

## AGOSCI GUIDELINES FOR PARTICIPATION IN SOCIAL MEDIA

AGOSCI sees social media as an important communication tool.

Social media helps to:

- Engage with members
- Build awareness of Complex Communication Needs (CCN)
- Start discussion

### **The AGOSCI social media guidelines describe:**

- The role of site moderators (sites include the AGOSCI Facebook page, Facebook group, Listserv and Twitter handle)
- What is expected of AGOSCI members and non-members who use those sites.

### **AGOSCI vision, mission and values**

Communication using social media reflects the vision, mission and values of AGOSCI. The site moderator must make sure that online discussion (including moderator-led posts and tweets) is in line with the following statements:

**Mission:** To enhance the participation of all people with complex communication needs through our activities.

**Vision:** People with CCN are able to participate fully in all aspects of life.

**Values:** AGOSCI is an inclusive group interested in enhancing the participation of all people with complex communication needs.

AGOSCI also aims to enhance the capacity of society to achieve our vision.

(AGOSCI Strategic Planning document, 2015).

### **Guiding principles:**

#### 1. Be yourself

Clearly identify who you are and your connection with AGOSCI. If offering your personal opinion on a subject, be clear that these are your personal views and not those of the AGOSCI (this is particularly relevant for site moderators). Declare any commercial interests.

#### 2. Be confidential

Be careful not to post any identifying information about people you work with. Professionals should follow their known association guidelines with regards to client confidentiality.

#### 3. Be respectful

People from around the country and the world have different views and backgrounds, which brings richness of discussion and debate. Be civil in your tone and language. Do not post libellous, offensive, obscene or risqué content or comments.

#### 4. Be courteous

When responding to a post or tweet, address the ideas and not the person. Take time to explain what you mean so that your message is not misinterpreted. We will not tolerate angry, sarcastic or antagonistic messages.

#### 5. Be careful

What you publish is widely accessible so consider the content carefully before you post. Be mindful of your privacy settings when interacting in AGOSCI social media platforms.

- Make sure you read the privacy policies of the online platform you are using. Contact the social media site operator with further questions or concerns. Australia's Privacy Commissioner also has related information (see [www.privacy.gov.au](http://www.privacy.gov.au)).

## 6. Be genuine

All the copyright, privacy and other laws that apply offline apply online. You may quote or re-tweet other people but do not claim their ideas as your own. Always give credit.

### **Cross promotion**

AGOSCI does not allow the cross promotion of any non-AGOSCI event or materials on our Social Media. All AAC related events can be listed on our non-AGOSCI events section of our website, with a summary listserv posting of all events for each calendar month (see website section for details). The only exception will be formal alliances with other organisations as arranged by the respective governing bodies.

If a user has concerns about material published on AGOSCI social media, please contact the moderator of the platform (see website for contact details):

Listserv : Yvette Theodorson

Facebook: Ciara-Lucy Forrest

Twitter: Ciara-Lucy Forrest

### **Moderator role:**

- AGOSCI endeavours to respond to all enquiries (telephone, email, social media post) within 48 hours. However, if detailed response is required, this time can be extended.
- Posts, comments and enquiries will be responded to in the form in which they were made (i.e. post, comment or message enquiry), while sensitive enquiries will be responded to via email or private message.
- Inappropriate and/or unprofessional posts, comments or enquiries from members and the public will be removed from the AGOSCI's social media sites at the moderator's discretion.

Updated: 6<sup>th</sup> June 2018