and useful.

In addition to providing information, Diabetes Australia social media platforms are also a place for members of the public to share ideas, information and ask questions. Whilst, we encourage people to comment on posts and ask questions, it must also be recognised that Diabetes Australia has a role in moderating the page and certain behaviour is not tolerated particularly, if it is not safe for other users.

It should also be noted that whilst the page is administered and maintained by Diabetes Australia, health professionals do not moderate the page and are not available to respond to medical or clinical questions. All people wanting urgent medical advice should call 000 (in Australia). If the question isn't urgent, it is advised to call the Diabetes Infoline on 1300 136 588 during business hours.

No individual advice about changes to diabetes management can be given. Diabetes Australia recommends always checking with your own doctor for this advice. Please do not follow specific advice from other members as we are all different and no responsibility is taken by Diabetes Australia or anyone related to the organisation if you choose to follow any advice from other members or links.

Advice Diabetes Australia and member organisations give is general and evidence-based best practice. Advice provided by a person's healthcare team is individualised to match health goals, personal and cultural preferences and access to healthy choices.

Social media behaviour

- 1. All comments must be courteous and on topic.**
2. Inappropriate negative comments, hostile or inflammatory remarks, all criticisms or put downs are removed, no matter who posts them.
3. Diabetes Australia opens all posts and comments and deletes posts which are not acceptable. At their discretion, and if necessary the member can also 'block' a member who has posted inappropriately.
4. Trolling to get a reaction is unacceptable

The following actions are not acceptable and will result in the post or comment being immediately hidden:

- Swearing

Social media statement



- Abuse: both toward the organisation, other followers or a third party
- Factually incorrect statements that could mislead other visitors
- Spam: fake accounts or people posting links to 'miracle cures' etc.
- Defamatory/slandorous comments
- Copyright- posts or comments are not the author's original work and they haven't adequately cited the original source
- Comments deemed to be advertising material for example, weight loss books
- Comments which are off topic and not relevant to the post, the intended or unintended aim is to hijack the post for another purpose

We do not allow any staff member or healthcare professional to be identified in any way, whether negatively or positively.